



STRATFORD COLLEGE LONDON

43 West ham Lane, E15 4PH London

North Campus Building, 235 A Romford Road E7 9HL

South Campus Building, 1 Cooperage Yard, London E15

Staff Handbook Academic Year 2026/2027

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SCL Staff Handbook

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INTRODUCTION

Stratford College London is a private college providing educational courses at reasonable cost to all students with academic potential. The college aims to provide courses to students that can increase their knowledge, career prospects and sense of achievement.

This Handbook is a reference document setting out what members of staff should and need to know about employment. It will help them appreciate their responsibilities to the College and to their fellow employees, as well as their individual rights. It emphasizes that all employees will receive fair and consistent treatment at work with regard to standards of performance and conduct.

The Handbook refers to, and complies with, current employment, health & safety and equal opportunity legislation. It sets out how the College's policies and procedures are to operate. It should be read in conjunction with your contract of employment and with the original offer letter issued to all members of staff. This handbook is not contractual but is intended as a general guide. Whilst it does not form part of your contract of employment, you should be aware any breach of the policies, procedures or guidelines it contains could lead to disciplinary action. Please ensure that you read it carefully and fully understand the contents.

JOINING STRATFORD COLLEGE LONDON

INDUCTION

During your first week, you will receive an introduction to Stratford College and attend a health and safety briefing. The induction will include a tour of the facilities. You will be asked to fill out required starter documentation and be given time to familiarize yourself with your new surroundings and the requirements of your new job role.

PROBATIONARY PERIOD

As detailed in your offer letter, all staff members are appointed for an initial probationary period, usually three months, although you should refer to your contract for the exact period which applies to your employment. The purpose of the probationary period is to provide formal monitoring of your performance and progress during the early stages of your career at SCL, and to provide you with a defined opportunity to raise any concerns that you have while settling into your job. The notice period for both the employer and employee during the probationary period is one week.

JOB DESCRIPTION

A job description for your role, detailing the main duties of the position to which you have been appointed will be issued to you with your contract. Amendments may be made from time to time in relation to the changing needs of the College. Changes in duties will not take place without consultation and the opportunity to comment on the proposed change(s). A new job description will be issued to cover any changes.

GENERAL TERMS AND CONDITIONS

HOURS OF WORK

CONTRACTUAL HOURS

Your hours of work are either specified in your contract or agreed with your Head of Department. The College aims to encourage flexible working. If you wish to vary your hours, you should discuss your request with your Head of Department. We will try to accommodate your request, although obviously the needs of your department must be met, and for some posts, for example those working on a Rota system, this may prove much more difficult than for others.

We place a high emphasis on good time-keeping and you should maintain a good standard of punctuality - consistent failure to do this may lead to disciplinary action. You are asked to make every effort to ensure that you comply with the attendance requirements and to ensure that, during working hours, you can be contacted at all times.

You are expected to be at your place of work and prepared to begin work at the start of the working hours set out in your contract. Habitual lateness or early departure may result in deductions from pay, action within the guidelines of our disciplinary procedure, and may ultimately be deemed cause for dismissal.

If you expect to be late on any occasion you should inform the appropriate person to explain the circumstances of the delay and advise your anticipated time of arrival. You are expected to make every possible attempt to attend work when you experience difficulties and disruptions to your normal means of transport, e.g. due to strike action, the failure of public or private transport or adverse weather conditions. If you are aware of or experience any difficulties you should notify your Head of Department as soon as possible and explain the reasons for this and, if you are late, you will normally be expected to make up the time on that or a subsequent day.

Absence due to severe traveling difficulties may be authorized as special paid or unpaid leave, or taken as annual leave, providing your Head of Department is satisfied that you have made all reasonable attempts to get to work.

In addition, flexibility is important to us in meeting the needs of the College. For this reason you may be required to vary your hours of work, and to work additional hours, should the need arise.

OVERTIME

If, according to your contract of employment, you are entitled to receive payment for overtime worked, any such paid overtime must be agreed and authorized in advance with your Head of Department.

TIME OFF IN LIEU

If you prefer, and your Head of Department agrees, you may take time off in lieu (TOIL) as an alternative. This may not always be possible, and the option to take TOIL may vary from month to month depending on departmental workloads. Any time in lieu must normally be taken within three months of being accrued or as agreed with your Head of Department.

WORKING TIME REGULATIONS

Normal operating hours for the college are 9:00 a.m. to 6:00 p.m. Monday through Friday. The hours of work in particular departments or for particular employees are established by the college administration. The normal workweek for full-time employees is 40 hours.

REMUNERATION

ADMINISTRATION

Your pay is as shown in your contract or as subsequently notified to you.

All staff are paid by direct bank transfer each calendar month. Salaries/wages and overtime payments are paid on the 25th (or the last working day before if the 25th falls at a weekend or Bank/Public Holiday). The payment covers the entire month (e.g. 1st to 31st) and your monthly salary is calculated as 1/12th of your annual basic salary. If you join after the first working day of a calendar month you will be paid for each working day you are employed in that month.

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

Any pay queries should be raised in the first instance with your Head of Department.

SALARY REVIEWS

It is College policy to review pay levels on an annual basis.

OVERPAYMENTS

If you are overpaid for any reason, you should notify your Head of Department. The total amount of the overpayment will normally be deducted from your next salary payment but, if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period. Failure to report an overpayment may result in disciplinary action.

PAYE

If you have a query regarding any tax coding or Income Tax deductions, the telephone and reference code of the Tax Office which deals with our affairs is as follows:

Telephone No: 0845 3000 627

At the end of each tax year current employees will be given a form P60 showing the total taxable pay received from the College during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them if making enquiries with the HMRC or if completing a self-assessment tax form.

HOLIDAY ENTITLEMENT AND CONDITIONS

ANNUAL HOLIDAYS

1. Stratford College's holiday year begins on 4th April and runs until 03rd April the following year.
2. Your annual holiday entitlement is shown in your individual Contract of Employment.
3. It is the College's policy to encourage you to take your holiday entitlement in each holiday year; however with the prior permission of your Head of Department you may carry forward up to a Maximum of five days' pro rata holiday. Any annual holiday entitlement carried forward must be taken by 31st December immediately following
4. Special rules may apply if you are absent on sick leave and have not taken the minimum statutory entitlement (including any bank/public holidays you have taken as paid time off) by the end of the holiday year. In these circumstances the balance of the statutory entitlement which you have not taken may be carried forward for you to take at a later date, even if this means carrying it forward to the next holiday year.

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 of Employment.

RULES REGARDING THE BOOKING OF HOLIDAYS

1. You should complete a Leave Form for all holiday requests and have it signed by your Head of Department before making any firm holiday arrangements.
2. Holiday requests will only be considered if you present them on a Leave Form and your Head of Department will allocate agreed holiday dates on a "first come - first served" basis whilst ensuring that departmental efficiency and minimum staffing levels are maintained throughout the year. Therefore, please ensure that you do not make travel arrangements prior to your holiday request being authorised by your Head of Department.
3. You should normally give at least four weeks' notice of your intention to take holiday of one week or more and one week's notice for single days.

JOINING/LEAVING DURING THE HOLIDAY YEAR

Entitlement to paid holiday accrues throughout the year on a daily basis. If you join or leave our employment during the holiday year, your holiday entitlement for that year will be calculated on a pro-rata basis, rounded to the nearest day. If you work part-time your holiday entitlement will be calculated on a pro-rata basis, rounded up to the nearest half-day. On leaving our employment, any holiday entitlement accrued and not taken, may be paid. Payment for holiday taken in excess of your entitlement will be deducted from your final salary.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

INTRODUCTION

The College is sympathetic to genuine cases of illness or other problems that might make absence unavoidable. However, excessive or unauthorized absence causes disruption to the work of the department, lowers the morale of other staff, and makes the College less able to support genuine cases of long-term illness. Therefore, all absences are taken seriously and unnecessary absence is likely to lead to disciplinary action.

