



STAFF HANDBOOK 2021

Welcome Note

Welcome to Docklands Academy London. Please read this Handbook and retain it for future reference. The policies stated in this handbook are guidelines only and are subject to change with the evolution of the Academy's operations, as are all other administrative policies, procedures, benefits, and other programmes of our institution.

The purpose of this handbook is to ensure that the employment practices of the Academy are easily understood and are applied equitably to all employees in order to:

- 1. Provide a work environment that reflects the Academy's mission and values;**
- 2. Be fair and equitable in the administration of these policies; and**
- 3. Conform to applicable UK laws governing employment.**

In your new role, we hope you will enjoy the friendly atmosphere, the spirit of cooperation, and the mutual respect you will find among our faculty and staff. You were carefully selected because we believe you have the personal commitment to meet and surpass the expectations of our students and staff alike.

Once part of our team, we know that you will share with us the pride and satisfaction that are part of the DAL family. From time to time, you may receive updated information concerning changes in policies. If you have questions regarding any policy, please contact the HR personnel.

We wish you success in your new position and hope that your employment at the Academy will be a fulfilling and rewarding experience.

Sincerely,

Canan Ejder Celik
CEO

This handbook is not all-inclusive and may be subject to change at any time. These guidelines are intended to assist in the consistent application of Docklands Academy London policies and procedures for all employees. All employees shall be subject to all terms and provisions set forth in this handbook

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1 About the Academy

Mission statement

We aim to provide **“high quality education supporting business, hospitality and tourism management careers.”** It is our goal that our students will not only see their classrooms as a haven of inspiration but also a place in which they like to be. Our wish is for them to come to know themselves as masters of various skills and fall in love with the process of learning by making it their own.

Docklands Academy London is a private Academy for English and Higher Education courses accredited by BAC, British Council and Pearson Edexcel offering Hospitality Management, International Travel and Tourism Management and Business HNC/D courses. We also offer English language courses for students from around the world.

Our aim is to be the educational institution of choice for those who seek academic advancement leading to professional careers; skilled training for the workforce; to upgrade their skills; to enhance preparedness for economic opportunity, and lifelong learning opportunities to enhance their quality of life.

We aim to become an integral part of the social, economic and educational life of the community through quality partnerships and responsiveness to community need.

Docklands Academy:

- ✓ affordable and accessible education
- ✓ customised training
- ✓ continuing education
- ✓ personal enrichment
- ✓ comprehensive student support services
- ✓ an environment conducive to learning

Our values

The Academy is committed to honor the following values:

- ✓ Quality
- ✓ Compassion
- ✓ Innovation
- ✓ Diversity
- ✓ Community-outreach
- ✓ Service

Human Resources and Staff Development Policy

The Academy has certain regulations about the management of its employees. All the information you require is available in this policy and its procedures which all employees are responsible to be aware of.

2 Working with Us

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, age, 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 similar 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 are disciplinary offences.

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

Probation

The initial probationary period is 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 your work performance is not up to the required standard or you are considered to be generally unsuitable during this period, 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 be assessed and, if satisfactory, you will become a member of our regular staff (not applicable to consultants and contractors). If you have not reached the required standard by the end of the third 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.

Your rights

The Academy shall be open to all who qualify under its recruiting standards, regardless of race, religion, national origin, age, disability, marital status, sexual orientation or gender. All employees have equal right of access to the facilities and services of the Academy in accordance with our policies. The Academy is insured by employee and public liability insurance.

Employees have the right to ask questions and express their opinions, as long as these do not interfere with the normal operations of the Academy or infringe on the rights of other employees.

Employees have the right to a hearing within the established procedures, in all matters that can result in the imposition of sanctions for misconduct. However, the Academy reserves the right to take actions to reasonably ensure safety and security, including removing and/or suspending a member of staff pending final determination of any action.

Employees have the right of reasonable access to administration, HR personnel and other staff during specified office hours.

