



# Staff Handbook

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## *Policy Booklet Issues and Updates*

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All	All	All	29/08/2023	Philip Clark
All	All	All	04/01/2024	Philip Clark

## *Introduction*

### Welcome to Our Team

We hope that your experience of working here at inlingua Leeds will be positive and rewarding. This Staff Handbook is designed both to introduce you to our college and to be of continuing use during your employment.

We ask that you study carefully the contents of this Staff Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main employee benefits that may be available to you and the policies and procedures relating to your employment. If you require any clarification or additional information, please refer to the Director of Studies, Philip Clark or Welfare Officer, Ahmed el-Turabi. If you are going to work as a teacher here at inlingua Leeds, you will also have a Teacher Handbook, that will also be of use.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude during your employment or in your dealings with our students, parents, guardians, suppliers, and contract workers, members of the public or with fellow employees. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

General amendments to the Staff Handbook will be issued from time to time.

## *Mission and Vision of inlingua Leeds*

### Mission:

Our goal is to make education accessible to individuals of different cultures and backgrounds, so they may achieve high levels of academic success and attain their personal and professional goals. We aim to achieve this by providing a high quality educational experience which is tailored to individual student needs in a friendly and highly supportive environment.

Our aim is to enable individuals from different cultures and backgrounds to access a high quality educational experience which will empower them to reach their academic and personal goals in a highly supportive and individually tailored environment.

### Vision:

Our vision is to enable individuals to develop the skills and understanding they need to access their choice of further education and career. We believe in a holistic approach to education where social responsibility and a true empathy with other human beings is not only desirable but essential to personal happiness.

# WHO IS WHO?

2023-2024



**PHILIP CLARK**

**Director of Studies**  
BA, MA, CELTA, DELTA



**PHOEBE HEVAN**

**Administrator**  
BA



**AHMED EL-TURABI**

**Welfare & Accommodation  
Leisure Officer, First Aid,  
Fire Marshal**  
BEng, MSc



## *Joining inlingua Leeds*

### **A) Probationary Period**

You join us on an initial probationary period of three months. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment. We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

### **B) Induction**

At the start of your employment with the college, you are required to complete an induction programme, during which all our Policies and Procedures (including Safeguarding, Health and Safety, etc.) will be explained to you. Information relating to these will be given to you at the induction. This will remain available in the hard copy of the Staff Handbook, which is kept in the Staff Room and on the Google Drive.

Inductions will vary, depending on the mode of working of the teacher. Online teachers will be given their induction via email and an online meeting with inlingua Leeds management. Online teachers wishing for further induction support are encouraged to speak to the Director of Studies or CEO to arrange further support if required.

### **C) Training Agreement and CPD**

The college has a policy of encouraging its employees to undertake training in order to further their career within the college. This will include assisting with costs of the training. However, in the event of termination of employment, for whatever reason, the college will seek reimbursement of the costs in line with the Training Agreement signed by the member of staff. Further details are available from the CEO.

### **D) Job Description**

Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

### **E) Staff Appraisal Policy**

We have a staff appraisal scheme in place for monitoring staff performance levels with a view to maximising the effectiveness of individuals. Staff members are appraised after the three-month probationary period and then again every year, using the Staff Appraisal Template, taking into account their job performance and employee performance. A poor appraisal does not necessarily mean disciplinary action but repeated poor appraisals with no suggestion or necessary effort towards improvement may result in disciplinary action. This will be at the discretion of management.

### **F) Job Flexibility**

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our college. During busy holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change. Staff members who cannot work flexibly may be temporarily removed from

projects or classes to ensure smooth running and cover. If a staff member has a worry about their availability or needs reasonable accommodations should speak to either the Director of Studies or CEO and accommodations will be made where possible.

### **G) Mobility**

Although you are usually employed at one site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

### **H) Disclosure and Barring Certificate(s)**

Your initial employment may be conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may also be subject to a Teacher Services restricted list check. You will be required to consent to subsequent criminal record checks from time to time during your employment as deemed appropriate by the college. If such certificate(s) are not supplied, your employment with us will be terminated.

### **I) Convictions and Offences**

During your employment, you are required to immediately report to the college any convictions or offences with which you are charged, including traffic offences.

### **J) Recruitment Procedures complaints**

inlingua Leeds has strict recruitment procedures and policies. These are to ensure good quality candidates and a positive environment for our students.

Any complaints about our recruitment can be directed to our CEO or our accreditors, EnglishUK.

### **K) inlingua Leeds Policies and Procedures**

It is the responsibility of all staff members individually to make sure that they are aware of the college's policies and procedures and to ensure that they are enforced at all times. A copy of the Master Policy Handbook is kept as a hard copy on the college premises (in the library) at all times. The Director of Studies can further explain any queries you have about any policies or note any complaints or suggestions you have in regard to them.

When the policies are updated, you will be informed via email and/or in any meetings. It is your responsibility to ensure that you re-read any amendments.

Online teachers must ensure that they follow all relevant policies to their role and also the policies of relevant online platforms and materials. inlingua Leeds will not be held responsible for online teachers' misuse of either and may terminate the contracts of anyone it suspects to be misusing materials or technology.

### **L) Contract types**

inlingua Leeds employs staff on a range of contracts. All staff are hired initially on a freelance contract until their first appraisal. At this time, the contract is then reviewed, and the staff member may be offered a permanent contract if this is appropriate and suitable for the needs of the business. It is the responsibility of the individual staff member to check the regulations around their contract, including any tax requirements or self-assessment deadlines. inlingua Leeds will only be able in giving general advice about contract types but cannot give legal advice. Staff are recommended to seek external legal and financial advice for their individual circumstances.