OTHER TIME OFF

MATERNITY/ADOPTION/PATERNITY LEAVE

If you or your partner become pregnant or seek to adopt a child, you should notify your Head of Department at an early stage so that your entitlements and obligations can be explained to you.

Pregnant employees are entitled to take time off, with full pay during working hours, to receive ante-natal care. Employees who wish to take time off for this purpose are asked to provide medical certification of the pregnancy, and an appointment card, except for the first appointment.

PARENTAL LEAVE AND EMERGENCY TIME OFF FOR DEPENDANTS

Employees who meet the statutory conditions will be eligible to receive parental leave. Requests for parental leave (which is unpaid) should be discussed with your Head of Department who will identify your entitlement and look at the proposed leave periods dependent upon your and your child's/children's particular circumstances and the needs of the College.

All employees are entitled to reasonable unpaid time off to attend to an emergency relating to a dependent. This right applies irrespective of their length of service or hours worked.

JURY SERVICE

Should you receive a request to undertake jury service, you should inform your Head of Department as soon as possible and show him/her the summons so arrangements can be made to cover your absence. The court questionnaire should be submitted to the HR Manager for completion and return.

We will maintain your income, up to your basic pay, for a period of 2 weeks by supplementing your juror's allowance. This allowance should be claimed from the court and the corresponding amount will be deducted from your net pay. The court will issue you with a loss of earnings form, which you should pass on to the Payroll Officer for completion. The College will make a decision regarding payment of salary for any jury service lasting in excess of 2 weeks.

Any subsistence, travel allowance and other expenses can only be claimed from the court. You are expected to attend work on any days/half days on which you are not actually required to serve.

UNAUTHORISED ABSENCE

If you are absent from work, other than with the agreement of your Head of Department on approved holiday or other leave or because of sickness that has been notified and certified in accordance with our normal procedures, Stratford College reserves the right both to treat the absence as unauthorized and not to pay you for the absence.

Since your presence at work is a requirement of your contract, such absence may result in an investigation under our disciplinary procedure, which in turn could result in disciplinary action being taken including the termination of your employment.

UNPAID ABSENCE

Whilst unpaid absence is not encouraged, we understand there may be times when you may need to be away from work for some other reason not covered above. Other than where reasonable unpaid time off is taken to undertake the unexpected care for a dependant, any requests for unpaid leave should be made to your Head of Department. Such requests will only be considered if you have been working for us for more than 12 months, and on an entirely discretionary basis.

YOUR CAREER AND DEVELOPMENT AT STRATFORD COLLEGE LONDON

EMPLOYEE TRAINING

At the commencement of your employment, training for the specific role will be given. As employment progresses, your skills may be extended to encompass new job activities within the College.

The College may assist in personal development by providing support in the achievement of qualifications, provided that these also benefit the individual in the performance of duties within the College. Further information is available from your Head of Department or the DOS Office.

We aim to promote from within the College whenever possible, and every encouragement and help is given to those who show potential for development to more senior positions. If you are particularly interested in any vacancy and wish to apply please do so through your Head of Department.

TRAINING SUPPORT

We believe in the development of our employees through work experience, training and further education.

We will normally fund 50% of the fees for tuition, provided that:

- The course is relevant to Stratford College London
- Your Head of Department approves it.
- You remain in our employment for 12 months after the completion of the course.

If you leave our employment for any reason other than redundancy or sickness within 12 months of completing the course, or fail to maintain a minimum of 80% attendance level at the course, then you will be required to repay the full amount of the money paid by us.

PERFORMANCE AND REVIEW

The College's policy is to monitor work performance on a continuous basis so that each employee's potential can be maximized.

ANNUAL REVIEWS

All staff will be required to take part in an annual review of their performance, details of which are available separately. This is an important opportunity for you and, normally, your Head of Department to take time to consider your all-round performance, review your job description, talk through any problems or difficulties that may be affecting your work, and identify any training you may need. It should also allow you and your Head of Department to consider your longer-term career development aspirations. Specific work-related objectives will be discussed and agreed with you and any training and development needs will also be identified.

YOUR HEALTH, SAFETY, WELFARE AND HYGIENE

HEALTH AND SAFETY POLICY FOR STRATFORD COLLEGE

Stratford College has a separate Health & Safety Policy. Copies of this Policy are available in all departments. All employees should ensure they are familiar with this policy.

The Board of Directors regards health and safety matters to be a high priority and an integral part of all its activities, including the maintenance of quality and standards, and aims to provide and maintain a working and educational environment that is safe and without risks to health, adequate as regards welfare facilities, and ensures that persons not in the College's employment are not exposed to risks that may arise from the College's activities.

You must not take any action that could threaten the health or safety of yourself, other employees, students, Fellows or members of the public.

ACCIDENT REPORTING AND FIRST AID

If you have an accident or are taken ill while at work, you should let your Head of Department know as soon as you can. Assistance is available within College from the First Aides.

If you are given assistance by a First Aide because of an accident at work, the First Aide will be required to complete an Accident Report Form.

SMOKING

You are not permitted to smoke in any office or College building.

Smokers may use their standard rest breaks to smoke in the designated areas only, but should not take additional breaks to do so. Please note that failure to observe our "no smoking" policy may lead to disciplinary action being taken.

ALCOHOL AND DRUGS

If you face a situation where you have become dependent on alcohol or drugs, we will be sympathetic to your condition and will help you to seek appropriate treatment and allow time to recover fully. However, the College has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its employees and you have a similar responsibility to yourself and your colleagues. Any misuse of alcohol and/or drugs is likely to impair the safe and efficient running of the College 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. unauthorized 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.).

The misuse of alcohol and non-prescribed drugs may impair the safe and efficient running of the College and is forbidden both during working hours and in the time prior to this where it could affect your ability to work safely.

HYGIENE

1. Any exposed cut or burn must be covered with a first-aid dressing.
2. 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.
3. Contact with any person suffering from an infectious or contagious disease must be reported to your Head of Department before commencing work.

SECURITY

It is the responsibility of all employees to ensure that on leaving the premises windows are shut and secured, internal and external doors are locked, and all computers and electrical equipment shut down and locked away, where appropriate.

RIGHT OF SEARCH

We reserve the right of search to combat theft or the misuse of drugs/alcohol or any other illegal substances on College premises. To this end, we may carry out random checks on visitors' and employees' identities, person and property, including vehicles whilst on College premises, many of which are simple precautionary measures and do not imply suspicion.

Any employee who is searched will have the right to be accompanied by a colleague who is on the premises at the time of the search. We also reserve the right to call the police for assistance at any stage should we believe this to be necessary.

OTHER RULES AND INFORMATION

CONFIDENTIALITY

1. Stratford College holds confidential information on all employees and students. All staff, students and customers of the College have a right to confidentiality in their private affairs, their personal information being handled properly and not disclosed irresponsibly or unnecessarily. Therefore, it is important that staff who have access to confidential information relating to members of the College ensure that confidentiality is maintained properly at all times.
2. If during the course of your employment you have access to, or reason to handle, personal information, you should make every effort to comply with the Data Protection Act 1998. If you are unsure of the current legal requirements please check with your Head of Department.

THE DATA PROTECTION ACT 2018 and GDPR

1. The Data Protection Act protects individuals from having their personal data disclosed without permission, or inaccurate information being held on them. The College holds personal data on all staff (for example personnel and payroll records) and staff may come into contact with the personal data of other people in the course of their work (for example student records).
2. There are eight data protection principles to which all staff must adhere when dealing with personal data. Data must:
 - Be processed fairly.
 - Be obtained for a specified purpose.
 - Be relevant.
 - Be accurate and up-to-date.
 - Be kept only for as long as necessary.