An employee is entitled to full freedom in research and in the publication of the results, subject to the adequate performance of [his/her] other academic duties

Your responsibilities

As a member of staff, you have many rights in the Academy given to you through statutes, educational codes and Academy policies. You also have many responsibilities to yourself and to the Academy. Knowing your rights and responsibilities, and understanding some of the important rules and policies will help ensure that your experience at with us will be a successful one.

Some basic personal abilities and qualities are expected from the staff and faculty: Empathy towards students and colleagues, friendly relationships in the work place, trustworthiness, loyalty, and being motivated and goal-oriented. In addition, professionally, you must be willing to take up challenges, and work towards a common objective and prosperity of the Academy.

Providing services to the students is the primary responsibility of all employees.

It is the responsibility of all employees to be familiar with and to adhere to Academy policies on the use of technology, including policies on the use of Internet, Intranet, common files and computing resources and on the use and copying of computer software. A detailed description on policies is mentioned later in the handbook.

Computer and internet facility is available to all full-time staff. Any part-time staff may use any one of the systems available. In case of unavailability of computers for research purposes, any staff member is obliged to act in a reasonable and collegial fashion, keeping in view the importance and/or priority of the job to be done.

Teaching staff responsibilities

It is the responsibility of teaching staff to report major academic problems (poor performance, frequent absences, etc.) to the Academic Head. Teaching staff are responsible for dealing with minor misconduct of any student(s). The CEO / Principal have the authority to respond to more serious situations. The power to suspend or expel a student from the Academy resides with the Academic Committee and Board of Governance.

Teaching staff shall deposit a copy of all handouts, assignments, teaching materials or courseware distributed to the student with the Academy administration.

It is the responsibility of teaching staff to deposit their invoices/timesheets for each month on the last working day of the month with the Finance department.

The following regulations have been designed for the uniform functioning of the Academy. All teaching staff are requested to keep in view the following:

Any instruments used (eg: projectors, laptops, CDs etc) must be returned in the condition it was received to the reception.

Teaching staff are expected to maintain academic discipline in their classes at all times.

Whiteboards must be erased after the class for the convenience of the next teaching session.

Your responsibility to students

The Academy is committed to providing a high-quality educational environment for all students, and to continually improving the processes that serve those students. Within the general context of professional responsibility toward students, the Academy emphasises and encourages faculty cooperation in the following areas:

Teachers are expected to be available for consultation with students, to respect the civil and institutional rights of students, to deal equitably and fairly with them in academic matters, to support students in their own development within the Academy community, and to set a high example of professional conduct with respect to both personal and corporate responsibilities and ways of dealing with ethical issues.

Teachers are required to return all evaluated student material to the students within four weeks from the date of submission.

In accord with Academy policy, for all courses, a syllabus must be distributed in written form beginning on the first week of class. It is the responsibility of members of the Academic Department to draft the outline of the syllabus intended to be completed by the end of the term, and predetermine the dates for assignments and tests. A copy of the syllabus must be submitted to the CEO / Principal before distribution to students.

Code of conduct applicable to all staff

All employees must maintain an appropriate standard of conduct. They must obey the law and Academy regulations, demonstrate respect for all persons on the campus, and display mature conduct. They are held responsible for their individual or collective actions.

Punctuality is expected from all employees. The Line Manager must be notified a minimum of 24 hours in advance of any planned absences. If the absence period is for more than one day, the CEO / Principal must be notified at least three days in advance.

Any employee who contemplates being absent from his/her duties is expected to make arrangements in advance with their Line Manager. Where possible, Teachers should prepare an assignment for each class affected and should arrange for a colleague to provide cover.

In the event of an absence caused by an emergency or sickness, employees should inform their Line Manager as soon as possible.

