



Staff Handbook

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INTRODUCTION - The success of any organisation and that of its employees depends very largely on the employees themselves, and so we look to you to play your part as we shall continue to play ours.

We provide equal opportunities and are committed to the principle of equality regardless of race, creed, colour, nationality, sex, disability, gender re-assignment or sexual orientation. We will apply employment policies which are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business. We look to your support in implementing these policies to ensure that all employees are accorded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

We will not condone any discriminatory act or attitude in the conduct of our business with the public or our employees. Acts of harassment or discrimination on the grounds of race, sex, disability, gender re-assignment or sexual orientation are disciplinary offences.

We welcome you and express our sincere hope that you will be happy here in our team. We ask that you study carefully the contents of this Staff Handbook as, in addition to setting out our rules and regulations, it also contains a great deal of helpful information.

EMPLOYMENT TERMS

A) PROBATIONARY PERIOD - You join Winsor Education on an initial probationary period of three months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if during your

work performance is not up to the required standard or you are considered to be generally unsuitable we may either take remedial action or terminate your employment without recourse to the disciplinary procedure. At the end of your probationary period you will again be assessed and, if satisfactory, you will become a member of our regular staff. If you have not reached the required standard by the end of the sixth month we may either extend the probationary period in order that remedial action can be taken or terminate your employment without recourse to the disciplinary procedure. In the event of you failing to improve during the extended probationary period, your employment will be terminated without recourse to the disciplinary procedure.

B) JOB DESCRIPTION - Each Employee will be provided with a job description of the position to which he/she has been appointed but amendments may be made to job description from time to time in relation to changing needs and employee own ability and interests.

C) STAFF TRAINING - All employees, at the beginning of their employment will receive an induction briefing and as employment progresses their skills may be developed through training to encompass new job activities or roles.

D) PERFORMANCE AND REVIEW - The college policy is to monitor work performance on a continuous basis so that the college can maximise employee strengths, and help employees overcome any possible weaknesses.

E) APPRAISAL - Employees may be given appraisal interviews which may take place from time to time normally on an annual basis or every twelve

months to allow employees to formally appraise performance.

F) JOB FLEXIBILITY - It is an express condition of employment that the employees are prepared, whenever necessary, to transfer to alternative departments or duties within Winsor Education. During holiday periods, etc. it may be necessary for employees to take over some duties normally performed by colleagues. This flexibility is essential as the type and volume of work is always subject to change, and it allows the college to operate efficiently and gain maximum potential.

G) MOBILITY - Although employees are usually employed at one particular site, it is a condition of employment that they are prepared, whenever applicable, to travel to any other (future) college sites and for recruitment campaigns. This mobility is essential to the smooth and efficient running of Winsor Education.

SALARIES

A) ADMINISTRATION

1. Payment

- a. For salaried staff the pay month is the calendar month.
- b. Upon request, employee will receive a payslip showing how the total amount of pay has been calculated. It will also show the deductions which have been made, like Income Tax, National Insurance Contribution.

2. Overpayments

If an Employee has been overpaid for any reason he/she must immediately inform Line Manager. The total amount of the overpayment will normally be deducted from next payment but if this would cause hardship,

arrangements may be made for the overpayment to be recovered over a longer period.

3. Income tax and National insurance

Except for self employed, at the end of each tax year each Employee will be given a form P60 showing the total pay received during that year and the amount of deductions for Income Tax and National Insurance.

B) LATENESS/ABSENTEEISM

1. Employees must attend work punctually at the specified time(s) and are required to comply strictly and accurately with any time recording procedures relating to work.
2. All absences must be notified in accordance with the procedures laid down in this Staff Handbook.
3. If employees arrive at work more than one hour late without having previously notified, he/she may be sent off the premises for the remainder of the shift/day without pay.
4. Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

FACILITIES

Facilities provided to staff are:-

- a) Small Computer lab.
- b) Small library.
- c) Kettle – for hot drinks.
- d) Hot desking.
- e) Ground floor cafeteria.

SAFEGUARDS

A) RIGHTS OF SEARCH

1. Although Winsor Education do not have the contractual right to carry out searches of staff and property (including vehicles) whilst on premises but would ask all staff to assist the college in this matter should we feel that such a search is necessary. These searches are random and do not imply suspicion in relation to any individual concerned.
2. College reserves the right to call in the police at any stage if there is suspicion of criminal activity within Winsor Education .

B) CONFIDENTIALITY

1. All information that:-
 - a. Is or has been acquired by employees during, or in the course of employment, or has otherwise been acquired in confidence shall be confidential,
 - b. Relates particularly to Winsor Education or that of other persons or bodies with whom we have dealings of any sort, and has not been made public by, or with our authority, shall be confidential, and (save in the course of the Winsor Education or as required by law) employees shall not at any time, whether before or after the termination of employment, disclose such information to any person without a written consent.
2. Employees are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time

of termination of employment return any such material in possession.

