

GENERAL INSTRUCTIONS

Toptask student manual

PROCESS OF THE APP



1. Employers will post tasks that match your selected skills.
2. You can apply / pitch for tasks that you are **available for** and **comfortable carrying out**. ***If you are no longer available for a task that you have applied to please remember to withdraw your application.***
3. Once you've applied, it's up to the employer to decide which applicant to hire. *Remember to have your Personal Statement filled in and to submit a Cover Letter with your application in order to enhance your profile.*
4. Once you have been selected for a task, the Employer will be asked to pay upfront to secure the booking with you.
5. After payment, a chat feature will be enabled between you and your employer so that you can contact each other directly. *Please start to communicate with your Employer once the chat feature is enabled so that you may discuss the details of the task in full. If the Employer needs to change applicant after booking, they may do so by using our "Repost" option and selecting a new candidate.*
6. Once the task is completed, remember to press the 'complete' button. Once the task has been confirmed as completed by **both** you and the employer you will be scheduled for payment.



7. Toptask processes payments to students every Monday. It can take up to 48 hours for the funds to go into your bank account.

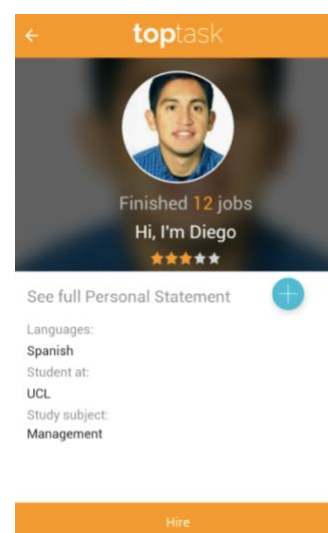
EXPECTATIONS

When taking on tasks, please bear in mind the importance of diligence and professionalism.

- **We expect you to be punctual for all booked tasks.** If you are going to be late, please inform the employer as soon as possible via the chat feature.
- **It is important to have a good communication** with each of your employers. Remember to be vigilant about responding to Employers promptly and keeping them updated with the progress of their task.
- **Do not apply for a task that you don't feel comfortable carrying out.** Remember: You get rated at the end of each task.
- **We have a zero tolerance policy for low performance, unreliability and unprofessionalism.**

TOP TIPS

- We encourage all students on the platform to fill in a **short personal statement** detailing past academic credentials and/or past work experience. You will find the option to do this on your App's profile. Simply choose 'edit profile' and then 'my education'.
- We highly recommend that students provide **good Cover Letters** with each application. The Cover Letters are a one-way messaging system allowing you to introduce yourself and pitch for the task. They greatly increase your chances of being hired for the task.



- Remember to upload a professional looking photo (e.g. passport photo) as your profile picture in order to enhance your profile for Employers.
- Don't forget to mark your task's completion at the end of a task. And make sure to ask your employer to do the same so that you may be scheduled for payment. You will be asked to provide your bank details, including sort code and account number, upon the completion of your first task. If you don't have your details with you, you can fill them in on your profile under 'edit details'.
- Don't forget to withdraw your application if you are no longer available for a task that you have applied to.
- If you have a current DBS, please send it to hello@toptask.co.uk.

CONTACTING TOPTASK

Toptask prides itself on being a community based platform. We have built, and aim to maintain, a close relationship with our users. Whether you have a question, issue or feedback, please don't hesitate to contact our support team.

You can reach our team by emailing hello@toptask.co.uk. For a quicker response during Monday-Friday business hours, please contact our student WhatsApp at 07827963225.