Failure by employees to maintain appropriate standards of conduct may result in the initiation of disciplinary action by the Academy. Without limiting the generality of the above and foregoing, one may be subject to disciplinary action for:

- ✓ theft
- ✓ unauthorised entry to Academy premises (the key holders to the Academy must sign the declaration form which is mandatory)
- ✓ physical abuse or threats of violence, disorderly conduct and disturbing the peace
- ✓ sexual harassment
- ✓ behavior that significantly interferes with Academy operations
- ✓ behaviour that may endanger the health or safety of employees or students
- ✓ damage to or misuse of Academy property

Job description

Each employee has been provided with a job description of the position to which they have been appointed but periodic revisions may be made from time to time in relation to our changing needs and individual's performance.

Employee training and induction

At the commencement of your employment, you will receive induction (and training if required) for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the Academy.

Performance and review

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

Appraisal

Appraisal interviews will be held on a regular basis each year to allow us to formally appraise your performance. Please refer to DAL Procedure 6.4 Personal Development and Performance Review

Job flexibility

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within the Academy. During holiday periods, etc. it may be necessary for you 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 us to operate more efficiently and optimise maximum potential.

Mobility

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites. This mobility is essential to the smooth running of our business.

Work hours

The business hours of the Academy are Monday to Friday 8:30 a.m. to 5:30 p.m. Full-time employees work 40 hours per week, allotted in 8 hour increments generally between 8:30 a.m. to 5:30 pm. This schedule may vary according to the nature of the functions to be performed. Employees are expected to report to work on time for any scheduled work period. The Line Manager must be informed prior to the beginning of the work period of any absence or variance from the established work schedule.

3 Salaries and Payment

Administration

Payment

For salaried staff the pay month is the calendar month. Basic salaries are paid on the first day of every month. Overtime payments are paid in arrears.

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions which have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

Any pay queries which you may have should be raised with Human Resources.

Overpayments

If you are overpaid for any reason, you must immediately inform Human Resources / Accounts. The total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

Income Tax and National Insurance

At the end of each tax year, you will be given a P60 form showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a P11D form showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them if making enquiries with HMRC, or if completing a self-assessment form. The law does not allow us to issue duplicate copies.

Attendance

Unanticipated absences or tardiness can severely diminish and interrupt the quality and level of service which the Academy provides. The Academy expects all of its employees to assume diligent responsibility for their attendance and punctuality.

If an employee is going to be late or absent, he/she must notify the Line Manager, Principal / HR personnel as soon as possible in advance of the anticipated absence or tardiness. In all cases, the employee is expected to give, reason for the absence or tardiness, details of any tasks that need immediate attention, and his/her expected time of return to work.

Continuous unexcused tardiness or absenteeism of any time frame may result in disciplinary action, up to and including, termination of employment. Pre-approved leave will not be recorded as an occurrence of absence for the purposes of disciplinary action under this policy.

Any employee who fails to report to work for ten (10) working days without notice to, or approval will be assumed to have resigned and abandoned their job.

Any unauthorised leaves, under 10 days will be deducted from annual leave. However, any unauthorised leave will be considered as unpaid.

Lateness and absenteeism

You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.

All absences must be notified in accordance with the procedures laid down in this Handbook.

If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the day without pay.

Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

Maternity leave and pay (applicable to employee on payroll)

You are entitled to maternity leave and pay in accordance with the current government regulations. For further and up-to-date information please visit:

<https://www.gov.uk/maternity-pay-leave>

If you become pregnant you should notify your Line / HR Manager at an early stage so that your entitlements and obligations can be explained to you.

Parental leave (applicable to employee on payroll)

You are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with your Line Manager, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business. For up-to-date information please visit:

<https://www.gov.uk/parental-leave>

Paternity leave (applicable to employee on payroll)

In accordance with current statutory provisions you are entitled to up to two weeks paternity leave to be taken within eight weeks of the birth date. The first week of which will be paid at full pay. For up-to-date information please visit:

<https://www.gov.uk/paternity-pay-leave>

Sick leave (applicable to employee on payroll)

A member of staff who is unable to work through sickness or injury should notify the Line Manager (or designated nominee) on the first day of absence. If you know you are unfit to return to work on the day previously advised, you must contact the office as soon as possible and keep us informed

If the absence lasts between four and seven days (including weekends and Academy closed days) a self-certificate is required and should be sent to the HR Manager. If the absence extends beyond seven days, doctor's certificates must be submitted to the HR Manager to cover any absence.