HEALTH, SAFETY, WELFARE AND HYGINE

A) SAFETY

1. Employees should make familiar with Health and Safety Policy and health and safety duties and responsibilities, as circulated separately. Copies are available from the HR/Registrar.
2. Employees must not take any action which could threaten the health or safety of staff members, customers or members of the public.
3. Employees should report all accidents at work, no matter how minor in the accident book, which can be found in the Principal's office.

B) HYGIENE

1. Any exposed cut or burn must be covered with a first-aid dressing.
2. If any employee is suffering from an infectious or contagious disease or illness such as rubella or hepatitis they must not report for work without clearance from doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

EMPLOYEE ENTITLEMENTS

A) HOLIDAYS

a. Annual Holidays

1. The dates of the holiday year and details of annual holiday entitlement are set out in each employee's Statement of Particulars of Employment.
2. Annual holiday entitlement accrues at the rate of one twelfth of the full annual holiday entitlement, on the 1st of each month, in advance.
3. On termination of employment, employees will be entitled to be paid for holiday(s) accrued but not taken at the date of termination of employment.
4. If on termination of employment an employee has taken more annual holiday than he or she has accrued in that holiday year, an appropriate deduction will be made from the employee's final pay.
5. All periods of annual holiday must be authorised in advance by management. Employees must not make firm annual holiday arrangements before receiving confirmation from management that their request has been authorised.
6. Employees are not normally permitted to take more than two weeks' annual holiday at any one time. In exceptional circumstances employees may be permitted to take annual holiday in excess of two weeks at the sole discretion of management.
7. Employees who take unauthorised annual holiday may be subject to disciplinary action.

8. Employees who are ill during a period of authorised annual holiday are not normally permitted to take the annual holiday at a later time.

9. Further details relating to annual holidays are set out in each employee's Statement of Particulars of Employment.

b. Public Holidays

1. Details of any entitlement to public holidays in a holiday year are set out in each employee's Statement of Particulars of Employment.

B)

SICK PAY ENTITLEMENT

a. Statutory sick Pay

1. Employees who are absent from work because of sickness will normally be entitled to receive Statutory sick Pay (SSP) from the college providing they meet relevant criteria.
2. Once the criteria have been met, SSP is not normally payable for the first three days of sickness absence, unless the employee has been absent and in receipt of SSP within the previous eight weeks. Thereafter the College will normally pay SSP at the statutory rate in force for a maximum of 28 weeks.
3. In order to qualify for SSP the employee must notify the College on the first qualifying day, and submit a certificate of absence as soon as practicable. The College reserves the right to withhold payment of SSP where an employee fails to follow the correct procedure. Please refer to your job contract for further details.

b. College Sick Pay

Employee entitlement to College sick Pay, if any, is detailed in the employee's Statement of Particulars of Employment.

C) MATERNITY LEAVE AND MATERNITY PAY

Pregnant employees are entitled to maternity leave and pay in accordance with current statutory provisions. Employee who is pregnant has the right to Ordinary Maternity Leave of 39 weeks who have been continuously employed for 26 weeks at the beginning of the 15th week before the expected childbirth and are entitled to a further 13 weeks' Additional Maternity Leave, providing a total statutory entitlement of 52 weeks' maternity leave.

a. Ordinary Maternity Leave

An employee who qualifies for the Ordinary Maternity Leave is entitled to receive all her normal contractual benefits (including annual holiday entitlement), excluding pay, while she is absent from work. An employee is entitled to return to her original job at the end of the Ordinary Maternity Leave period.

b. Statutory Maternity Pay

All employees who have been continuously employed or at least 26 weeks ending with the 15th week before the expected week of childbirth (the Notification Week), and who satisfy the following conditions, are entitled to receive Statutory Maternity pay (SMP) from their employer. The employee must:

1. Have average weekly earnings equal or above the Lower Earnings

Limit for National Insurance purposes over the eight week period up to and including the Notification Week;

2. Give her employer a minimum of 28 days' notice that she intends to be absent from work because of her pregnancy; and
3. Provide her employer with medical certification of her expected week of childbirth, normally using form MAT B1.

D) PATERNITY LEAVE AND PATERNITY PAY

Eligible employees (see below) are entitled to take up to two weeks' paid Paternity Leave following the birth of their child in order to take care of the child or support its mother. During Paternity Leave, most employees will be entitled to Statutory Paternity Pay (SPP), which will be the same as the standard rate of Statutory Maternity Pay (SMP).

a. Taking Paternity Leave

An employee is permitted to take Paternity Leave in units of either one whole week or two consecutive whole weeks. Leave must start on any day of the week on or following the child's birth but must be completed:

- Within 56 calendar days of the actual date of birth of the child; or
- If the child is born early, within the period from the actual date of birth up to 56 days calendar days after the expected week of birth.

4. DISCIPLINARY PROCEDURES

All staff are expected to act with due regard to the interests of WE and in a

manner that is consistent with ensuring a safe, efficient and effective working environment. Staff conduct should at all times take into account the need for satisfactory relations with other colleagues and students. Any staff who does not comply with these requirements (e.g. by being offensive or violent towards another member of WE) will be subject to WE's Disciplinary Procedures and Actions.