## Salaries and Admin

### A) Administration

#### 1) Payment

- a) For all staff, the pay month is every 4 weeks. Basic salaries are paid by the end of the fourth week. To meet this, if you are on a freelance contract, you must submit your invoice on the fourth Friday of each calendar month that you work. You must only invoice for four weeks at a time. Invoices must be sent to the Administrator and then be checked and signed off by inlingua Leeds management.
- b) If you are on the payroll. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc., if these are necessary. If you are on a freelance contract, you will not receive a payslip. If you wish, inlingua Leeds management can sign and stamp a copy of your invoice as proof of payment.
- c) Any pay queries that you may have should be raised with the CEO.
- d) If you are on a freelance contract, and had to complete a DBS upon arrival, the money for this check will need to come out of your salary. It will usually be deducted from your first payslip, but if this would cause hardship, then arrangements can be made for extended repayment.

#### 2) Overpayments

If you are overpaid for any reason, 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.

#### 3) 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 form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes. If you are on a freelance contract, you are responsible for your own tax administration.

### B) Lateness/Absenteeism

- 1) You must be ready to work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.
- 2) All absences must be notified in accordance with the sickness reporting procedures.
- 3) 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.
- 4) Lateness or absence may result in disciplinary action and/or loss of appropriate payment.
- 5) If you know you will not be able to teach for any reason, you must contact inlingua Leeds on 01135293249 or 07411319906 to ring the Director of Studies. An email or text message is not sufficient and will not be considered as adequate in disciplinary matters.
- 6) Online teachers who cannot teach due to illness must follow the same procedures as



college staff.

- 7) Online teachers who are experiencing technical issues that will either make them late or potentially miss the class are responsible for finding technical solutions. Repeated absences due to poor connections and/or equipment will result in termination of contract, as this makes working in a professional manner impossible. In the case of occasional issues, online teachers must find a suitable alternative for that lesson, inform inlingua Leeds as early as possible and make clear, actioned steps to avoiding the issue from reoccurring.

### **C) Timesheets**

If you are on a freelance contract or complete any overtime, you are required to complete and submit timesheets as directed to ensure that you receive the correct payment. Incorrectly completed, or falsified records will result in disciplinary action.

### **D) Shortage of Work**

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time working, or alternatively, zero hours. If you are placed on short time working, your pay will be reduced according to time worked. If you are placed on zero hours, you will receive no pay other than statutory guarantee pay if that applies.

### **E) Pension Scheme**

Where required, we will operate a contributory pension scheme to which you will be auto enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the college. Please speak to the CEO for more information.

If you are on a freelance contract, please seek external legal advice about pension options available to you.

## *Holiday entitlement and Conditions*

### A) Teaching and Non-Teaching Staff

- 1) Your annual holiday entitlement is shown in your Statement of Individual Terms on your contract.
- 2) All teaching staff will be required to take their holidays outside of peak term time where possible.
- 3) 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 and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.
- 4) You must complete the holiday request form, and have it signed by CEO before you make any firm holiday arrangements.
- 5) Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.
- 6) You should give at least eight weeks' notice of your intention to take holidays.
- 7) All annual leave should be taken outside of peak term time.
- 8) You may not normally take more than two working weeks consecutively.
- 9) Your holiday pay will be at your normal basic pay unless shown otherwise on your Statement of Terms.
- 10) Staff that are on a zero-hour contract do not get a paid holiday allowance. However, they are still subject to the holiday request policies.
- 11) Staff who do not have their holiday granted may not be offered alternative dates if this is not possible. Please speak to inlingua Leeds management for more information.
- 12) Staff members may not arrange their own cover. All cover must be done through inlingua Leeds management.

### C) Public/Bank Holidays

Where applicable, your entitlement to public/bank holidays is shown in your individual Statement of Terms of Employment.

Please be aware that the August bank holiday is not included as a holiday day.

### D) Additional Discretionary Leave

There is no entitlement to additional discretionary leave. All requests for additional discretionary leave must be put in writing to the CEO or Director of Studies. All requests will be considered on a case by case basis and where granted; leave will normally be unpaid.

## Absence and Sickness

### Staff Absence/Sickness Policy

- 1) You must be ready to work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.
- 2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Handbook.
- 3) If you arrive for work more than one hour late without having previously notified us, other arrangements will have been made to cover your duties and you will be sent off the premises for the remainder of the day without pay.
- 4) Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

### Notification of Incapacity for Work

- 1) You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than 8:00am. Text messages and emails are not an acceptable form of notification. Other than in exceptional circumstances notification should be made personally, to the CEO or Director of Studies. If you are unable to get through, you must call the Administrator and Welfare Officer. In the event neither person is available to take your call, you must leave a message and call back as soon as possible.
- 2) You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a doctor's medical certificate.
- 3) 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

- 1) Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including 7 calendar days) you must sign the inlingua Leeds Self-Certification of Absence Form below on your return to work.
- 2) 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 doctors' medical certificates to cover the whole of your absence.
- 3) Teachers required to self-isolate will need to follow the same procedures as those who are ill themselves. If self-isolating staff are able to work from home, please speak to the Director of Studies or CEO about this option.

### Payments

- 1) You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.

It's paid by your employer for up to 28 weeks.

- 2) You need to qualify for SSP and have been off work sick for 4 or more days in a row (including non-working days).
- 3) 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 are not served again.

Where the circumstances of your incapacity are such that you receive or are awarded any sum 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 and up to, but not exceeding, any amount paid by us.

- 4) You can't get less than the statutory amount.
- 5) All staff on a freelance contract should note that they are only entitled to pay for actual hours of work, and not eligible for pay for missed work.