Domestic/overseas/ emergency leave (applicable to employee on payroll)

All employees have the right to take a reasonable period of time off work to deal with a personal emergency or tragedy. Should you require leave for such purposes, you must notify the HR Manager immediately. It is at the discretion of the Academy to grant such leave, and judge the seriousness of the situation. You will not be entitled to any pay during such leaves. The time period of such leave will be agreed between you and the Academy. You must however, keep your Line Manager informed on agreed times.

4 Holiday entitlement and conditions

Annual holidays (applicable to employee on payroll)

Your holiday year begins on 1st April and ends on 31st March each year.

Your annual holiday entitlement is shown in your individual contract of employment it is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward, except under exceptional

circumstances authorized by the CEO / Principal. Any absences exceeding your entitled annual leave will be considered unpaid.

Conditions applying to your annual holiday entitlement (applicable to employee on payroll)

You should obtain approval for all holiday requests from the Line Manager before making any firm holiday arrangements. Holiday request may be denied during busy periods of the year and at times of low staffing levels.

Holiday requests will only be considered by your Line Manager who will allocate agreed holiday dates on a "first come - first served" basis to ensure that operational efficiency and minimum staffing levels are maintained throughout the year. Up to 5 days of your annual entitlement must be taken during the summer "closed period" with the exception of some categories of staff, who will be notified separately.

You should give at least four weeks' notice of your intention to take holidays and four day's notice is required for odd single days.

You may not normally take more than 10 working days consecutively except under exceptional circumstances authorized by the CEO / Principal.

Your holiday pay will be at your normal basic pay unless shown otherwise on your contract

Public/Bank Holidays

Your entitlement to public/bank holidays and to any additional payment which may be made for working on a public/bank holiday is shown in your individual contract. Usually, all employees are entitled to public/bank holidays.

5 Sickness/injury payments and conditions

Notification of incapacity for work (applicable to employee on payroll)

You must notify the Academy by telephone on the first day of incapacity and at the earliest possible opportunity before your normal start time. Notification should be made personally (or if you are unable to do so, then by a relative, neighbour or friend), to the HR Manager. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

Evidence of incapacity (applicable to employee on payroll)

Doctor's certificates are not issued for short term incapacity. In these cases of incapacity (up to seven calendar days) you must sign a self-certification absence form on your return to work.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctor's medical certificates to cover the whole of your absence.

Payments (applicable to employee on payroll)

You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury provided you meet the criteria in the current SSP regulations. When you are absent for four or more consecutive days you will be paid SSP by us if you are eligible.

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days do not apply again.

Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party.

Return to work

You should notify the HR manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to the HR manager.

General

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick, you may need time off, continual or repeated absence through sickness may not be acceptable to us.

In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken. If we consider it necessary, we may ask your permission to contact your doctor.

6 Safeguards

Confidentiality

All information that:

- ✓ is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence,
- ✓ relates particularly to our business, 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 our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our written consent.

You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

For further information on Data Protection, please refer to 'the ICO quick guide to employment practice code' document. You can find this on: https://ico.org.uk/media/for-organisations/documents/1128/quick_guide_to_the_employment_practices_code.pdf or request it from the HR Manager.

Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

Virus protection procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- ✓ Unauthorised software including public domain software, DVD/CDs or Internet/World Wide Web downloads must not be used.
- ✓ All software must be virus checked using standard testing procedures before being used.