- **Disciplinary Procedure, Dismissals and Appeals**

Purpose and Scope

This procedure is designed to ensure that all staff are aware of and understand their rights and responsibilities relating to discipline. It aims to facilitate satisfactory standards of conduct and performance, to encourage improvements where appropriate and to ensure that cases of alleged misconduct, unacceptable performance or other acts or omissions considered by the College management to warrant consideration of disciplinary action are dealt with consistently and fairly within a reasonable timescale.

Rules relating to the conduct of staff have been drawn up to set standards of behaviour and performance at work and to deter acts of misconduct. They are included in the Staff Handbook and aim to encourage and guide staff in achieving and maintaining high standards of discipline, behaviour and performance. Any breaches of the standards or rules outlined may be dealt with as a disciplinary matter under the provisions of this procedure.

Principles

All heads of sections/departments are responsible for identifying promptly any deficiencies in conduct or performance, discussing the matter with the individual member of staff and assisting him/her to improve. No formal disciplinary action will be taken unless there is sufficient evidence to warrant such action and

until the case has been carefully investigated. Each case will be considered on its own merits in order that any decision should be reasonable in all the circumstances.

At each stage of the procedure, individuals will be informed of the nature of the complaint(s) and/or allegation(s) against them and will be given the opportunity to state their case before disciplinary decisions are made.

At each stage of the formal procedure, the office of the Registrar/Human Resource staff must be involved to give advice and guidance, to accompany those authorised to conduct disciplinary hearings as appropriate, to approve the form and wording of letters relating to disciplinary matters and actions/decisions.

Individuals may not be accompanied by anyone acting as a legal representative at any stage of the procedure. Individuals will not be dismissed for a first breach of discipline except in case of gross misconduct when dismissal may take effect without notice or pay in lieu of notice. Individuals have the right of appeal against any formal disciplinary action taken.

The procedures may be implemented at any stage according to the nature and seriousness of the complaint. All proceedings and associated documentation will be kept confidential as far as practicable.

Informal Procedures

In many circumstances it will not be appropriate to proceed immediately to formal disciplinary procedures. Minor cases of misconduct may best be dealt with by informal advice, coaching and support rather than through the formal disciplinary procedure. Heads of Sections/Departments should discuss problems with individuals with the objective of encouraging and helping them to improve.

It is important that staff understand what needs to be done, how conduct will be reviewed and over what period. Staff should also be made aware of what action may be taken if they fail to improve their conduct. Informal warnings are not. Individual employees have a responsibility to perform their role to a satisfactory level and will be given reasonable help and encouragement to do so.

Sectional Heads are responsible for setting realistic and measurable standards of performance and ensuring that members of staff understand what standard is required of them.

Where individuals may be failing to perform to the required standard the matter should be investigated and where the reason is found to be a lack of skills, s/he should, wherever practicable, be assisted through training or coaching and given reasonable time to reach the required standard.

Where the poor performance is due to negligence or lack of application on the part of the individual then formal disciplinary action may be taken.

An individual will not normally be dismissed because of a failure to perform unless warnings and an opportunity to improve (with reasonable targets and timescales) have been given in accordance with the Disciplinary Procedure.

However where an individual commits a single error due to negligence and the actual or potential consequences of the error are, or could be extremely serious, it may be appropriate to proceed to formal disciplinary action and, depending on the nature of the allegation, summary dismissal may result.

The Formal Procedure

If conduct or performance of an employee does not meet acceptable standards after attempts to resolve minor

matters informally have been made, or in more serious situations, the formal procedure should be followed at the appropriate stage.

Before contemplating disciplinary action, the sectional head should satisfy him/herself of the facts. It may be necessary to hold a preliminary investigation which will be carried out in such manner as the sectional head deems appropriate.

Normally, disciplinary decisions will not be made by the person conducting the preliminary investigation.

Full written details of the allegation(s) and where possible all of the evidence supporting them will be made available to the member of staff concerned at least 7 working days in advance of the hearing.

The member of staff against whom disciplinary action is being brought will be given the opportunity to state his/her case and to make any representations before a disciplinary decision is made.

The individual or his/her representative will normally be expected to provide a written statement together with any supporting documentation at least 3 working days before the date of the hearing. Management's written case relating to the complaint(s) and/or allegation(s) and any supporting documentation shall also be completed at least 7 working days before the hearing. Such documentation will then be exchanged at least 3 working days before the hearing.

Thereafter, no further documentation will be considered and taken into account at the hearing unless so approved in advance by the manager hearing the case.

Where either party presents one or more written statements as part of their case, the author(s) of those statements should

normally be available during the disciplinary hearing and may be called to give their evidence in person, and answer questions relevant to the hearing from any party to the hearing.

Additional witnesses may be called, for example to give a personal testimonial. Where appropriate, the hearing may be adjourned for a short period.

The individual will be informed of the decision following any disciplinary hearing and the reasons for the decision at the earliest opportunity.