### Return to Work

- 1) You should notify the Director of Studies and the CEO as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
- 2) 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.
- 3) 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 Director of Studies.
- 4) Upon returning to work after any period of sickness/injury absence, you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

### General

- 1) 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 several 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. This will include injury sustained through recreational activities, or illness caused by lack of personal care. Therefore, it is imperative that you take adequate care of yourself and inform us of any risks to your health if you feel that they will cause you to need to take time off work. In the case of planned medical procedures, please inform us as early as possible.
- 2) 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/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

- 3) 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.
- 4) If we consider it necessary, we may ask your permission to contact your doctor.

**Strictly Confidential-**

*inlingua Leeds Employee Self-Certification Absence Form*

*Please contact management if you require this form.*

## *Safeguards*

### A) Rights of Search

- 1) Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or on College business, we would ask all employees to assist us in this matter should we feel that such a search is necessary.
- 2) Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
- 3) We reserve the right to call in the police at any stage.

### B) Confidentiality

- 1) All information that:
  - a) is or has been acquired by you during, or during your employment, or has otherwise been acquired by you in confidence;
  - b) relates particularly to the business of our College, or that of other persons or bodies with whom we have dealings of any sort; and
  - c) has not been made public by, or with our authority;shall be confidential, and (save during our College 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 prior written consent.
- 2) You are to exercise reasonable care to keep safe all documents 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.

### C) College Property and Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during your employment with us, is our property and, where appropriate, 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.

### D) Statements to the Media

Any statements to reporters from newspapers, radio, television, etc. in relation to inlingua Leeds will be given only by the CEO.

### E) Data Protection Act 1998 and GDPR

The above act was introduced to regulate personal data held either on computer or within a manual filing system. As an employer, it is our responsibility to ensure that the documentation held is relevant, accurate and where necessary, kept up to date. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects under the Act. As an employee, you will have the right, upon written request, to be told what personal data

about you is being processed. You will also have the right to be informed of the source of the data and to whom it may be disclosed. inlingua Leeds does not share information with third parties.

inlingua Leeds is fully compliant with the updated GDPR and any concerns about data should be addressed to the CEO.

#### **F) Inventions/Discoveries**

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

- a) during your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
  - b) outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
  - c) during any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.
- 1) Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
  - 2) We reserve the right to call in the police at any stage.

#### **G) Confidentiality**

- 1) All information that:
  - a) is or has been acquired by you during, or during your employment, or has otherwise been acquired by you in confidence;
  - b) relates particularly to the business of our College, or that of other persons or bodies with whom we have dealings of any sort; and
  - c) has not been made public by, or with our authority;shall be confidential, and (save during our College 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 prior written consent.
- 2) You are to exercise reasonable care to keep safe all documents 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.

#### **H) Virus Protection Procedures**

To prevent the introduction of virus contamination into the software system the following must be observed:

- a) unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used; and
- b) all software must be virus checked using standard testing procedures before being used.

## I) Use of Computer Equipment

To control the use of the college's computer equipment and reduce the risk of contamination the following will apply:

- a) the introduction of new software must first be checked and authorised by the CEO before general use will be permitted;
- b) only authorised staff should have access to the college's computer equipment;
- c) only authorised software may be used on any of the college's computer equipment;
- d) only software that is used for business applications may be used;
- e) no software may be brought onto or taken from the college's premises without prior authorisation;
- f) unauthorised access to the computer facility will result in disciplinary action; and
- g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

## J) E-Mail and Internet Policy for Staff

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the college. The Internet and E-mail system have established themselves as an important communications facility within the college and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

### 1) Internet

Where appropriate, suitably authorised staff is encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the college name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal. Please read the inlingua Leeds Computer Usage Policy for more details.

### 2) Procedures – Acceptable/Unacceptable Use

- a) Unauthorised or inappropriate use of the Internet system may result in disciplinary action which could result in summary dismissal.
- b) The Internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give attention to the following points:
  - i) Comply with all of our Internet standards;



- ii) Access during working hours should be for business use only;
- iii) Private use of the Internet should be used outside of your normal working hours.
- c) The college will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:
  - i) Accessing websites which put our Internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;
  - ii) Non-compliance of our Social Media Policy;
  - iii) Connecting, posting or downloading any information unrelated to their employment or pornographic or other offensive material;
  - iv) Engaging in computer hacking and other related activities or attempting to disable or compromise security of information contained on the college's computers.

You are reminded that such activities (iii. and iv.) may constitute a criminal offence.

### 3) E-mail

The use of E-mail is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. Staff members are expected to stay up to date on emails and respond appropriately.

### 4) Procedures –Authorised Use

- a) Unauthorised or inappropriate use of the E-mail system may result in disciplinary action which could include summary dismissal.
- b) The E-mail system is available for communication and matters directly concerned with the legitimate business of the college. Employees using the E-mail system should give attention to the following points: -
  - i) all comply with college communication standards;
  - ii) E-mail messages and copies should only be sent to those for whom they are particularly relevant;
  - iii) E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
  - iv) if E-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The college will be liable for infringing copyright or any defamatory information that is circulated either within the college or to external users of the system; and
  - v) offers or contracts transmitted by E-mail are as legally binding on the college as those sent on paper.
- c) The college will not tolerate the use of the E-mail system for unofficial or inappropriate purposes, including: -

- i) any messages that could constitute bullying, harassment or other detriment;
- ii) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- iii) on-line gambling;
- iv) accessing or transmitting pornography;
- v) transmitting copyright information and/or any software
- vi) posting confidential information about other employees, the college or its customers or suppliers.