Email

The Academy allows reasonable social use of the e-mail facility. To protect you and the Academy's interest, please make sure you apply the following:-

YOU MUST NOT

- ✓ respond to "Junk Mail" or give alleged "warnings" to new e-mail viruses
- ✓ forward or respond to chain letter- type e-mail
- ✓ make comment, or statements which could in any way be taken to be defamatory, however innocent you consider them to be
- ✓ include any information in your e-mail which is protected by copyright ie. it is copied or published without the consent of the author
- ✓ initiate or forward an e-mail which contains obscene or pornographic material
- ✓ initiate or forward e-mail which could be considered to constitute an act of harassment or be discriminatory. There are a number of laws which prohibit discrimination on the ground of sex, race, disability or any other categories
- ✓ disclose information which is protected by embargo or could in any way be considered confidential to the Academy and/or the employees
- ✓ make any statements via e-mail which intentionally or unintentionally create a binding contract or make negligent statements

Failure to comply with the above policy may result in disciplinary action that may lead to dismissal.

Internet

The use of the Internet is for purposes of the Academy only. Use of the internet for personal and other interests is not permitted. Failure to comply with this policy may result in disciplinary action that may lead to dismissal.

Please refer to Academy Procedure 6.17 Guidance for usage of email and other communication tools for full information about the rules.

7 Academy facilities

Kitchen and dining area

The staff tea point is located on the second floor. Employees are requested to keep the facility tidy after use.

Drinking water

Drinking water is available throughout the building. If there are any problems with the coolers please report it to the reception so that we can resolve it.

Library and printer

Books are available for staff for reference purposes. If you need to carry any books or materials outside the Academy premises, please inform your line manager. Internet, printer and copy machine facilities are available to all the staff and faculty. However, it is advisable not to use the equipment for bulk printing or copying. Please print double sided and black and white unless absolutely necessary to print in colour and one sided.

Other areas

Student counseling areas, classrooms, meeting rooms and computer labs are available for staff to use for Academy purposes, apart from teaching. If you need to use these facilities, you may do so without prior notice, if these facilities are not occupied or are scheduled to be occupied.

8 Standards

Wastage

We maintain a policy of "minimum waste" which is essential to protect the environment as well as cost-effectiveness and efficient running of all our operations. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. and the following points are illustrations of this:

- ✓ turn off any unnecessary lighting and heating - keep doors closed whenever possible
- ✓ ask for other work if your job has come to a standstill
- ✓ start with the minimum of delay after arriving for work and after breaks

The following provision is an express written term of your contract of employment:

Any damage to property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.

Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to re-imburse to us the full or part of the cost of the loss.

In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

Standards of dress

As you are liable to come into contact with members of staff of the Academy, students and the general public, it is important that you present a professional image with regard to appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

Housekeeping

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

Lunch /tea /smoking breaks

All employees are allowed to have a one-hour lunch break. Any one person is nominated to answer phone calls during lunch breaks. Teaching staff may have a 10 to 15 min tea or coffee break between each class. There is a designated smoking area which is outside the Academy premises.

9 Health and Safety

Safety

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities. We have a Health and Safety Officer and Fire Marshal

You must not take any action which could threaten the health or safety of yourself, other employees, customers or members of the public. This is a legal expectation under the Health and Safety at Work Act 1974.

Protective clothing and / or other equipment issued for your protection because of the nature of your job must be worn and used at all appropriate times. This includes a face mask / shield for protection from Covid19. Failure to do so could be a contravention of your health and safety responsibilities.

You should report all accidents at work, no matter how minor in the accident book, which can be found in the reception area.

Toilet facilities

Where toilet facilities are provided for your use, they must be kept clean and tidy at all times. If you find they are unclean or damaged, please report to the reception.

Smoking Policy

Smoking is not allowed on Academy premises.

Hygiene

- ✓ any exposed cut or burn must be covered with a first-aid dressing.
- ✓ if you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- ✓ observe the measures the Academy has put in place and communicated to stop spread of Covid-19
- ✓ contact with any person suffering from an infectious or contagious disease must be reported before commencing work. You must wash your hands immediately before commencing work and after using the toilet.
- ✓ if you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

- ✓ contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.