In exceptional circumstances where it has not been possible to reach a decision following the hearing, an indication will be given within one working day of the likely timescale for a decision to be reached.

The decision will be confirmed in writing to the individual, normally within three working days after the decision has been made, together with the name of the person to whom any appeal should be lodged.

Notwithstanding the timescales indicated above, the College may accede to a request made by the individual against whom allegations have been made to conduct a disciplinary hearing within a longer or shorter period.

Forms of Disciplinary Action that may be taken

Stage 1 – First written warning

After conducting a disciplinary hearing and considering the evidence and representations made, a First Written Warning may be given to the member of staff by the relevant sectional head. Where appropriate, a

First Written Warning may be given to the individual staff copy to the Registrar/Human Resources.

A First Written Warning will give details of the complaint, the improvement required and the timescale. It will warn that further disciplinary action will be considered if there is no satisfactory improvement.

It will also advise of the right of appeal. A copy of the written warning will be placed on the member of staff's personal file held in the Registry/Human Resource, but will be removed from the personal file and disregarded for disciplinary purposes after a period of 12 months, subject to satisfactory conduct and performance within that period..

Stage 2 – Final written warning

If there is still a failure to improve and conduct or performance remain unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning but not to justify dismissal, a Final Written Warning will normally be given to the member of staff.

A Final Written Warning will give details of the complaint, will warn that dismissal is likely to result if there is insufficient improvement and will advise of the right to appeal. A copy of this Final Written Warning will be placed on the member of staff's personal file held in the Registrar/Human Resources Department.

Final Written Warnings will be removed from the personal file and disregarded for disciplinary purposes after a period of 24 months, subject to satisfactory conduct and performance within that period.

Stage 3 - Dismissal

If conduct or performance is still unsatisfactory and the member of staff continues to fail to reach the standards required following a Final Written Warning, dismissal is likely to result. Only the Principal can take the decision to dismiss a member of staff under this procedure.

Except in cases of gross misconduct, dismissal will normally be with notice or with pay in lieu of notice.

The member of staff will be provided with written reasons for dismissal, the date on which employment will terminate and details of the right of appeal.

Stage 4 – Summary Dismissal

If, on completion of an investigation and a disciplinary hearing the Principal is satisfied that gross misconduct has occurred, the member of staff may be dismissed with immediate effect without any notice or pay in lieu of notice.

In such cases, the member of staff will be provided with written reasons for dismissal, confirmation of the date on which employment terminated and details of the right of appeal.

Alternative Penalties

Following consultation with Personnel, managers responsible for taking formal disciplinary decisions may impose reasonable additional or alternative penalties including, for example, transfer to a different post/location.

They may also require a member of staff to undertake relevant development or other measures in order to improve performance where appropriate.

Appeals Against Disciplinary Action

Members of staff against whom formal disciplinary action has been taken may appeal in writing within 5 working days of receiving notification of the decision.

First Written Warnings

An appeal against a First Written Warning given by a sectional head shall be considered by the Registrar/Director of Studies. Where a First Written Warning has been given by the Registrar/Director of Studies, the appeal will be considered by the Principal. The decision of the Principal/Director will be final.

An appeal against a First Written Warning given by the Registrar/Director of Studies

shall be considered by Principal/Director. The decision will be final.

Final Written Warnings

An appeal against a Final Written Warning given by the sectional head shall be considered by a Registrar/Director of Studies.

An appeal against a Final Written Warning given by the Registrar/Director of Studies shall be considered by the Principal.

Dismissal (including Summary Dismissal)

Any member of staff who has been notified of dismissal may appeal in writing via his/her sectional head to the Principal.

The appeal will normally be considered by a panel consisting of three senior members of the College which may include the Principal or in cases other than where the decision to dismiss was taken by the Vice-Chancellor. The decision of the Panel will be final.

Procedures for hearing appeals against formal disciplinary decisions

An appeal hearing will normally be convened within 15 working days of receipt of notice of appeal. Where an individual's chosen companion will not be available at the time proposed for the hearing, she/he may propose a reasonable alternative time within a period of 5 working days following the day proposed by the College.

The appeal hearing may not subsequently be postponed unless the person who will hear the appeal, or the Registrar/Director/Principal or the appeal panel decides that it would be appropriate to do so in the particular circumstances (e.g. absence through illness certified by a medical practitioner).

The appellant or his/her representative will provide a written statement of the grounds for appeal and any supporting documentation at least seven working

days before the date of the appeal hearing.

The names of any witnesses to be called at the appeal hearing shall normally be notified at least seven working days in advance and exchanged between parties as soon as possible.

At the appeal hearing, the individual or representative will be given the opportunity to present their case without interruption, although the Principal/Director of Studies or Appeal Panel members may seek clarification and further information on particular points.

Witnesses as notified in advance may be called in support of the case presented. The Principal and/or Panel may adjourn to seek professional advice at any time during the appeal process but any such advice will remain confidential to the Panel.