- Be processed in accordance with the Act.
 - Be protected against unauthorized access and against accidental loss or destruction.
 - Not be transferred abroad without safeguards.
3. You will be expected to assist the College to comply with its obligations under the Data Protection Act when dealing with all data, including manual data and computerized data.
- Documentation relating to all applicants will be treated with the utmost confidentiality and in accordance with the Data Protection Act (DPA) and GDPR (2018). Applicants will have the right to feedback and to access any documentation held on them within the DPA.

STATEMENTS TO THE MEDIA

No interviews with, or statements to, the media should be given about your employment at the College or on issues surrounding College business without the prior consent of the DOS, Principal.

Please do not discuss the College or any of its students, whether officially or ‘off the record’, or endorse any product or service or person without our specific College permission. If approached by a member of the press, do not say “no comment”. Take a contact name, telephone number or e-mail address and deadline date (this gives a timeframe within which the College may respond). Ensure that the message is passed on immediately to the DOS, Principal or Deputy Principal.

PERMITTED USE

To ensure that equipment is available for use when needed, and to ensure that the College’s time and money is not wasted, the following must be observed:-

1. Only authorized staff may use the equipment.
2. Only authorized software may be used.
3. Only work-related tasks may be carried out during working hours.
4. Heads of Department may approve personal use of College IT equipment outside working hours.

IMPROPER USE

The following are some examples of use that is not permitted. The list is not exhaustive – if you want to do something that is not covered under “Permitted Use”, you must seek permission in advance from your line manager or supervisor. Failure to do so may result in disciplinary action. Acts that severely waste the College’s resources, or damage its reputation, or damage another individual, may result in summary disciplinary action.

1. Copying software from or to the equipment without permission from a member of the IT Department.
2. Disabling virus-checking software.
3. Sending messages that constitute bullying or harassment.
4. On-line gambling.
5. Accessing or transmitting pornography (in this context material with a violent or sexual content that offends others).
6. Handling copyright information without the appropriate permission or payment.
7. Transmitting confidential information about other employees, members of the College, the College itself, customers or suppliers to unauthorized persons or by insecure or unauthorized methods.
8. Carrying out any commercial activity.

STANDARDS

PROFESSIONAL CONDUCT

We aim to encourage the highest professional and ethical standards and require all employees to maintain our good reputation by behaving with responsibility and integrity and acting in a courteous, honest and fair manner towards anyone with whom they deal.

College employees are our best ambassadors and they represent us whenever they meet the public, visitors, our students and alumni. We therefore ask that the appearance, conduct and personal hygiene of all our employees presents us in a professional light at all times. This includes events outside of the workplace such as training courses, seminars and conferences, or social functions.

We aim to create pride in the College and generate a feeling of loyalty and trust with everyone with whom we come into contact.

All of our employees must comply with the laws of any country in which they operate, and meet the requirements of any relevant regulatory authorities and/or appropriate codes of practice and conduct.

DRESS CODE AND APPEARANCE

1. The College expects that all staff will maintain a high standard of personal presentation including dress, cleanliness and personal hygiene.
2. Where uniforms are not provided staff should present a professional image with regard to appearance and standards of dress, as appropriate to their responsibilities. We aim to be fair and reasonable and for our requirements to apply with equal formality to both sexes.

GENERAL UPKEEP OF PERSONAL WORK AREAS

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

TELEPHONE CALLS/MOBILE PHONES

Telephones are essential for College business. Personal calls should be kept to a minimum and the College reserves the right to charge for excessive personal calls made.

Personal mobile phones should be used with discretion during working hours and their use is not permitted in the classrooms. If we consider the personal use of a mobile phone to be excessive we reserve the right to require the employee to keep it turned off during working hours.

PERSONAL MAIL

Personal mail, as distinct from business correspondence, may be sent to the College address, but employees should seek prior authorization of your Head of Department. Such mail may be opened if it cannot be identified and we cannot accept responsibility for the safe delivery of the contents to individuals.

Employees are not permitted to use the College postage stamps for their personal mail.

USE OF COLLEGE FACILITIES FOR PRIVATE PURPOSES

College facilities, such as the photocopier, fax and franking machines and computers are intended for College use only, and may only be used for personal matters with the prior authorization of your Head of Department.

MISCELLANEOUS

BUYING OR SELLING GOODS

You are not allowed to buy or sell goods on your own behalf on College premises unless you have the prior authorization of your Head of Department. This includes catalogue sales and sales of items to benefit charitable or other causes

COLLECTIONS

No collections of any kind are allowed on College premises without the prior specific authorization of your Head of Department.

GIFTS

Note that it is an offence under the Bribery Act 2010 to offer, promise or give a bribe or to receive a bribe. (The latter includes requesting, agreeing to receive or accepting a bribe.)

It is a strict rule therefore that nothing that could be viewed as an inducement, e.g. personal gifts, hospitality or entertainment of any kind, may be accepted from a supplier, client/customer or a prospective supplier without the prior agreement of your Head of Department. The details of any offer of such a gift/hospitality must be declared immediately in the record kept by the HR/Admin Department. If you are found to have accepted or given any bribe you will face disciplinary action, which could include dismissal for gross misconduct.

At times of special occasions such as Christmas etc, small gifts of nominal value may be accepted by prior agreement with your Head of Department.

MONEY LAUNDERING

If you have knowledge, or suspect, that financial proceeds from crime are being passed through the College to cleanse their identity and make them appear to be from legitimate sources, you are required by law to report this to your Head of Department as soon as reasonably practicable after the information comes to your attention. Failure to do so may constitute an offence.

TERMINATION OF EMPLOYMENT

RESIGNATION

1. Should you wish to terminate your employment, please discuss your decision with your Head of Department? Your notice should be in writing, dated and should be handed to your Head of Department. The period of notice to terminate your employment by either party is specified in your contract of employment. Your Head of Department will complete a Staff Leaver Form for HR and payroll purposes. You will be paid in the next available payroll run after notification, and will be sent a P45 after your final payment is made.
2. At your request, we may waive the requirement for you to work some or all of the required period of notice. In such circumstances salary will not be payable for the portion of the notice period which is not worked. If you do not provide the required period of notice, or leave before your notice period expires, you will only be paid up to the last day you worked. Holiday entitlement will only accrue up to this date.
3. If you commit any act of gross misconduct during your notice period we have the right to terminate your employment summarily without notice.

NOTICE PERIODS

Your notice period is as set out in your contract of employment.

RETURN OF COLLEGE PROPERTY

On the termination of your employment you must return all College property and information, including files, keys, mobile telephone, portable computer belonging to the College and in your possession, or for which you have responsibility, to your Head of Department on your last working day. Final payments will not be released until all items are received and accounted for.

Failure to return such items may result in the cost of replacing the items being deducted from any monies owing to you.

REFERENCES

It is not normal policy to give open “to whom it may concern” references to employees leaving our employment, but we will reply to written requests from prospective employers who should be advised to direct such requests to the HR Office.

OUR POLICIES AND PROCEDURES

ABSENCE NOTIFICATION

If you are unable to attend work for any reason, please contact your Head of Department personally as soon as possible, but in any event no later than 30 minutes after your normal start time on your first day of absence. In order to minimize disruption it is important that you give as much notice of your absence as practically possible. If you are unable to notify us personally, please ensure that you get a relative, neighbor or friend to contact us. In addition, we ask that you notify your Head of Department of the reason for your absence and provide an indication of its likely duration. The reason for your absence will be kept confidential.