## 5) Monitoring

We reserve the right to monitor all E-mail/Internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

Online teachers are subject to similar policies. However, inlingua Leeds recognises that staff have the right to privacy on their own devices and therefore will only take measures should illegal/inappropriate behaviour (such as online trolling) be discovered.

## K) Use of Social Networking Sites

Social media can be a very powerful tool which enhances the services we provide to our students. We use social media to advertise any on-going promotions, products and other relevant information. Only authorised employees should use our company sites and a professional, positive approach should be maintained at all times.

Employees should be aware of crossing the professional boundaries and hence are not permitted to make or accept "friend requests" to/from our students, parents or guardians on their private social media accounts. Please inform the Director of Studies if you have received any such requests and she will speak to the student in question if you prefer.

Any work-related issue or material that could identify an individual involved with inlingua Leeds which could adversely affect the college, a student, parent or guardian or our relationship with any student, parent or guardian must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

inlingua Leeds has a presence on most social networking platforms and individual staff are welcome to like/share through their personal platforms if they wish. However, these policies are more relevant if students may find your profile and therefore we recommend all staff have unidentifiable profile names/photos/content.

## L) Professional Boundaries

Staff must ensure that communication with students is within clear and explicit professional boundaries. Never reveal personal numbers or email addresses to students.

The Directors regard the private lives of staff as being nobody's business but their own. Staff must be careful, however, to ensure that nothing they say or do, including through the use of social networking sites, brings the college's name into disrepute. Gossip in communities can be very damaging.

## **M) Cameras, Videos and Other Photographic/Audio Devices**

Cameras or other photographic/audio equipment (e.g. iPods, camcorders, voice recorders), other than those belonging to the college, must not be brought into work or accompany employees when they are on outings or college business. Any devices owned by the college are carefully labelled and monitored to ensure that it is not damaged, misused or stolen. Any staff member borrowing any device from Inlingua Leeds is considered responsible for its safe return.

All photographs and information about students must remain on the college premises at all times. Under no circumstances will permission be granted to remove these items to work on them at home or elsewhere. Unauthorised removal of such items will be treated as gross misconduct, which could result in dismissal.

## **N) Key holding/Alarm Setting**

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the college prior to leaving. The keys and any security measure such as alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from the CEO. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. We also reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

Any breaches or security issues including the loss or theft of keys must be reported immediately to the CEO. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure, and alarms are set accordingly.

## **O) Other Policies and Procedures**

The college has a number of other policies and procedures that will have been explained to you during your induction and to which you are required to sign and observe. Copies of these will have been provided to you separately or are available on request from the office.

## Standards

### A) Wastage

- 1) We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our college.
- 2) You can promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:
  - a) handle machines, equipment and stock with care;
  - b) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
  - c) ask for other work if your job has come to a standstill; and
  - d) start with the minimum of delay after arriving for work and after breaks.
- 3) The following provision is an express written term of your contract of employment:
  - a) any damage to vehicles, stock or 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;
  - b) 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 reimburse to us the full or part of the cost of the loss; and
  - c) in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess.
- 4) In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

### B) Standards of Dress

As you meet students, parents, guardians and members of the public, it is important to present a business-like and professional image through your attire and personal appearance at work. Please note sportswear, jeans, leggings, low cut tops, strapless tops, sheer and revealing clothing is not acceptable.

### C) Chewing Gum

The chewing of gum is not appropriate whilst in the college environment.

### D) Conduct with Students

Staff are not permitted to physically strike a student and should only restrain a student when it is necessary to protect that student or prevent an assault on another person. Similarly, the use, by staff, of abusive or derogatory language to a student is unacceptable in all circumstances. Shouting at students or the creation of a confrontational situation is rarely beneficial in the longer term.

### E) Housekeeping

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times. Individual staff members are responsible for their own work area and its appearance. Continually disregard of their work area will lead to disciplinary action. Teachers are responsible for the tidiness of their assigned classrooms and spaces.

## G) Complaints

At some stage, a student, sponsor or relative may make a complaint to an employee regarding the College or a member of staff. Complaints should first be dealt with informally by the member of staff concerned to ensure that they are resolved quickly and effectively. If the complainant is still unhappy, a formal complaint should be made to the Director of Studies. If the complaint cannot be dealt with by her, then the complaint will be escalated to the CEO. If it needs to be escalated further, then the complaint is passed onto EnglishUK. Please see the Complaints Policy for further information.

### *Health, Safety, Welfare and Hygiene*

#### A) Safety

- 1) You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.
- 2) You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public.
- 3) Any protective clothing or equipment issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities.
- 4) You should report all accidents and injuries at work, no matter how minor, in the accident book. The Administrator and Welfare Officer is responsible for maintaining the accident book.
- 5) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency. Please familiarise yourself with our Fire Safety Policy.

#### B) Refreshment Making Facilities

We provide refreshment-making facilities for your use, which must be kept clean and tidy at all times. The refreshment making facilities may only be used during authorised breaks. Under no circumstances should hot beverages be taken into the classroom. If you are using the kitchen, familiarise yourself with the Kitchen Policy.

#### C) Alcohol & Drugs Policy

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 College business and/or the health and safety of our employees.

If your performance or attendance at work is affected because 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.

## D) Fitness for Work

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

## E) No Smoking Policy

Smoking anywhere on or immediately outside the front of college grounds and in college vehicles is strictly prohibited. The designated smoking area is at the rear of the college. Smoking is only permitted during authorised breaks away from the college.

## F) Injuries and Illnesses

- 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 before commencing work.