The Principal or the panel will, whenever possible, announce the outcome of the appeal at the conclusion of the hearing, following an adjournment to consider the evidence. In exceptional circumstances where it has not been possible to reach a decision she/he will indicate the likely timescale for a decision to be reached. The decision will be confirmed in writing, normally within five working days and will be final.

Examples of Gross Misconduct

1. Disciplinary procedures are intended, inter alia, to encourage efficient and safe performance of work, and the maintenance of satisfactory relations at work. This section offers guidance on types of conduct which be considered to be Gross Misconduct. It is not possible to provide an exclusive or exhaustive list, and the examples given should be taken as guidance only.
2. Examples of offences which are normally regarded as gross

misconduct and likely to result in consideration of dismissal with immediate effect (Summary Dismissal) include:

- theft, misappropriation or unauthorised possession of the assets, funds, equipment and/or property of the College, staff, students or visitors,
- fraud, including any deliberate attempt to defraud the College, staff, students or other persons in the course of duties and responsibilities,
- corruption, including the acceptance of money, goods, favours or excessive hospitality from outside parties in respect of acts or service(s) rendered which are contrary to the interests of the College,
- deliberate falsification or misrepresentation of records or claims made,
- serious harassment or bullying,
- physical violence towards fellow members of staff, students or visitors,
- deliberate damage to property belonging to the College, staff, students or visitors,
- serious negligence or breach of safety rules potentially causing unacceptable loss, damage or injury,
- flagrant disregard of College policies, procedures, regulations or rules in force from time to time.
- serious incapability at work or on duty through alcohol, the use of illegal drugs or other substances,
- Serious acts of insubordination, including flagrant refusal to comply with a reasonable instruction.
- Serious misuse of the College's property, facilities or name,

- Acts or omissions which might damage the College's operations and/or which bring the College into serious disrepute.

Code of Conduct

Winsor Education expects all staff in its employ to conform to the explicit standards of professionalism defined in this document. Employee who demonstrates behaviour that does not comply with or that is inconsistent with the minimal standards of professionalism contained in this document may be subject to the range of disciplinary actions.

Adherence to Policies

The College expects that employees familiarize themselves with College policies that are relevant to their responsibilities;

-adhere to those policies to the best of their ability;

-assist and encourage others to adhere to the policies

– for example, by directing a student to the appropriate channels for appeal;

- Give sufficient notice before leaving and provide handover of pending tasks, files and folders before you leave.

Inappropriate Behaviours

Employees will not use the profane, or obscene language;-make remarks or engage in conduct that is racist, sexist, or in other ways discriminatory, nor permit any student in any class to do so; -engage in behaviour or make remarks that could reasonably be interpreted as threatening, nor allow any student to engage in such behaviour; or Encourage, by inaction or innuendo, the development of an environment that is fractious, disrespectful of others, or inconsistent with sound and conducive working environment -promote their personal, religious, political, social, or

business agendas; spread negative, malicious, or unkind remarks or rumours.

Online Environment / Communication Facilities

All employees must apply professional and ethical standards at all times when accessing, using, and distributing information and materials through the internet or emails. Staff must use computing and communication facilities and services only for the purposes for which they are authorized. Technologies must not be used to access, use or distribute materials that are obscene, vulgar, or pornographic, or that might be perceived by others as harassment or intimidation.

The College believes that every user bears the primary responsibility for the material she/he chooses to access, send, or display.

Academic Preparation

All Lecturers are expected to be academically prepared to teach assigned courses. Lecturers will demonstrate academic readiness by maintaining, developing, and expanding competence in their field (s).

Course Delivery

All Lecturers are expected to perform activities in advance of class that are necessary to ensure adequate delivery of the courses they have been assigned. Lecturers will prepare course outlines for the courses they are teaching or become familiar with outlines that already exist and have clear learning goals for each class.

Classroom Conduct

Lecturers will refrain from using class time to promote their personal, religious, political, social, or business agendas and will refuse to allow students to use class time for these purposes. This guideline is not intended to restrict the freedom of Lecturers or students to express personal views of relevance to topics being taught or discussed.

Classroom Environment

Lecturers will treat all students with courtesy and respect. In each and every class they teach, Lecturers will maintain a climate in which learning can flourish and in which all students are treated with equality and respect.

Class Protocols and Content

Lecturers should ensure that all activities in the class pertain to the learning objectives of the class, commence each class on time, be in the classroom, ready to start teaching, at the prescribed time.

Classroom time should be managed so that the room is vacated on schedule and other classes are not inconvenienced by being forced to wait; Lecturers should encourage open discussion and feedback from students regarding the course and the manner in which it is being taught as a follow-up to the required written course evaluations;

Assignments and Grades

Academic employees will:-mark all tests and assignments promptly and give explanations of grades and feedback to students in an appropriate manner.

Conduct with other Employees

When interacting with other employees/colleagues, staff will behave with courtesy, respect, patience, helpfulness, and a general spirit of goodwill in their interactions.