SICK PAY AND BENEFITS

You will normally be paid contractual sick pay for absences owing to your illness or accident, up to a maximum period as follows:

| CONTINUOUS SERVICE AS AT FIRST DAY OF ABSENCE | SICKNESS PAYMENT ALLOWANCE | |
|--|---|--|
| | At a rate equal to normal salary | At a rate equal to half normal salary |
| During Probationary period | SSP only | SSP only |
| Completion of probationary period/up to one year | 4 weeks | 4 weeks |
| One year but less than three years’ service | 8 weeks | 8 weeks |
| Three years but less than five years’ service | 12 weeks | 12 weeks |
| Five years’ service or more | 26 weeks | 26 weeks |

The maximum period of entitlement (which may be made up of one or more periods of absence) will be calculated on a rolling 12-month basis, backdated to your first date of absence in the current period of sickness.

If you exhaust your entitlement to contractual sick pay you may still be entitled to receive SSP (see below).

STATUTORY SICK PAY (SSP)

You are entitled to SSP provided you meet the detailed requirements of the scheme. You cannot get SSP if you are sick for less than four in a row as this does not form a “period of incapacity for work” (PIW).

There are, however, some categories of employees who are excluded from receiving SSP for some of the time.

You are excluded if:

Your average weekly earnings are less than the lower earnings limit for National Insurance contributions.

You have already had 28 weeks’ worth of SSP from us and this new spell of sickness links to your last one.

ACCIDENTS WHILST AT WORK

If your absence is related in any way to an accident at work, a First Aid Report Form should have been completed at the time of the accident. If this was not completed before your absence it must be completed on your return to work.

SICKNESS WHILST ON HOLIDAY

If you fall sick either prior to commencing planned holiday absence, or during a period of paid holiday, and would otherwise be unable to take at least your statutory holiday entitlement under the Working Time Regulations in this holiday year (including any bank/public holidays taken as paid holiday), you may request that the period of illness during your authorised holiday is converted to sick leave and the holiday be taken at a later date. In order to claim back holiday not taken due to sickness you MUST provide us with a Statement of Fitness to Work from your doctor.

BULLYING AND HARASSMENT POLICY

POLICY STATEMENT

We believe all employees have the right to work in an environment free from bullying behaviour and any form of harassment, be it on the grounds of their sex, race, disability, sexual orientation, religion or belief, pregnancy/maternity, marital status or civil partnership, gender reassignment, or appearance. Such behaviour will not be tolerated and we seek to ensure that our working environment is sympathetic to all employees and to those who have business dealings with us, and that they are treated with dignity and respect. This policy applies irrespective of status and applies equally to an employee bullying or harassing a Head of Department as the other way round. In addition, we aim to ensure that employees are protected from harassment of any kind by clients, customers and other business contacts.

DISCIPLINARY PROCEDURE

PURPOSE AND SCOPE

This procedure is designed to help and encourage all employees to achieve and maintain satisfactory standards of conduct, attendance and job performance. Its aim is to ensure consistent and fair treatment for all. It covers all employees, other than those still within their probationary period.

Full policy is available on request.

RIGHT OF APPEAL

A member of staff has the right to appeal against any formal disciplinary action taken in accordance with the Staff Disciplinary Policy. Appeals lodged will include a statement of the grounds on which the appeal is made. Appeal Hearings will be arranged as soon as possible but must be within a period of 20 working days of receipt of the appeal notification, unless under exceptional extenuating circumstances as agreed by both parties. The decision of the chair of the Appeal Panel is final and no further appeal can be lodged.

EXAMPLES OF GROSS MISCONDUCT

The list below is not exhaustive, but is a guide to the types of offence which normally result in summary dismissal (e.g. dismissal without notice or pay in lieu of notice):

- Theft, fraud or falsification of records e.g. Stratford College documentation, expense claims or attendance records etc.
- Being under the influence of excessive alcohol.
- Being in possession of, or under the influence of, non-medically prescribed drugs.
- Assault or fighting, either on our premises or whilst engaged on our business, or where the act committed irrevocably damages the required trust and mutual confidence between Stratford College and the employee.
- Violent, abusive or intimidating conduct. Act of unlawful discrimination, harassment, bullying or offensive behavior.
- Misuse of property belonging to Stratford College or of our name.
- Malicious damage to property belonging to Stratford College, our clients/customers or other employees.
- Disregard of our procedures, rules and regulations.
- Flagrant any action in serious breach of legislative requirements which may affect the College. Gross negligence.
- Use of foul language or any act that violates commonly accepted standards of behaviour.
- Actions which damage the reputation of Stratford College or bring it into disrepute - this includes taking part in activities which result in adverse publicity for the College.
- Any action constituting a criminal offence which makes you unsuitable for employment with us. Unauthorized use or disclosure of confidential information.
- Failure to disclose correct information on your application form. Serious breach of Health and Safety rules.
- Accepting a gift which could be construed as a bribe. Acts of dishonesty.
- Undertaking private work on our premises and/or during working hours without express permission.
- Accepting gifts from outside organizations which have not been approved by Stratford College. Driving whilst under the influence of unlawful drugs or alcohol.
- Using a hand held mobile phone whilst driving or in control of a College vehicle at any time, or whilst driving or in control of any vehicle whilst on our business.
- Smoking in an unauthorized area where this constitutes a serious risk to health and safety. Sleeping on duty
- Inappropriate use of the internet or computer misuse in breach of our policies. This includes deliberately accessing internet sites containing pornographic, offensive or obscene material.
- Setting off an alarm, such as a burglar or fire alarm, deliberately and without good cause. Gambling, bribery or corruption.

EXAMPLES OF GENERAL MISCONDUCT

The following is a non-exhaustive list of examples of offences which amount to misconduct falling short of gross misconduct:

- Absence from work. Unsatisfactory time-keeping or attendance. Unauthorized Unsatisfactory job performance.
- Time wasting.
- Failure to follow a reasonable management instruction.
- Minor contravention of health and safety regulations. Disruptive behavior.
- Unauthorized use of the telephone. Unauthorized use of e-mail and/or the internet.
- Failure to wear personal protective equipment, if issued. Minor damage to College property.
- Minor breach of College rules.
- Leaving your place of work without authority.
- Failing to notify us of your absence from work.
- Persistent absence/sickness.
- Taking extended breaks.
- Disrupting College business by receiving and making what we consider to be excessive personal telephone calls.

An employee will not normally be dismissed for a first incident of misconduct, unless it amounts to gross misconduct, in which case summary dismissal without notice and without the need for any prior warnings may take place.

EQUAL OPPORTUNITIES POLICY

The College is committed to being an equal opportunity employer and to ensuring that all employees, job applicants, customers/clients and other people with whom we deal are treated fairly and are not subjected to unfair or unlawful discrimination.

This policy is not contractual, but aims to set out the way in which Stratford College aims to manage equal opportunities. This policy applies to all employees and volunteers.

The policy is designed to ensure that current and potential employees are offered the same opportunities regardless of race, sex, disability, religion or belief, age, sexual orientation, marital status or civil partnership, pregnancy/maternity, gender reassignment or any other characteristic unrelated to the performance of the job. We seek to ensure that no-one suffers, either directly or indirectly, as a result of unlawful discrimination. This extends beyond the individual's own characteristics to cover discrimination by association and by perception.

We recognize that an effective Equal Opportunities Policy will help all staff to develop to their full potential, which is clearly in the best interests of both staff and the College. We aim to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

We expect everyone who works for us to be treated, and to treat others, with respect. Our aim is to provide a working environment free from harassment, intimidation or discrimination in any form that may affect the dignity of the individual.

We further recognize the benefits of employing individuals from a range of backgrounds as this creates a workforce where creativity and valuing difference in others thrives. We value the

wealth of experience within the community in which we operate and aspire to have a workforce that reflects this.

TRAINING AND DEVELOPMENT

Stratford College London recognizes that equal opportunity responsibilities do not end at selection and is committed to ensuring that, wherever possible, all staff receive the widest possible range of development opportunities for advancement.