Alcohol and drugs policy

We believe drugs and alcohol misuse is unacceptable under any work-related circumstances and therefore we have zero-tolerance. Consumption of alcohol and/or drugs is not permitted on the Academy's premises and/or during working/business hours. Employees must not store alcohol or drugs in the Academy.

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

The effects of alcohol and drugs can be numerous:

(These are examples only and not an exhaustive list) Absenteeism (e.g. unauthorised absence, lateness, excessive levels of sickness, etc.) higher accident levels (e.g. at work, elsewhere, driving to and from work) work performance (e.g. difficulty in concentrating, tasks taking more time, making mistakes, etc.).

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

For more information you may visit:

<https://www.hse.gov.uk/alcoholdrugs/>

10 General Terms of Employment, Information and procedures

Please note that these procedures must be followed in conjunction with existing HR policies that are available via <https://docklandsacademy.co.uk/policies-and-procedures>

Changes in contact details

It is an employee's responsibility to immediately notify the HR Manager of any change of name, address, telephone number, email etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours. Failure to update your contact details may result in disciplinary action.

The Academy however, will send periodic reminders to all employees. You must notify any changes to the HR Manager in writing or via email. You can also use the contact details form to update your details. This form must be handed to the HR Manager.

Notification period

If you already have any other employment or are considering any additional employment you must notify us at least four weeks in advance so that we can discuss any implications arising from the current working time legislation.

Time off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, reasonable time off required for these purposes may be granted at the discretion of the Line Manager.

Bereavement leave

Individuals' reactions to bereavement vary greatly and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with the Line Manager and agree appropriate time off. If you need more time than previously agreed you must once again discuss your situation with the Line Manager and agree on a future date.

Travel expenses

We will reimburse you for costs against receipts incurred whilst travelling on Academy business, details of which will be available from the HR Manager.

Employee's property

We do not accept liability for any loss of, or damage to, property which you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

Lost property

Articles of lost property should be handed to the reception, who will retain them whilst attempts are made to discover the owner.

Mail

All mail received by us may be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

Telephone calls, mobile phones

The Academy telephones are for business use in order to assist staff in carrying out official work. It is accepted that there are occasions when making personal calls at work cannot be avoided. However, it should be remembered that abuse of a telephone

system or the mobile telephone may result in disciplinary action. Please refer to Procedure 6.18 Guidance for telephone usage for full guidance.

Buying or selling goods

You are not allowed to buy or sell goods on your own behalf on Academy premises.

Collections from employees

Unless specific authorisation is given by the Academy, no collections of any kind are allowed on our premises.

11 Capability

Introduction

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

Job changes

If the nature of your job changes, we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision.

If we have concerns regarding your capability these will be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after an agreed period of time, you will be dismissed.

Personal circumstances

Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (eg. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and

we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short periods. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level and again this can usually be most easily obtained by asking your own doctor for a medical report. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

12 Disciplinary Policies and Procedures

Introduction

It is necessary to have a minimum number of policies and procedures in the interests of the whole organisation. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the policies and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be a means of punishment.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

Policies and procedures should ensure that:

- ✓ you are fully aware of the standards of performance, action and behaviour required of you;
- ✓ disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
- ✓ disciplinary procedures only applied after careful investigation of the facts and the opportunity to present your side of the case. On some occasions, temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
- ✓ other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee, who may act as a witness or speak on your behalf, at all stages of the formal disciplinary process;
- ✓ you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct;
- ✓ if disciplinary procedures are triggered, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

Disciplinary procedures

Please refer to Procedure 6.5 Discipline at work.

Rules covering unsatisfactory conduct and misconduct

You will be liable to disciplinary action if you are found to have acted in any of the following ways (these are examples only and not an exhaustive list):

- ✓ failure to abide by the general health and safety rules and procedures
- ✓ smoking in the Academy premises.
- ✓ unauthorised consumption of alcohol on the premises
- ✓ persistent absenteeism and/or lateness
- ✓ unsatisfactory standards or output of work
- ✓ rudeness towards members of the Academy, and the general public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language
- ✓ failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours
- ✓ unauthorised use of e-mail and social media websites etc.
- ✓ failure to carry out all reasonable instructions or follow our rules and procedures
- ✓ unauthorised use or negligent damage or loss of our property
- ✓ failure to report immediately any damage to property or premises caused by you

Serious misconduct

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation; you may be issued with a final written warning in the first instance.