Employee who are directly affected by unprofessional or troublesome conduct on the part of a colleague should express their concern directly to that colleague in an attempt to clarify and correct the situation. Should such an intervention be unsuccessful (that is, if the behaviour persists), the employee can then follow the College procedures on Grievances Procedures and lodge a formal complaint to the appropriate senior staff. The senior staff who receives the complaint will, without exception, maintain confidentiality when attempting to resolve issues and will base all reports of concern on direct behavioural

observations of the colleague involved. Whenever possible, these observations would be documented in writing. Employee should treat colleagues, students and others with courtesy and ensure that their activities will not impede the effective operation of the College;

They should notify their line manager at the earliest reasonable opportunity if, for reasons of illness or accident, they are unable to meet their assigned duties so that appropriate cover can be made in order not to affect the flow of work at the College during the absence of the employee.

Employee should always provide their line manager (Director of Studies/Registrar/Principal) with appropriate written notice of requests for vacations at non-traditional times;

College Equipment

All employees must demonstrate a concern for the appropriate use and maintenance of all equipment provided by the College, such as computers, photocopiers, telephones, etc and ensure that College services such as photocopying and postage are used for College purposes only.

Grievance Procedure

Purpose and Scope

This procedure is designed to resolve individual grievances raised by staff in relation to their employment. It aims to provide means by which individual grievances can be settled as quickly and as close to the point of origin as possible.

Principles

If a member of staff has a grievance, he/she should first endeavour to resolve the matter informally by a direct approach to and discussion with the other member(s) of staff concerned.

If the matter remains unresolved by informal procedures, the formal procedure may be followed.

At each stage of the formal procedure, individuals have the right if they wish, to be accompanied by a fellow member of staff as defined in the Employment Relations Act 1999.

All proceedings and associated documentation would be kept confidential as far as practicable.

No member of staff will suffer detriment for raising a grievance in good faith, or for assisting a colleague to do so.

The purpose of the grievance procedure is to reach a resolution on matters affecting staff employed at the College, for example terms and conditions of employment, health and safety, code of conduct, equal opportunities and relationships at work, etc.

Allegations or concerns relating to some actual or likely danger, fraud or other illegal or unethical conduct connected with colleagues or any matter affecting staff of the College should be addressed in writing to the Registrar/Director of Studies.

On receipt of a formal (written) complaint, the Registrar/Director of Studies will investigate the complaint, and determine and implement an appropriate course of action. This course of action will be appropriate where the complainant does not wish to engage in hearings or has not identified a preferred resolution, but wishes to ensure that action is taken over a matter of concern. It will not normally be possible to keep the complaint, or the identity of the complainant confidential

The Informal Process for Raising and Resolving Grievances

It will often be easier, quicker and more effective to resolve complaints or grievances informally.

If a member of staff has a grievance, she/he should first endeavour to resolve the matter informally by a direct

approach to and discussion with the other member(s) of staff concerned.

A meeting should normally be convened within three (3) working days. The member of staff should explain the nature of the grievance and both parties should seek a resolution. This is best achieved by means of an open and constructive discussion in which both parties are willing to understand the other's point of view.

The informal procedure does not preclude the parties from agreeing to meet on a second or subsequent occasion, nor, where the parties are in agreement, from approaching a third party for advice or assistance in arriving at a resolution.

Any party may approach any member of the senior management (i.e. Principal, Director of Studies, Registrar, etc) for advice or guidance as appropriate. If the matter remains unresolved the formal procedure may be followed.

The Formal Procedures

All parties to formal procedures will aim to reach a just and reasonable resolution and the operation of the procedure will be consistent with this objective, and determined by the person hearing the Grievance in each case.

At each stage of the formal procedure, a hearing will normally be convened within seven (7) working days, and the member of staff will be reminded of his/her right to be accompanied by a colleague staff member.

The stages of the Procedure:

Stage 1. If the matter is not resolved informally, the member of staff may raise the grievance with his/her Head of department/Section as per the College Organogram or another appropriate senior member of staff for this purpose.

Stage 2. If the matter remains unresolved following Stage 1, the member of staff

may raise the grievance with the Principal/Director of Studies as appropriate who would arrange a hearing within (5) working days upon the receipt of the complaint/grievance.

If it is not the Director of Studies who sat on the grievance during the first stage, the Principal would refer it to him/her to handle it. The Director of Studies would within five (5) working days hear the complaint/grievance. This is after he/she has read the report /outcome of the Officer who sat on the complaint during the first stage.

In exceptional circumstances the matter may be referred in writing via the Principal to the Director. The Director will appoint an appropriate committee to deal with the matter. The committee will confirm in writing the decision reached to those concerned and the reasons for the decision. This decision will be final.

At each stage the person hearing the grievance will write to confirm the outcome within five working days. If this is not possible she/he will write to the member of staff with an explanation for the delay and will indicate when a response will be given.

1. OPERATIONAL POLICIES AND PROCEDURES

Disability policy

The Disability Discrimination Act, 1995, makes it illegal to discriminate against disabled persons who fall under the definition of the act and that they are treated fairly and equally. The act places specific emphasis upon disabled persons within educational establishments.