All employees will be encouraged to discuss their career prospects and training needs with their Head of Department. Opportunities for promotion and training will be communicated and made available to all staff on a fair and equal basis.

GRIEVANCES, DISPUTES AND DISCIPLINARY PROCEDURE

Staff who believe they have been discriminated against, and have not been able to resolve this informally, are advised to use the internal grievance procedure. An employee who brings a complaint of discrimination must not be less favourably treated than other members of staff.

Harassment or bullying will not be tolerated and any individual employee who feels that he/she has been subjected to harassment or bullying should refer to our bullying and harassment policy. Equally, anyone who witnesses incidents of harassment or bullying should report them to his/her Head of Department or an appropriate senior member of staff.

When dealing with general disciplinary matters, care is to be taken that employees or workers who have, are perceived to have or are associated with someone who has a protected characteristic, are not dismissed or disciplined for performance or behaviour which could be overlooked or condoned in other employees or workers.

GRIEVANCE PROCEDURE

OVERVIEW

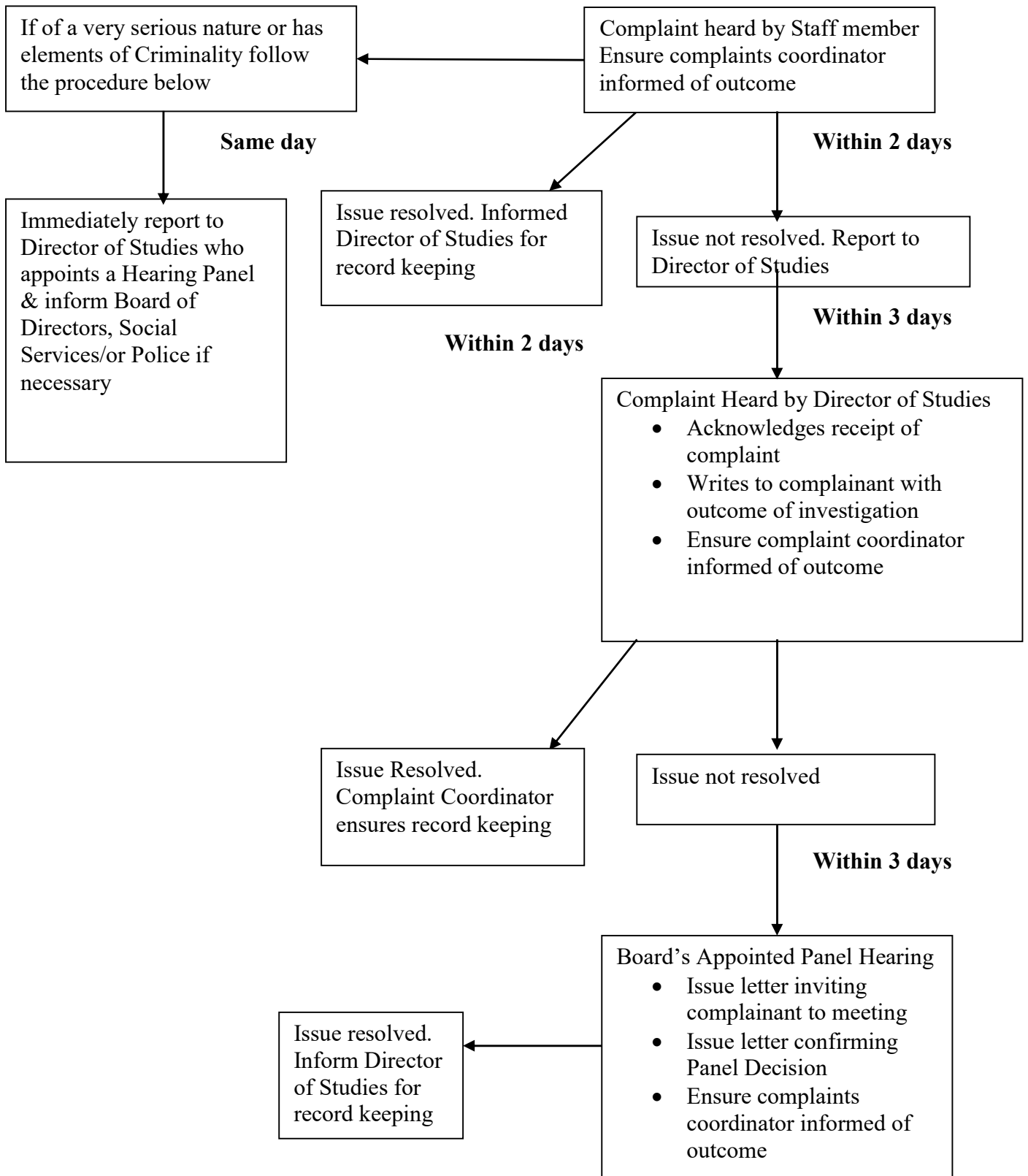
The College grievance procedure is designed to ensure that any questions and problems that arise at work are quickly aired and resolved fairly and consistently, and we therefore encourage you to use the following procedure to facilitate this. Grievances may relate to action which has already been taken, or which is contemplated, in relation to an employee, or may include the actions of third parties such as colleagues. They may relate to a wide range of issues, including terms and conditions of employment, health and safety, work relations, new working practices, working environment, organizational change or equal opportunities issues. The focus of the grievance procedure is to achieve resolution and not to apportion blame.

This procedure covers all employees. It is non-contractual but is designed to indicate how such matters should be dealt with within Stratford College, although we reserve the right, at our discretion, to vary, replace or terminate the procedure at any stage.

COLLEGE DISCIPLINARY & GRIEVANCES PROCEDURE

Flowchart

Summary of Dealing with complaints



PATERNITY LEAVE

STATUTORY PATERNITY LEAVE (SPL)

Subject to meeting the eligibility requirements, an employee who is the father of a child, or its mother's husband/partner, and who expects to have responsibility for the child's upbringing (or an adoptive parent who is not taking adoption leave) is entitled to two weeks' paid statutory paternity leave. Statutory paternity leave is paid at the same rate as lower rate SMP.

This entitlement applies to an employee who:

- Is the natural or adoptive father of a child born, or placed with them for adoption, or the mother's husband or partner.
- Has a minimum of 26 weeks' continuous service ending with the 15th week before the expected week of the child's birth (for adoption, a minimum of 26 weeks' continuous service extending into the 'matching week'. This is the week beginning on a Sunday and ending on a Saturday in which the employee is notified of having been matched with the child).
- Can demonstrate that he/she has (or expects to have) responsibility for the child's upbringing or is married to (or the partner of) the child's mother.
- Has average earnings at least equal to the lower earnings limit for NI contributions.

Leave must be taken during the eight-week period beginning with the child's birth date (or placement with its new parents for adoption within the UK, or date of entry into the UK for overseas adoptions). It can be taken either as one single week's leave or two consecutive weeks' leave.

RECRUITMENT AND SELECTION POLICY

POLICY STATEMENT

We recognize the importance our recruitment strategy, processes and practices make to the continued success of the College. Current and future employees are our key resource.

We seek to employ the best individuals to fill our vacancies and to provide the essential skills and attributes to meet the current and future needs of the College.

This approach naturally embraces diversity, to provide expertise, challenge and imagination, and all individuals should be recruited solely on the basis of their ability and in accordance with our equal opportunity policy.

Full policy available in policy booklet

TRAINING AND DEVELOPMENT POLICY

INTRODUCTION

Stratford College London recognizes the value and importance of providing opportunities to all employees to develop their job-related knowledge and skills, expects that training and development will increase individual effectiveness and that well-trained employees will make a richer contribution to the College.

The College is committed to the development of positive policies to promote equal opportunities in employment regardless of any protected characteristic (race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, pregnancy/maternity or gender reassignment). This principle applies equally to the training and development of all of our staff.