You may receive a final written warning as the first course of action if in an alleged gross misconduct disciplinary matter, upon investigation, it is shown to have some level of mitigation and is treated as an offence just short of dismissal.

Rules covering gross misconduct

You will be liable to summary dismissal if you are found to have acted in any of the following ways (these are examples only and not an exhaustive list):

- ✓ grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment
- ✓ dangerous behaviour, fighting or physical assault
- ✓ incapacity at work or poor performance caused by intoxicants or drugs
- ✓ possession, supply or use of illicit drugs
- ✓ deliberate falsification of any records (including time sheets, absence records and so on, in respect of yourself, a student or any fellow employee)
- ✓ undertaking private work on the premises and/or in working hours without express permission
- ✓ taking part in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity
- ✓ theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party
- ✓ destruction/sabotage of our property, or any property on the premises

- ✓ serious breaches of the health and safety rules which endanger the lives of employees, or any other person

Disciplinary procedure

Disciplinary action taken against you will be based on the following procedure:

Offence	First Instance	Second Instance	Third Instance	Fourth Instance
Unsatisfactory Conduct	Formal verbal warning	Written warning	Final written warning	Dismissal
Misconduct	Written warning	Final written warning	Dismissal	
Serious Misconduct	Final written warning	Dismissal		
Gross Misconduct	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the procedure in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

Migrant workers

Please refer to latest government guidance <https://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know> If any of the regulations are violated, it will be treated as gross misconduct and relevant authorities will be informed.

Period of warnings

Formal verbal warning

Formal verbal warning will normally be disregarded after a six-month period.

Written warning

Written warning will normally be disregarded after a 12-month period.

Final written warning

A final written warning will normally be disregarded after a 2-year period.

General notes

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.

In exceptional circumstances, suspension from work without pay for up to fourteen days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.

**Gross misconduct offences will result in dismissal without notice.
You have the right to appeal against any disciplinary action.**

13 Disciplinary Appeal Procedure

The disciplinary rules and procedures which form part of your contract of employment incorporate the right to lodge an appeal in respect of any disciplinary action taken against you.

If you wish to exercise this right you should apply, either orally or in writing, to the Principal.

An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

The disciplinary appeal procedure will normally be conducted by the Director or if he is not available by an appropriate person of his choosing. You may be accompanied at the appeal hearing by a fellow employee of your choice and the result of the appeal will be made known to you in writing within five working days.

Grievance Procedure

We recognise that, from time to time, you may be dissatisfied with any matter relating to your work, management, colleagues, clients or students. For this reason, we provide a procedure through which these and similar issues may be addressed.

The staff member must attempt informal resolution with the concerned individual prior to proceeding with a formal grievance. If informal resolution is not successful, a grievance form can be obtained from the HR Manager, it should contain:

- ✓ a written statement of the matter being appealed;
- ✓ a written statement of the solution being sought;
- ✓ a brief chronological statement of the circumstances relating to the grievance;
- ✓ copies of any documents that can be provided in support of the grievance;
- ✓ written statements from other people that relate to the grievance.

All the grievances must be deposited with the CEO / Principal. Please allow a minimum of 7 working days for any action to take place.

15 Personal Harassment

Introduction

Many people in our society are victimised and harassed as a result of their race, creed, colour, nationality, sex, disability, gender re-assignment, sexual orientation or age. Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always serious and is totally unacceptable.