The policy of Winsor Education is based on the principle that – as far as possible – all disabled people will be accorded the same equality of treatment, dignity and respect as all other people. This means that all members of the public will receive as near equal service as possible, and occasions when some may feel that they

are being treated differently reduced to a minimum. Winsor Education recognises that there may be constraints to the service that are offered from the premises that are occupied during the delivery of the course. We undertake to listen to and consider any solutions that might resolve these issues and to respect the dignity of any person with a disability.

Initial approach

Winsor Education will take an inclusive approach to providing access to services and facilities for as wide a range of people with disabilities as possible, acknowledging that there may be some circumstances where particular provision may be necessary for people with certain disabilities.

Equal Opportunities Policy

We are an equal opportunity employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation or disability, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. All employees are given opportunity and are encouraged to progress within the organisation. We are committed to an ongoing programme of action to make this policy fully effective. It is the College's aim that potential and actual staffs are treated fairly on the basis of merit regardless of age, disability, family responsibilities, gender, HIV status, marital status, mental health problems, nationality, race, religious or political views or affiliations, sexual orientation, socio-economic background or transexualism. The College follows a code of practice to ensure that this policy is fully effective.

Employees

Winsor Education is an equal opportunities employer and will work to make all reasonable adjustments to the workplace to enable any member of staff with a disability to enjoy a satisfying and fulfilling working life.

Absence Procedure and Rules

Winsor Education is a caring employer and provides considerable support to all staff in times of sickness and/or personal difficulties. The aim of this document is to provide heads of Departments/Sections, and those responsible for staff, with guidelines on how to deal with individual employees, from all categories of staff, who are absent due to sickness or other difficulties.

It is important that a consistent approach is adopted and a balance struck between providing support to the employee, recognising individual circumstances whilst ultimately securing their return to work and improving attendance generally.

Whilst recognising the need to be reasonable and sensitive in cases of sickness absence, the College is very conscious of the fact that poor attendance at work can contribute to reduced efficiency and can disrupt the quality of service and team spirit.

Definitions

Long-term absence - Any period of absence from work because of ill health lasting more than four weeks will be deemed as long-term sickness absence. This includes: long-term absence because of a single illness or disability and repeated periods of absence arising from a single illness or disability.

Frequent short-term absences - Frequent short-term absence involves patterns of absence due to minor illnesses that are usually not connected. Such patterns could vary from a relatively large number of single days of absence, to fewer occasions of absence involving a loss of

up to a week or more, or a mixture of individual days and longer periods of absence. High levels of this type of absence may indicate problems, which need to be explored and resolved.

Occasional short-term absence -

Occasional short-term absences are typically three or fewer occasions totalling no more than 14 days of absence in a rolling year.

Patterns of absence - Trends that should be monitored to evaluate underlying causes for absence, e.g. taking Monday/Friday off.

Return to work interview - This interview, conducted by sectional heads, should take place within 48 hours of the employee returning to work from any period of absence, including one or days only. The purpose of the interview is to assure both the employee and sectional head that the employee is indeed fit to return to work.

Reporting Procedure

On the first day of absence, employees should notify their immediate sectional head or designated deputy that they will not be attending work. Contact should be made before work is due to commence or within one hour of this start time, and should be made personally where necessary by telephone. Only in exceptional circumstances should contact be made by somebody else.

It is the responsibility of the employee to keep their sectional heads informed of the reason for absence, possible length of absence and likely return date, and any advice (medical, etc) they have been given. Individuals who report their absence must provide this information and either give an expected date of return or information on when they will be able to call again with further information. If an employee is unsure of the possible length of absence then it is their responsibility to contact their sectional head at least every three days

or as agreed and submit the relevant certificates as soon as possible.

Failure to follow the reporting procedures without good reason or absence that constitutes misconduct (e.g. unauthorised absence) should be dealt with under the relevant disciplinary policy and procedure.

Recording and Monitoring

Departments should keep comprehensive records of employee attendance. Records should be monitored regularly to spot any patterns or trigger points being reached. Factors to be considered include:

- do the employee's absences form a regular pattern?
- do the absences follow or precede annual leave?
- what is the average length of the absences?
- what are the reasons given for absences – are they varied/is there a pattern?

Return to Work Interview

Sectional Heads should meet with their employees, in private, following all periods of absence to discuss their absence and any relevant issues arising from it. The purpose of this meeting is to establish the reason for the absence and identify any contributing problems e.g. domestic/personal/work that may exist, offering help and advice where appropriate in a sensitive and diplomatic manner.

The return to work interview is a supportive meeting and does not form part of any formal proceedings. This informal meeting may only take a matter of minutes; however a brief note of the meeting should be kept. It is important that proper preparation is made and that the interview is conducted fairly and consistently and includes the following:

Current Health - the sectional head or supervisor has a duty of care to ensure that employees are fit to work and should gently explore the reason for absence,

respecting the employee's right to privacy and whether the absence is work related. (It should be recognised that sickness absence can sometimes be a disguise for other things e.g. unhappy in job, harassment, personal difficulties.)