The College aims to equip all employees with the necessary knowledge and skills to be able to carry out their duties safely and without risk to themselves or others, to do their jobs successfully and with confidence, and to support all employees to reach their full potential. We recognize that well-managed development and training can help employees to: identify and develop their potential; respond positively to change uncertainty and conflict; increase their job satisfaction; improve their self-confidence, motivation and initiative and also extend their range of performance. All training and development undertaken must be clearly focused on achieving the College objectives.

This policy is not contractual, but indicates the way in which the College wishes to manage its training and development activities.

For full policy please refer policy booklet

WHISTLEBLOWING POLICY

INTRODUCTION

Stratford College aims to conduct its business at all times with the highest standards of integrity and honesty. All employees are expected to maintain the same standards in everything they do. All those who work for us are therefore strongly encouraged to report any perceived wrongdoing by the College or its employees, contractors or agents that falls short of these principles.

This policy is not contractual but sets out the way in which we plan to manage such issues.

RECORDS

PERSONNEL INFORMATION AND RECORDS

Personnel files are kept securely in the HR Office. We will not give out your personal details to any external body unless these are required for the purposes of payroll administration, health and safety, e.g. medical condition, or a criminal or PAYE investigation etc. We will only give references for mortgage or other purposes, or employment references, if you have given your permission.

CHANGES TO PERSONAL DETAILS

Please ensure that the HR Department is informed immediately of any changes to your personal details. These include change of name, address, home telephone number, marital status, emergency contacts, gain or loss of a dependant and attainment of a professional qualification or membership of a professional organisation. Please also advise the HR Department of any changes in your personal circumstances which could affect your employment, e.g. changes in health, endorsements on your driving licence (if you are required to drive on business) etc.

COLLEGE POLICIES

All members of staff are required to keep copies of college policies on their folders and familiarize themselves with each policy. Full policies are available from office.

FREEDOM OF SPEECH POLICY

Policy Statement

The Board of Directors will uphold and promote freedom of speech within the College environment and amongst the members of the College community. By freedom of speech, the College supports an understanding that one has the right to speak, write, challenge and learn and that these need to be guarded at all times as they are fundamental for the creation of a teaching and learning environment that gives opportunity for discovery, invention and innovation, critical assessment of phenomena and the effective dissemination of knowledge and ideas that trigger economic and social advancement.

ACADEMIC FREEDOM

The OFS Guidance provides that, *“academic staff at an English higher education provider have freedom within the law: a) to question and test received wisdom; and b) to put forward new ideas and controversial or unpopular opinion without placing themselves in jeopardy of losing their jobs or privileges they may have at the provider”*.

The College values the freedom of tutors and students as members of its environment; to teach and study and pursue knowledge and carry out research, without being subjected to unreasonable restriction or interference from College regulations. The College will encourage its academic staff in the pursuance of academic inquiry into any areas of study that triggers intellectual concern and to present findings to their students and colleagues; to publish findings and conclusions freely without unreasonable control or censorship; and to support all staff to teach in the manner which they view as professionally appropriate.

CONFLICT OF INTEREST POLICY

Purpose

In order to protect staff members and Stratford College London from compromise, it is both necessary and helpful to settle a policy to deal with conflict of interest.

Where a College Member has a conflict of interest, they have a duty to disclose it and take appropriate action.

Scope and Definition

The Conflict of Interest Policy applies to all Stratford College London members, which include, but is not exhaustive to:

- Full time and part time staff employed by the College
- Someone affiliated to the College, visiting academics and committee members

- External members of any of the College's committees

A conflict of interest may be perceived, potential or actual:

- Perceived conflict of interest: where a reasonable person would consider a likely compromise
- Potential conflict of interest: a situation that may or could develop into an actual conflict of interest

Pecuniary interests

Relating or consisting of monetary interest

A staff has a pecuniary interest where there is a likelihood that there will be a financial gain to them or a member of staff

Personal Interest

A conflict of interest is where a College Member has an interest which may compromise their obligation to the College or to anybody with which the College has a relationship, or where the College staff/member has the opportunity to affect or influence a decision of the College.

For full policy please refer policy booklet

Useful Information:

Contact:

Stratford College London

43 West Ham Lane

London E15 4PH

Web: www.sclondon.aco.uk

Email: admin@sclondon.co.uk

Emergency contact No: 07979547727

Emergency email: emergency@sclondon.co.uk

Appendix – A (Job Descriptions)

BUSINESS LECTURER

Job Description

| | |
|--------------------------------|--------------------------------------|
| Timings: | 0930 – 1800 hrs |
| Line Manager: | Jonathan Omani |
| Director of Studies: | Dr. J Khan |
| Teaching Hours: | 1000 – 1700 hrs |
| Class Preparation Time: | 0930 – 1000 hrs |
| Enhancement Activities: | 1700 – 1800 hrs |
| Staff Planning Time: | 1400 – 1800 hrs (once a week) |

Description

Lecturers are required to facilitate learning and provide guidance to students in a specialised field at a tertiary level of education. These professionals are responsible for

preparing and presenting lectures, creating assignment brief and supervising examinations, and marking examination papers or assignments. There are some cases where they need to help students in their independent study researches.

Lecturers usually perform many of the following tasks:

- Preparing courses.
- Supervising student work.
- Marking essays, assignments and projects of students.
- Giving additional support.
- Interviewing new students – if necessary.

Skills

- Having good organisational skills.
- Being able to clearly explain ideas.
- Having methodical approach.
- Being able to communicate with students from various backgrounds.
- Having high attention to students and their needs.
- Being able to work alone or with a team.
- Having excellent written and spoken communication skills.
- Being self motivated.
- Having good knowledge about subject area.
- Being creative.

Main Duties and Responsibilities:

- a) To undertake all forms of pedagogic work which may include classroom teaching, tutorial work and associated outreach duties.
- b) To ensure the associated organisational and administrative work, preparation and marking is undertaken.
- c) To provide the appropriate student welfare and academic/non academic counseling responsibilities.
- e) To conduct curriculum development work, planning, development and evaluation of courses and course materials.
- f) To ensure the administration and management of subjects/units/modules of education and training, or of significant facets or subdivision of these, is carried out.
- g) To support publicity and public relations activities related to the College are carried out at all times.
- h) To participate in appropriate team and committee meetings.

- i) To ensure unit/subject/module administration and group tutorial duties, including interviewing, induction and assessment (including satisfactory retention rates, exam results), monitoring student progress, review and evaluation are achieved.
- j) To participate in internal verification and moderation procedures.
- k) To support the College quality assurance and control procedures.
- l) To participate in the College staff development review and appraisal process.
- m) To support and participate in in-service training and staff development programmes based on assessment of individual and College needs.
- n) To participate in College staff development initiatives relating to equal opportunities and disability issues in line with College policies.
- p) To ensure subject updating activities (curriculum and professional) are undertaken and agreed with the Program Leader.
- q) To observe and have responsibility for the College Health and Safety policies. This includes the duty to take reasonable care to avoid injury to themselves or others by their work activities or omissions, and to co-operate with their Employer in the discharge of its statutory duties
- r) To follow awarding body roles, rules and regulations.

NB: Lecturers will be required to carry out any other duties commensurate with the grade of post and conditions of service which may be required from time-to-time.

Main Tasks

- Prepare and deliver lectures to undergraduate and/or graduate students on topics of awarding body modules
- Evaluate and grade students' work, assignments and papers
- Compile, administer and grade examinations, or assign this work to others
- Prepare course materials such as syllabi, assignment brief and handouts
- Maintain student attendance records, grades and other required records
- Initiate, facilitate and moderate classroom discussions

JOB DESCRIPTION – Programme Leader

Role and Responsibilities

Introduction

Although all staff who teach participate in the design of learning and teaching, for every programme of study there should be someone whose concern is the programme as a whole as experienced by students. This person is the Programme Leader. Every programme has a single leader, but a single person can lead more than one programme.