We recognise that personal harassment can exist in the workplace as well as outside and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

Policy

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees. We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

Examples of personal harassment

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- ✓ insensitive jokes and pranks;
- ✓ lewd or abusive comments about appearance;
- ✓ deliberate exclusion from conversations;
- ✓ displaying abusive or offensive writing or material;
- ✓ unwelcome touching;
- ✓ abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

Complaining about personal harassment

Informal complaint

We recognise that complaints of personal harassment and particularly of sexual harassment can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior person of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor harassment, you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel

unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the HR Manager or Principal / CEO as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- ✓ the name of the alleged harasser;
- ✓ the nature of the alleged harassment;
- ✓ the dates and times when the alleged harassment occurred;
- ✓ the names of any witnesses;
- ✓ any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with pay until the matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with our disciplinary procedure. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter. When the investigation has been concluded, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser.

General notes

If the report concludes that the allegation is well founded, the harasser will be subject to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal against the disciplinary action by using our disciplinary appeal procedure.

If you bring a complaint of harassment, you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

16 Termination of Employment

Retirement (applicable to employee on payroll)

The normal age for retirement is 65, and it is our policy for employees to retire at the end of the week in which their 65th birthday falls. In certain circumstances consideration may

be given to fresh employment being offered to you after retirement. Such offers will be totally at the discretion of the CEO / Principal.

Terminating employment without giving notice

If you terminate your employment without giving or working the required period of notice, as indicated in your terms of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. In the event of an employee being offered employment with the Academy, any proven falsification, fraud or concealment of any material fact in respect of your application may lead to the Academy withdrawing the offer of employment if employment has not yet commenced or disciplinary action and dismissal if employment has commenced.

Return of Academy property

On the termination of your employment, you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you.

17 Links to Key Values - Code of Good Governance for Independent Training Providers and UK Quality Code for Higher Education

Relevant Key Values

- ✓ All students are treated fairly, equitably and as individuals.
- ✓ Students are properly and actively informed at appropriate times of matters relevant to their programmes of study.
- ✓ All policies and processes relating to study and programmes are clear and transparent.
- ✓ Sufficient and appropriate external involvement exists for the maintenance of academic standards and the quality of learning opportunities.

Code of Good Governance for Independent Training Providers

The Seven Themes of Good Governance for the Independent Training Sector

To implement and embed the above values of providing a quality experience for learners and apprentices and meeting the expectations of funders and regulators, those with a governance role; trustees, non-executives, directors, chief executive and senior leaders will undertake to:

Theme 1: Strategy and Leadership

Formulate and agree the vision and strategy including defining the ethos and policies of the provider.

Theme 2: Corporate Structures, Accountability and Roles

Provide clarity between the governance board, chief executive and management team.

Theme 3: Financial Strategy and Audit

Adopt a financial strategy and funding plans which are compatible with the duty to ensure sustainability and solvency of the provider.

Theme 4: Teaching and Learning and Outcome for Learners

Ensure exceptional teaching, training and learning by adopting effective underpinning policies and systems including the monitoring of performance data which also encourage and facilitate the learner and employer voice.

Theme 5: Equality and Diversity and Safeguarding

Meet and aim to exceed its statutory responsibilities for equality and diversity and for ensuring that all learners are safe.

Theme 6: Transparency

Demonstrate assurance that public funds are well spent, the board will be transparent and openly accountable.

Theme 7: Effective Governance

Determine effective governance arrangements, regularly reviewing governance performance and effectiveness.

UK Quality Code 2018 Advice & Guidance at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance>

- **UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>
- **UK Quality Code Advice & Guidance – Assessment** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/assessment>
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>
- **UK Quality Code Advice & Guidance – Course Design & Development** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/course-design-and-development>
- **UK Quality Code Advice & Guidance – Enabling Student Achievement** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/enabling-student-achievement>
- **UK Quality Code Advice & Guidance – External Expertise** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/external-expertise>
- **UK Quality Code Advice & Guidance – Monitoring & Evaluation** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/monitoring-and-evaluation>
- **UK Quality Code Advice & Guidance – Learning and Teaching** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/learning-and-teaching>
- **UK Quality Code Advice & Guidance – Student Engagement** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/student-engagement>