Identify what steps the individual has taken to investigate the cause and, if necessary, what preventative measures he/she is taking to ensure that it does not recur. It is particularly important to show care and concern during this exploratory stage of the interview and assurance should be provided as necessary.

Attendance Record - If there are concerns regarding an individual's attendance record it may be appropriate to bring to the individual's attention the facts regarding his/her attendance in the last six or 12 months, including any apparent patterns of absence. The sectional head should use this opportunity to explore ways in which they can help the employee to improve their attendance

• Alcohol and Drugs

WE has a zero tolerance policy to the use or abuse of drugs and/or alcohol at work. Staff failing to observe the terms of these policies will be considered to be in breach of WE Rules and may be subject to action taken under the Disciplinary Procedure and Action.

• Computers, E-mail and the Internet

Rules Relating to Information Technology Facilities

Definitions

These rules relate to all WE Information Technology (IT) facilities defined as:

a) all computer and telecommunication systems within WE sites connected to WE's networks whether owned by WE or not;

c) all electronic mail systems, web sites, and all Internet access via WE network; and

- d)** all software and data stored, processed, displayed or transmitted by any WE computer system.

Legal Framework

These rules apply subject to and in addition to the law. In all cases involving a breach of the law, legal sanctions may apply. Applicable laws include:

- a)** Data Protection Act 1984 and 1998;
- b)** Copyright, Design and Patents Act 1988;
- c)** Computer Misuse Act 1990.

These and several other Acts (including The Obscene Publications Act 1978 as amended by the Criminal Justice Act 1994) identify a number of prohibited actions related to the use of IT which, if proven in a court of law, may lead the perpetrator to a fine or imprisonment or both, or a suit for damages in the civil courts.

The following regulations are framed to remind all members of WE of their Legal Obligations under these Acts of Parliament. In addition, the use of computer software and databases may also be subject to the terms of licence agreements into which WE has entered and which are enforceable by the licensor in the civil courts.

Copies of the relevant legislation may be accessed from a public Library.

Access

WE's computer resources are available to all staff.

Conduct of Users

Users of WE's IT systems and facilities must do so in a way which does not interfere either with other users or with the operation of the systems.

Users must not, without the appropriate authorisation in writing, attempt to access resources, remove resources from their designated place, or modify the configuration of hardware or software.

Movement of any IT facility without permission from the Principal is forbidden.

Connection of unauthorised hardware to any of WE's computers without permission from the Principal is forbidden.

Connection of any modem or other external link, enabling remote access to any WE system without permission from the Principal is forbidden.

No user shall install or run unauthorised software on any of WE's computing resources without specific permission or direction. Software, which must be licensed, must be authorised by the Principal and must be licensed.

No user shall store on any WE system, download from the Internet or transmit using electronic mail any material or message which may generally be considered to be offensive or obscene (other than for properly supervised and lawful research purposes). In this context, the interpretation of „offensive or obscene“ will normally be the responsibility of the Principal. In those cases where a dispute arises, the matter will be referred to the Principal.

No user shall copy from WE's IT systems, onto a removable medium, by whatever means, any program files, data files or documentation which are protected by any form of copyright without the permission in writing of the Principal other than where the user is the owner of the copyright of the said program, data or documentation.

No user shall transmit any information acquired by the use of the system to any person who is not a member of staff or a currently enrolled student, without the permission of the information owner.

Personal data (as defined by the Data Protection Act 1984 and 1998) may only be held or processed on WE's IT systems in accordance with the provisions of the Act. Any person wishing to use the IT systems for any such purpose is required to inform the Principal in advance, and comply with any restrictions which he/she may impose concerning the manner in which the data is held, disclosed or processed.

Any user who uses IT resources for purposes which are private, for personal financial gain, or outside their official duties or functions shall be responsible personally for reimbursing WE for the cost of resources used. Students and staff must obtain permission from Principal before using IT facilities for private use.

No user shall use any WE IT facility to transmit abusive, offensive, intimidating, distressing or nuisance communications to any other recipient whether a member of this institution or not.

No user shall use any WE e-mail, other than those which are specifically approved for this purpose, to sell or buy goods or services, or to advertise or promote activities other than those directly related to official WE business.

Where WE e-mail or conferencing facilities are provided for non work related use, no use shall be made of these facilities for selling goods or services not personally connected to the user, or goods which do not comply with HM Customs and Excise regulations. No user shall advertise or promote service providers or organisations other than charitable institutions. No user shall masquerade as another.

Users must adhere to the terms and conditions of all license agreements relating to computer facilities they use. It is the user's responsibility to make themselves aware of all such terms and

conditions.

Whilst using IT facilities, users must not engage in any action, likely to bring WE into disrepute, including illegal and criminal behaviour.

Users of WE's IT facilities must ensure that they cause no disturbance to others.



Policies and procedures

The policies and procedures are available on college website 24X7

Kindly follow the guidelines to access the policies and procedures

<https://winsoreducation.org.uk/support.php>
(Under **USEFUL LINKS**)