## G) Hygiene

- 1) You must ensure that you strictly comply with our hygiene rules and regulations at all times. The welfare officer, has the designated Food Safety Certificate.
- 2) You must wash your hands under running water immediately before commencing work, after using the toilet, after handling raw foods, chemicals or rubbish, after blowing your nose and after smoking. You must never sneeze or cough over food.
- 3) You must not prepare raw and cooked foods in the same area.
- 4) Perishable food and drink must be kept at the appropriate temperature.
- 5) Waste should be disposed of appropriately and safely in line with recycling requirements.
- 6) Fruit and vegetables must be thoroughly washed before use.
- 7) All tools, utensils, and equipment including non-disposable tea towels must be kept scrupulously clean and sanitised and washed between sessions.
- 8) All tools, utensils and equipment including non-disposable tea towels must be stored in a clean, sterile place.
- 9) Any cut or burn on the hand or arm must be covered with an approved visible dressing.
- 10) Long hair must be tied back at all times when in the kitchen/food handling areas.
- 11) No jewellery should be worn, other than a plain band ring, e.g. wedding ring and one pair of stud earrings.
- 12) You should not wear excessive amounts of make-up, perfume or aftershave and nail varnish should not be worn.

- 13) Nails should be kept short and clean.
- 14) You must not chew gum or eat when handling food.
- 15) 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.
- 16) 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.

#### **H) Manual Handling**

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

#### **I) Welfare of Staff and Students**

inlingua Leeds has one welfare officer for staff and students. Please address concerns directly to them.

Staff have a duty of care to students and must report any concerns about welfare to the welfare officers using the Student Concern form. These will be kept confidential and only shared with other staff members for whom the information is relevant.

Staff members with welfare concerns can also speak to the welfare officers. This information will be kept confidential and only shared with other staff members for whom the information is relevant. Time off for welfare concerns is granted on a case by case basis and is unpai

## *General Terms and Procedures*

### **A) Changes in Personal Details**

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency, if necessary, outside normal working hours.

### **B) Other Employment**

- 1) If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from such employment i.e. working time legislation, health and safety issues, conflict of interest.
- 2) You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work.

### **C) 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, time off required for these purposes may be granted at the discretion of the Operations or CEO and will normally be without pay.

### **D) Maternity/Paternity/Adoption Leave and Pay**

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes, you should notify the CEO at an early stage so that your entitlements and obligations can be explained to you.

### **E) Parental Leave**

If you are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with the CEO, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's circumstances and the operational aspects of the business.

### **F) Time Off for Dependants**

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with the CEO who, if appropriate, will agree the necessary time off.

### **G) Bereavement Leave**

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with the CEO and agree appropriate time off.

### **H) Employees' Property and Lost Property**

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

### **I) Parking**

Where parking facilities have been made available to you on our premises you must ensure that you observe all our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles; however, it may be caused.

### **J) Mail**

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent to our address. No private mail may be posted at our expense except in those cases



where a formal re-charge arrangement has been made.

#### **K) Friends and Relatives Contact / Telephone Calls / Mobile Phones**

Incoming personal telephone calls are allowed only in the case of emergency. Outgoing personal calls can only be made with the prior permission of the Director of Studies or CEO. Personal mobile phones should be switched off and put away. It is illegal to use a mobile phone without a hands-free set whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of being unable to pick up a call because you cannot find a safe place to park, you must return the call as soon as conveniently possible.

#### **A) Buying or Selling of Goods**

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

#### **B) Collections from Employees**

Unless specific authorisation is given by the CEO or a named senior member of staff no collections of any kind are allowed on our premises.

#### **C) Behaviour at Work**

You should behave with civility towards fellow employees, and no rudeness will be permitted towards colleagues, students or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.

You should promote the interests of the business of the College and shall, during normal working hours, devote the whole of your time, attention and abilities to the business of the College and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

#### **D) Inclement Weather/Travel Arrangement Disruption**

Every reasonable effort should be made to attend work in accordance with your contract. In the event that you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures. Your absence will be unpaid unless you have sufficient annual leave in which case you may request to use this. Alternatively, you may be able to work additional hours to compensate for the lost hours at the sole discretion of the CEO and subject to availability.

#### **E) Inspections and Accrediting Bodies**

Inlingua Leeds is subject to inspections from various inspectorate bodies and other third parties that may come to inspect the college for purposes of (but not limited to) accreditation, support, sponsorship, and partnership.

All staff members are expected to actively take part in the preparation and maintenance of standards required for these inspections. In some circumstances, it may be necessary for staff to take on extra work or amend their existing work temporarily in order to prepare for these inspections. This is an expected part of that staff member's job and they are expected to undertake it to the best of their ability in the time given. Occasionally, inspectorates change their criteria and expectations. Where these are known to Inlingua Leeds management, this information will be passed onto all staff and shared in order to aid in the proper preparation for the inspection.

During an inspection, staff are often asked to speak to the inspectors and explain the reality of working at Inlingua Leeds. All staff must attend such a meeting if asked and must answer all questions as openly and honestly as they can, reflecting Inlingua Leeds as it is.

#### **F) Feedback**

Every term, Inlingua Leeds will take feedback from staff and students in order to assess the general performance of the college and see how it could be improved. These documents are all kept anonymous and everyone is encouraged to be open and honest. Feedback is taken seriously, and

action plans are developed to which all the whole college must be committed. All other suggestions/ideas/complaints can be passed onto the Director of Studies, who will note them down and ensure that they are dealt with appropriately.

## *Anti-Bribery Policy*

### **A) Introduction**

Bribery is a criminal offence. The college prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero-tolerance attitude towards corrupt activities of any kind, whether committed by inlingua Leeds employees or by third parties acting for or on behalf of inlingua Leeds.

### **B) Policy**

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or college in order to gain commercial, contractual or regulatory advantage for the college, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical. Please read our Anti-Bribery Policy for further information.