Programme Leaders will fulfill their role and responsibilities under the oversight of the Principal.

The Programme Leader will be responsible for promoting effective discussion and collaboration to ensure the effective delivery of the programme.

There are four key areas of responsibility for programme leader:

1. Responsibility for the overall design of the programme;
2. Responsibility for ongoing programme design, maintenance and improvement;
3. Responsibility for monitoring the programme in operation;
4. Responsibility for the effective coordination of colleagues who contribute to the design and delivery of the programme.

Programme Leaders will actively ensure that they themselves fulfill the responsibilities below or shall delegate tasks to colleagues.

1. Responsibility for the overall design of the programme

In line with the principles Programme Leaders ensure that:

- a. The programme is defined by the required number of challenging but realistic learning outcomes which are empowering to students and which accurately portray the distinctiveness of the course of study;
- b. Progression towards achievement of the programme learning outcomes is carefully and realistically charted through the component modules of the programme;
- c. Summative assessment is devised at programme-level to accurately and reliably measure student progression towards achievement of the programme learning outcomes;
- d. Student work, be that undertaken within classroom-based settings, through engagement with online activities or as a result of independent study, is planned so as to progressively support an increasing sophistication of learning or competence towards achievement of the programme learning outcomes;
- e. Incidents of contact between students and staff – whether synchronous or asynchronous, face-to-face or virtual – and opportunities for formative guidance propel student progression towards the achievement of programme outcomes;

2. Responsibility for ongoing programme design, maintenance and improvement

Programmes will be monitored, and developed where appropriate, to ensure they remain current and relevant. Programme Leaders ensure that:

- a. Developments in college regulations and policy as they pertain to academic

programmes are promptly assessed for impact and acted upon as necessary;

- b. Where the requirements of applicable Professional, Statutory and Regulatory Bodies change, or where other disciplinary guidance is modified (for example subject benchmark statements) this is appropriately reflected in the curriculum;
- c. Programme documentation, whether student-facing or college-facing, is updated, receives any Academic Board approval required and is made available in a timely manner;
- d. Academic Board (and sub-committee) discussions and decisions which are relevant to the programme are considered and appropriately acted upon;

3. Responsibility for monitoring the programme in operation.

Significant operational issues at programme level should be addressed effectively. Students should be provided with the opportunity to engage with a supported, but challenging and intellectually stimulating learning experience. Programme Leaders are responsible for:

- a. Monitoring patterns of student progression across the programme with a view to addressing issues where necessary;
- b. Overseeing student evaluation data, be that from module evaluations, NSS, or other sources and taking action, in collaboration with colleagues where appropriate, to address identified issues;
- c. Ensuring recommendations made by external examiners are given due consideration and acted upon where it is deemed appropriate;
- d. Ensuring regular contact with relevant student representatives and that issues raised by student representatives are given due consideration and followed-up by the Programme Team;
- e. Maintaining an informed awareness of the importance to student learning of the employability, sustainability, inclusivity, internationalisation and digital literacy agendas and ensuring these are given sufficient presence within the curriculum;
- f. Evaluating the resource requirements of the programme (including staffing, timetabling, equipment, library resources etc.) and bringing resourcing issues to the attention of the Academic Board or other relevant member of staff where necessary;
- g. In relation to points a-f, Programme Leader are expected to contribute to Annual Programme Review as regards the monitoring and enhancement of their programme within the wider departmental context.

4. Responsibility for the effective coordination of colleagues who contribute to the design and delivery of the programme.

The successful design, maintenance and delivery of a programme curriculum under the college Pedagogy is a collaborative enterprise but one that is directed, focused and organised.

This means that Programme Leaders are responsible for:

- a. Acting as academic lead for the programme and to the team of staff who contribute modules to the programme. This includes representing the programme at relevant departmental meetings and during the course of review processes such as Annual Programme Review and Periodic Review and reporting on matters pertaining to the programme to the Principal or Academic Board;
- b. Cultivating an environment of collaboration and shared ownership by ensuring colleagues are involved in curriculum decision-making, by providing appropriate

opportunities for the programme team to consult and interact on issues that relate to programme development and delivery;

- c. Organising the curriculum and co-ordinating colleagues in a way that is equitable and non-discriminatory;
- d. Effectively managing and sustaining change and development and motivating colleagues with regard to their involvement with the programme;

Main Duties & Responsibilities:

1. To be responsible for the organization, supervision and development of the content, delivery and assessment of the course.
2. This includes responsibility for:
 - a. The Programme Handbook (management and review).
 - b. The Programme online learning environment.
 - c. The management of appointments of, and academic relations with, External Examiners.
 - d. Annual Programme Evaluation Report.
 - e. The Students' Feedback cycle.
 - f. The overall management and preparation for the Assessment Board,
 - g. Student and Staff individual support on Programme matters.
 - h. Attend Staff/Student Liaison Committee meetings, Programme meeting, Academic Board and Assessment Board meetings.
 - i. Contribute to the design and management of the marketing strategy,
 - j. Plan and manage contact with applicants offered places to support their continuing engagement with the college prior to enrolment and to ensure appropriate module choices in relation to professional experience and career trajectory.
 - k. To recruit and oversee the induction of teaching staff within the department as appropriate, including relevant briefings and training on:
 - i. • General vision and ethos of the course.
 - ii. • Core processes of feedback
 - iii. • Core mentoring and coaching skills.
 - iv. • Safeguarding.
 - v. • The college's professional development framework.
 - vi. • Training in assessment procedures.

To work closely with the college management to ensure the smooth running of the course

5. To evaluate the departmental learning experience on a regular basis, utilising feedback from staff, students and external examiners, and understanding of sector developments and benchmarking to enhance programme/module delivery.

6. To facilitate staff and students in the department as appropriate to engage in quality assurance processes such as student representation, student surveys, staff and student participation at meetings, and to ensure that appropriate levels of representation are maintained.

Skills

- Educated to degree level in a discipline within the business or management
- Teaching Fellowship recognition from the Higher Education Academy.
- Knowledge of Higher Education in the UK
- Excellent verbal and written communication skills and ability to communicate ideas clearly. Proven ability to write reports up to board level.
- IT proficiency (including Word, Excel & Outlook).
- Excellent interpersonal skills with a strong ability to broker effective and mutually beneficial relationships with all departments at a senior level, and to facilitate effective team working.
- Ability to work independently under pressure in a multi-task environment as well as part of a team.
- Excellent time management skills.
- Ability to priorities and manage own workload.

JOB DESCRIPTION

Post Title: **Student Support and Welfare Officer**

Purpose: Provide information, advice and guidance to students and staff on student-related issues e.g. general welfare, academic progress and study options, psychological wellbeing, personal health, and financial matters. This will involve face-to-face contact, group presentations, electronic media, leaflets, posters etc.