### **C) Suspicion**

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our College business arrangement with you.

### **D) Reporting**

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to the CEO. You may be asked to give a written account of events.

Staff are reminded of the college's Whistleblowing Policy which is available in this Handbook and separately.

### **E) Gifts and Hospitality**

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given, nor hospitality offered by an employee or anyone working on our behalf to any party in connection with the business of the College without receiving prior written approval from the CEO.

Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from the CEO.

### **F) Record Keeping**

A record will be made by the CEO of every instance in which gifts or hospitality are given or received. As the law is constantly changing, this policy is subject to review and the college reserves the right to amend this policy without prior notice.

## *Whistle-blowers*

### A) Introduction

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for which they work.

### B) Qualifying Disclosures

Certain disclosures are prescribed by law as “qualifying disclosures”. A “qualifying disclosure” means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the college has committed a “relevant failure” by:

- a) committing a criminal offence;
  - b) failing to comply with a legal obligation;
  - c) a miscarriage of justice;
  - d) endangering the health and safety of an individual;
  - e) environmental damage; or
  - f) concealing any information relating to the above.
- 2) These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The college will take any concerns that you may raise relating to the above matters very seriously.
- 3) We encourage you to use the procedure if you are concerned about any wrongdoing at work. However, if the procedure has been invoked for malicious reasons or in pursuit of a personal grudge, then you will be liable to immediate termination of employment or such lesser disciplinary sanction as may be appropriate in the circumstances.

### C) The procedure

- 1) In the first instance you should report any concerns you may have to the Director of Studies who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body. This is EnglishUK.
- 2) If you do not report your concerns to the CEO, you should take them direct to the appropriate organisation or body.

### D) Treatment by Others

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

## Capability Procedures

### A) Introduction

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for several reasons, the most common ones being that either the job changes over a period 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.

### B) Job Changes/General Capability Issues

- 1) If the nature of your job changes or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If you are unable improve and to maintain the performance required this could lead to your dismissal. We will consider the possibility of a transfer to more suitable work if possible.

- 2) If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our college or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
- 3) If such improvement is not forthcoming after a reasonable period, you will be dismissed with the appropriate notice.

### C) Personal Circumstances/Health Issues

- 1) Personal circumstances may arise which do not prevent you from attending for work, but which prevent you from carrying out your normal duties (e.g. 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.
- 2) There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. 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.

### D) Short Service Staff

We retain discretion in respect of the capability 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 hearing, and you will have the right to appeal.

## *Disciplinary Procedures*

### A) Introduction

- 1) It is necessary to have a number of rules in the interests of the whole college.
- 2) 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 rules and procedures should emphasize and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.
- 3) 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.
- 4) The following rules and procedures should ensure that:
  - a) the correct procedure is used when requiring you to attend a disciplinary hearing;
  - b) you are fully aware of the standards of performance, action and behaviour required of you;
  - c) disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
  - d) other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;
  - e) you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
  - f) if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

You will only be disciplined after a thorough and unbiased investigation has taken place. An investigation does not equal disciplinary action.

### B) Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

### C) Rules Covering Unsatisfactory Conduct and

**Misconduct** (These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

-

- a) failure to abide by the general health and safety rules and procedures;

- b) smoking in designated non-smoking areas;
- c) consumption of alcohol on the premises;
- d) persistent absenteeism and/or lateness;
- e) unsatisfactory standards or output of work;
- f) rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g) failure to devote the whole of your time, attention and abilities to the business of our College and its affairs during your normal working hours;
- h) unauthorised use of E-mail and Internet;
- i) failure to carry out all reasonable instructions or follow our rules and procedures;
- j) unauthorised use or negligent damage or loss of our property;
- k) failure to report immediately any damage to property or premises caused by you;
- l) use of our vehicles without approval or the private use of our commercial vehicles without authorisation;
- m) failure to report any incident whilst driving our vehicles, whether personal injury or vehicle damage occurs;
- n) if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction; and
- o) carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain.

#### **D) Serious Misconduct**

- 1) 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.
- 2) You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

#### **E) Rules Covering Gross Misconduct**

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

- a) theft or fraud;
- b) physical violence or bullying;
- c) deliberate damage to property;
- d) deliberate acts of unlawful discrimination or harassment;

- e) possession, or being under the influence, of illegal drugs at work;
- f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

(The above examples are illustrative and do not form an exhaustive list.)

## F) Disciplinary Procedure

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

OFFENCE	1 <sup>st</sup> OCCASION	2 <sup>nd</sup> OCCASION	3 <sup>rd</sup> OCCASION	4 <sup>th</sup> OCCASION
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			

- 2) 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.
- 3) 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.
- 4) In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules 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.

## G) Disciplinary Authority

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

ALL EMPLOYEES

Formal verbal warning	Director of Studies
Written warning	Director of Studies
Final written warning	Director of Studies and CEO
Dismissal	CEO

**H) Period of Warnings**

1) Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three-month period.

2) Written warning

A written warning will normally be disregarded for disciplinary purposes after a six-month period.

3) Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve-month period.

**I) General Notes**

- 4) 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.
- 5) In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
- 6) Gross misconduct offences will result in dismissal without notice.
- 7) You have the right to appeal against any disciplinary action.
- 8) We reserve the right to allow third parties to chair any formal hearing.

***Capability/Disciplinary Appeal Procedure***

- 1) You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
- 2) If you wish to exercise this right, you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.
- 3) It may be necessary, because of the size of our college, for the appeal to be heard by the



person who took the original action and it is therefore important that your appeal gives details of why the penalty imposed is either too severe, inappropriate or unfair in the circumstances.

- 4) If you are appealing on the grounds that you have not committed the offence, it may be necessary for the person conducting the appeal to have a complete re-hearing so that there can be a reappraisal of all matters before a decision is made to grant or refuse the appeal.
- 5) 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, normally within five working days after the hearing. This is the final stage of the appeal process.
- 6) We reserve the right to allow third parties to chair any formal hearing.

### *Grievance Procedure*

- 1) It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
- 2) Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
- 3) You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
- 4) If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
- 5) If you wish to appeal, you must inform the Director of Studies within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the college will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).
- 6) Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.
- 7) We reserve the right to allow third parties such as our inspectors, EnglishUK, to chair any formal hearing.

## *Personal Harassment Policy and Procedure*

### **A) Introduction**

- 1) Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.
- 2) 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 taken seriously and is totally unacceptable.
- 3) 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.

### **B) Policy**

- 1) We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees.
- 2) 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.
- 3) We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

### **C) 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:

- a) insensitive jokes and pranks;
- b) lewd or abusive comments about appearance;
- c) deliberate exclusion from conversations;
- d) displaying abusive or offensive writing or material;
- e) unwelcome touching; and
- f) 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.

### **D) Complaining About Personal Harassment**

- 1) 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 colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a

confidential helper. This person cannot be the Director of Studies who will be responsible for investigating the matter if it becomes a formal complaint.

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.

## 2) Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the 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:

- a) the name of the alleged harasser;
- b) the nature of the alleged harassment;
- c) the dates and times when the alleged harassment occurred;
- d) the names of any witnesses; and
- e) 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 contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting

with you, 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. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

## E) General Notes

- 1) If the report concludes that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

- 2) 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.
- 3) We reserve the right to allow third parties to chair any formal meeting.

## *Equal Opportunities Policy*

### **A) Statement of Policy**

- 1) We recognise that discrimination is unacceptable and although equality of opportunity has been a long-standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
- 2) The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- 3) We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
- 4) The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
- 5) The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
- 6) We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

### **B) Recruitment and Selection**

- 1) The recruitment and selection process are crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
- 2) Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
- 3) Job descriptions ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
- 4) We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
- 5) We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
- 6) All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

- 7) All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
- 8) Short listing and interviewing will be carried out by more than one person where possible.
- 9) Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
- 10) We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.
- 11) Selection decisions will not be influenced by any perceived prejudices of other staff.

### C) Training and Promotion

- 1) Staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
- 2) All promotion will be in line with this policy.

### D) Monitoring

- 1) We will maintain and review the employment records of all employees in order to monitor the progress of this policy.
- 2) Monitoring may involve:
  - a) the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;
  - b) the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
  - c) recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
- 3) The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

## *Termination of Employment*

### A) Resignations

All resignations must be supplied in writing, stating the reason for resigning your post.

### B) Terminating Employment without Giving Notice

If you terminate your employment without giving or working the required period of notice, as indicate additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

### C) Return of our 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. This is an express written term of your contract of employment.

#### **D) Return of Vehicles**

On termination of your employment you must return any college vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

#### **E) Garden Leave**

If either you or the college serves notice on the other to terminate your employment the college may require you to take “garden leave” for all or part of the remaining period of your employment.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

### *Safety Policies and Procedures*

#### **A) Fire Safety**

##### **Fire Alarm and Emergency Lighting Tests**

The fire alarm is tested weekly by the designated Fire Marshal every Tuesday at 11:00

Emergency Lighting is tested monthly usually in the last week of each month once most students and staff have left the building.

These are recorded in the Fire Safety Records and are available for all staff at any time should they wish to see them.

##### **Fire Exits**

The main fire exit is at the front of the college. This exit must be kept clear at all times.

##### **Fire Drill Evacuation**

There is a fire drill every 2 months or term or at any times of increased student intake (e.g. if a large group arrives).

In the event of a fire:

In the event of a fire, teachers will be responsible for the evacuation of the students in your class.

ed in your individual statement of main terms of employment, you will have an amount equal to any

In class -	At break -
<ol style="list-style-type: none"> <li>1. Inform all teachers and students as quickly as possible.</li> <li>2. Take the class register with you!</li> <li>3. Lead your students out of the front entrance;</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure your classroom is empty if it is safe to do so;</li> <li>2. Take the class register with you, if it is safe to do so;</li> <li>3. Shepherd all students out of the building;</li> </ol>
<ol style="list-style-type: none"> <li>1. Assemble on the pavement across from inlingua Leeds (by the collection bin)</li> <li>2. Take a count of the students from your class.</li> <li>3. Inform the fire brigade of any students unaccounted for.</li> <li>4. <b>Emergency telephone number 999</b></li> </ol> <p style="text-align: center;"><b>The Fire Marshal is Ahmed Al-Turabi</b></p>	

## B) Health and

### Safety: First Aid

The First Aid box is kept in the kitchens on the ground floor and second floor. They contain bandages and plasters, burns gel, antiseptic wipes and other first aid items. Please familiarise yourself with where this is. Please note that tablets are kept separately and cannot be given by a member of inlingua Leeds staff unless on the say of a chemist.

If you are not a designated First Aider, even if you have been trained previously, please refrain from administering first aid to students.

In the event of an accident:

1. Check if the student is OK. Contact the designated First Aider.
2. If an ambulance is necessary, instruct the admin to call 999. Whilst you wait, the First Aider can use the first aid kit to administer help.
3. Note all incidents, serious or not, in the Accident Book and complete a report. These will be reviewed yearly to ensure that Health and Safety procedures are working and eliminate any risks.