Responsible to: The Principal

Main Duties and Responsibilities

- To actively participate in and deliver administrative support for students
- Work on a one to one or group basis with students who are potentially vulnerable or experiencing difficulties in order to help them to resolve their

problems and continue with their education

- Work within service boundaries including confidentiality and the General Data Protection Regulations
- Actively lead on welfare information and advise to all students.
- Maintain accurate records of all interventions and student information
- Manage incident reporting channels
- Offer a responsive counseling and referral service to all students experiencing a wide range and degree of emotional and psychological difficulties.
- Encourage students to discuss issues of concern and actively listen without bias
- Signpost and refer students to other sources of support as appropriate
- Maintain accurate, confidential records of counseling sessions and ensure compliance with professional standards and GDPR legislation.
- To liaise with Programme Leaders to ensure that vulnerable students can access the full suite of support available.
- To provide a range of administrative functions including: answering and distribution of telephone calls, assisting and producing, where applicable, mail merge letters, PowerPoint presentations, inputting data and spreadsheet tasks.
- To promote Equality and Diversity in all aspects in your area.
- To attend staff training, meetings or conferences as required.
- To maintain appropriate administration records in accordance with college requirements
- To adhere to Health and Safety policies and procedures.
- To become familiar with the services provided by the office in order to be able to deal with enquiries and requests for information from both internal and external enquirers.
- To assist with evening/weekend activities and functions and other events as required.
- To seek to improve all existing practices and constantly work towards more efficient and consistent attendance procedures for all, including teaching staff, Programme Leaders, Senior Staff and administration staff.
- To act professionally, prudently and in the interests of the organisation at all times

Staffing

Staff Development

- To undertake staff development where appropriate.
- To take part in the College's Appraisal Process.

Deployment of Staff

- To ensure that appropriate arrangements for cover are made when absent.
- To work as part of a team and to ensure effective working relations.

Communications

- To liaise with relevant external bodies as appropriate.

Management of Resources

- To contribute to the maintenance of an attractive working environment in the college office.

Other

- To support the aims and objectives of the College.
- To attend meetings as appropriate.
- To wear the corporate clothing.
- To carry out duties with due regard to the college's policies on equal opportunities, health and safety and quality assurance.
- To undertake any other duties the Principal or designated alternate may reasonably direct from time to time within the context of the College contract.
- The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Skills

- Experience in an administrative role
- Administrative experience in an educational environment
- Proficiency in working with standard office applications such as MS Word, Excel and Outlook
- Ability to prioritise and multitask
- Ability to meet deadlines
- Excellent telephone manner
- The ability to recognise and appreciate the confidential nature of some work undertaken

- Carry out routine liaison to pass on information promptly and accurately to all those who need to know.
- High level of literacy/communication skills
- Positive and Enthusiastic
- Ability to work outside normal office hours on occasions
- Committed to Equality and Diversity

This job description will be kept under review and may be amended from time to time, following consultation with the post holder, to reflect changes in organisational needs.

Job Description for Receptionist and Administration Assistant

Responsible to: **Principal**

Based at: **Main Campus (43 West Ham Lane)**

OVERALL PURPOSE OF THE POST

- To provide a welcoming, professional and effective front of house service to all visitors and students.
- To provide support to a range of administrative functions within the college.

Functional Links

The Receptionist will liaise with College staff, students, BoD, CAG, professionals, volunteers and visitors to maintain the high standards of the College

MAIN DUTIES

- Ensure the effective running of Reception by answering and redirecting calls and messages efficiently.
- Welcome visitors to the college, ensure they sign in and are issued with the relevant lanyard in line with college procedures and that the relevant member of staff is notified.
- To co-ordinate safe and secure entrance and exits of all students, staff and visitors, ensuring that ID's are checked
- Greet all students, staff and visitors in a polite, friendly, professional manner.
- Ensuring that face to face enquiries from visitors, parents, staff and students are dealt with appropriately and in accordance with the college's Safeguarding Policy.
- Provide course information to all prospective students, give our course information (inc. awarding body info, course info, assessment methods, entry requirements, policies, complaints and appeal process).
- Introduce interested prospective students to Admission Officer.
- Ensure adequate stocks of all stationery for office use are kept, and are adequately stocked for the staff and management.
- Follow safeguarding procedures on reception
- Be the college trips and visitors administrator; collating all necessary paperwork, being the contact for members of staff and ensuring college procedures are followed.
- Facilitate committee meetings by booking rooms as requested and ordering refreshments if necessary.
- Manage the reception mailbox which includes assessing enquiries and signposting to relevant departments or responding where appropriate.
- Dealing with day-to-day enquiries from student, staff and visitors.
- Direct students who report any learning challenges to the Welfare Office.
- To maintain information in a confidential manner.
- To carry out all duties in accordance with College policies.
- To attend any mandatory training as requested
- Prepare and frank outgoing post and parcels and arrange collection if necessary.
- Provide a reception service at whole college events.
- Contact the Site Assistant on duty regarding any security issues.
- Undertake other duties as requested.
- Provide basic students support (like printing documents for them, book appointments with welfare officer or personal support officer) guide them to welfare support

department.

- Undertake such additional duties or projects as the Principal may determine from time to time, after consultation with the post holder.

ABILITIES & SKILLS:

- Excellent telephone manner.
- Be a person of integrity and initiative who is able to think ahead, prioritise and work accurately and flexibly.
- Have good communication and interpersonal skills and be able to mix easily with students, teaching and non-teaching staff, contractors and suppliers.
- Ability to deal tactfully and confidently with telephone callers and visitors.
- Good IT Skills. The applicant should be fully conversant with MS Office e-mail and Word. The knowledge of Microsoft Excel and an understanding of how to work with websites would be an advantage.
- Ability to remain calm, composed and flexible within a busy and demanding environment.
- Ability to work effectively within a team and on their own initiative.
- Ability to undertake a wide range of clerical, administrative and general duties.
- Must be accurate in recording details and make full use of the College's computer systems.
- Integrity and confidentiality to be maintained at all times.

EXPERIENCE (desirable but not essential):

- Experience of working in Reception
- Knowledge and experience of college environment procedures and structures
- Experience of working within a college

STUDENT SERVICES

Under the guidance of the Principal and/or Director of Studies and/or Admissions Officer:

- Support the organisation of student events such as Enrolment Day, Induction Day, Welcome Evening, HEEvening, Consultation Evening etc.
- Take student absence calls/emails and enter on to the system.
- Produce letters for students as requested and in line with college policy.

QUALIFICATION:

- Applicant must have Bachelor's degree in any discipline.
- Other professional qualifications or training would be beneficial but not essential

ADMISSION OFFICER – Job Description

Introduction:

Our mission at Stratford College London is to giving our students the best possible education that prepares them for the workforce is our primary concern. We're looking for a friendly and organised Admissions Officer to help us enrol students for our educational programs.

Admissions Officer Responsibilities:

- Accepting and filtering student applications
- Assessing applications according to our eligibility criteria and awarding body entry requirements
- Interview students to understand their objectives and background
- Provide clarifications to student's queries in a professional manner.
- Follow-up with students for any enquiries through direct meetings, live chat, phone calls and emails.
- Advice students about the programs offered, admission procedure, eligibility and costs involved.
- Provide assistance with recruitment activities, student interviews, admission entry exams and information sessions.
- Provide assistance to the students to complete the enrolment forms.
- Review all the students' applications and refer the students to Academic Board for final approval
- Develop innovative communication strategies, recruitment strategies and enrolment plans in coordination with senior management to attract and enrol more students.
- Participate in all recruitment events, open houses, school fairs, information sessions, exhibitions, school visits and off-campus events.
- Organizing and filing of recruitment documentation
- Providing consultations with prospective students when requested
- Referring prospective students to specific program leaders for additional information (when needed)
- Conduct student enrolment survey
- Communicate with applicants about their application status, including acceptance/rejection
- Responding to information requests
- Participating in (or delivering) info sessions if needed and organised induction session
- Other duties as assigned

Admissions Officer Qualifications:

- Post-secondary education in Business, Marketing, or another relevant degree
- 1-3 years' experience in recruitment would be considered an asset but not required
- Be highly organised
- Must be comfortable working with databases and doing most daily work on computer

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- Professional email and phone communication is required

Admissions Officer Core Skills:

- Professional email communication
- Multi-tasking
- Problem-solving
- Customer service
- Teamwork
- Decision-making
- Ability to work under pressure
- Meeting deadlines
- Filing
- Payment processing
- Independent work
- MS Products

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SCL ORGANISATIONAL CHART