## C) Safeguarding and Prevent Duty Policy (Simplified)

inlingua Leeds has Safeguarding and Anti-radicalisation and Prevent Duty policies in place, with

which you should familiarise yourself and put into practice when necessary. These are available in the Policies and you should not use this simplified policy as a replacement, but rather as a basic guide to support these longer and more in-depth documents. inlingua Leeds does not take students under the age of 18, but there may be adults on some of our courses to which this will apply.

Safeguarding Officer: Ahmed – El Turabi

Prevent Officer:

### [Safeguarding Policy](#)

Safeguarding: keeping them safe from abuse of any kind – physical, mental, sexual, financial, forced marriage and radicalisation pertaining to any political or religious group.

Signs of abuse can be: unexplained bruising or injuries, loss of weight, becoming introverted, becoming intolerant/ offensive to others, wearing inappropriate/dirty clothing and inappropriate/sexualised behaviour.

For international students, they may show signs of distress due to homesickness or culture shock and this can be quite normal. Many students at inlingua Leeds are young adults and this is their first time away from home. Especially for students coming from more family-orientated cultures, it can be difficult to be away from their loved ones and in a strange place, where they are unsure of the expectations and culture. Students like this are more vulnerable to people who may wish to take advantage of their naivety and loneliness.

Staff must be vigilant for signs of students showing unhappiness, confusion, distress or other negative emotions, especially where students may not have the language skills to communicate this. All staff should report any cases of such behaviour, whether extreme or not, to the Welfare Officer, who will be able to investigate further and take appropriate action.

Many of our staff members speak other languages, so there may be someone that can speak to them in their mother tongue if they have a low level of English. Please also keep in mind that certain cultures may not be comfortable discussing personal matters, particularly around mental, sexual or religious health with certain groups (genders, nationalities, religions and so on) and this may counterproductive. If you would like to discuss this further, please talk



to either the Welfare Officers or the Safeguarding Officer.

If you have concerns about a student, then you have a duty to report this to the Safeguarding Officer. They will then make a decision about the situation and take over responsibility. You must keep all this information confidential and not talk about it to colleagues or anyone else. Failure to do so may result in disciplinary measures.

### [Prevent Duty Policy](#)

This is a Government policy under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism.

#### Understanding terminology

Radicalisation: act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of mind

Extremism\*: holding extreme political or religious views, which may deny right to any group or individual. This can be expressed in vocal or active opposition to

Core British values: including

- (i) democracy
- (ii) the rule of law
- (iii) individual liberty
- (iv) respectful tolerance of different faiths or beliefs.

\*NB: extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism.

inlingua Leeds understands that students will naturally have differences on opinion on many topics and that these differences do not necessarily mean that the student is radicalized.

Radicalisation stands for hatred or citation of violence towards a group, individual or idea. Misunderstandings and ignorance are to be challenged and corrected where possible but may not necessarily equate with radicalization.

### Understanding risk of extremism

- Staff, students and other adults may arrive at inlingua Leeds already holding extremist views. Or, whilst attending the college, they may be influenced by a range of factors: global events, peer pressure, media, family views, extremist materials (hard copy or online), inspirational speakers, friends or relatives being harmed, social networks etc.
- People who are vulnerable are more likely to be influenced.
- Their vulnerability could stem from a range of causes, including: loss of identity or sense of belonging, isolation, exclusion, mental health problems, sense of injustice, personal crisis, victim of hate crime or discrimination, and bereavement.

### Signs that may cause concern

- Students talking about exposure to extremist materials or views outside inlingua Leeds
- Changes in behaviour, e.g. becoming isolated
- Fall in standard of work, poor attendance, disengagement
- Changes in attitude, e.g. intolerant of differences/ having closed mind
- Asking questions about certain topics (e.g. connected to extremism)
- Offering opinions that appear to have come from extremist ideologies
- Attempts to impose own views/ beliefs on others
- Use of extremist vocabulary to exclude others or incite violence
- Accessing extremist material online or via social network sites
- Overt new religious practices
- Drawings or posters (e.g. in accommodation) showing extremist ideology/ views/ symbols
- Students voicing concerns about anyone.

Staff must be aware that behaviours such as growing facial hair, changing dress or changing religion are not necessarily an indication of extremism. However, if this behaviour is accompanied by the voicing of radical thoughts, then it could be a potential sign.

### Ways to counteract risks

- Promote a safe and supportive international environment via clear expectations of accepted behaviours and those, including radicalisation and extremism, that will not be tolerated
- Promote core British values through documents given to students, notices around inlingua Leeds, via activities on British culture and traditions on arrival and via curriculum. Approach is to educate that this is how things are in UK; although it may be different to your country.
- develop critical awareness and thought to counter accepting extremism without question, especially of online material - critical thinking activities
- Challenge radical or extremist views in any context (formal or informal) via stated procedures. In most situations this would require an immediate response, referring to international environment of the centre, and tolerance expected and then reporting concerns to the Prevent Officer.
- Be ready to react when world or local events (e.g. London and Manchester attacks) cause upset and the likelihood of conflicting feelings being expressed. Prevent Officer to take

initiative in these situations.

- Have strong filters on IT equipment and clear rules on accessing extremist/ terrorist websites/uses of social networks to exchange extremist/ terrorist views
- Ensure that extremist speakers do not use premises to distribute material or expound views.
- Staff and homestays get to know students, their home circumstances and friendship groups, making it easier to spot changes in behaviour
- Staff and homestays to be observant and vigilant in noticing any signs of radical or extremist behaviour
- Welfare, all staff and homestays to work hard supporting any students identified as vulnerable.

You should report any concerns the Prevent Officer, who will then take responsibility for the situation. Do not talk to any colleagues about this and keep the information confidential.

If you would like more information, then you can do free online training through Foundation Online Learning.