



Queens' College



STAFF HANDBOOK

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STAFF HANDBOOK

1 INTRODUCTION

The purpose of this handbook is to set out in a convenient place information about the College and the College's policies and procedures on a range of issues which are important to both the College and you.

Some, such as the grievance and harassment procedures, are primarily designed to protect your rights while others, such as the equal opportunities policy and e-mail and internet policy, lay down the standards which the College expects you to follow in the course of your employment. A third group of policies, such as the maternity and parental leave policies, provide information about your legal rights.

The policies and information in this handbook are not intended to form part of your contract of employment, but in the event of any conflict between them and your written Letter of Appointment and Statement of Terms of Employment, the terms of the contract or offer letter will prevail.

The College's policies will be reviewed to reflect changes in legislation and best practice. When this happens you will be notified of any changes via replacement pages. In addition an up-to-date copy of this handbook is available from the Human Resources Officer.

Please take time to read this handbook. It contains important information which will help you to do your job more effectively. In addition, in the unlikely event that you fail to adhere to the standards laid down in the policies it contains, you should be aware that you could face disciplinary action including, in more serious cases, dismissal.

2 INDUCTION

Queens' College is anxious to ensure that all new staff receive full induction training. There is a formal induction procedure and this handbook comprises an essential part of your induction training. Please ensure you read it carefully as it will give you useful information. We want you to have all the information you need to settle into your role at the College and understand how the College works. You play an important role in the day-to-day running of the College and we want you to feel that you have all the support you need to perform your job effectively.

You will be given an Induction Handbook either before you start or on your first day of work. This is yours to keep and you should find it provides you with useful information.

Both your Head of Department and you are responsible for ensuring your induction is completed and will discuss this with you in detail on your first day of work. Certain topics, such as Health & Safety, will be covered on the first day: other topics will be covered during the course of the first week. You will also, as part of the Induction process, spend some time

with the Human Resources Officer. However, if there is anything you are still unsure about, please do not hesitate to ask your Head of Department.

We hope you enjoy your time here.

As a new member of staff you will be entitled to the following:

- A formal introduction to the College through the standard induction procedure to ensure you have been given the information you need to perform your job.
- Three Monthly Probationary Reviews with your Head of Department, deputy or College Officer to ensure things are going well and to sort out issues at an early stage.
- A Further Review with your Head of Department, deputy or College Officer to be held just before the end of your six month probationary period. The aim of this review is to assess whether you and your Head of Department consider that your job is going well. It will provide an opportunity to see whether there are any further training needs and, above all, it will ensure that any problems or worries you or the College may have can be quickly identified and resolved. Following successful completion of this review, you will be confirmed in post.

You should complete the *Particulars of New Employee* form enclosed in your induction pack as soon as possible. This information is required to ensure you are paid promptly.

You are also asked to sign the *Confidentiality Statement* attached to your letter of appointment. This is a declaration under the Data Protection Act 1998. For more detailed information about the provisions of this Act, please read the section on Data Protection in the section on Policies.

Primary training may be offered to newly appointed staff, but substantial training would not normally be offered until successful completion of the probationary period.

The College makes pension arrangements for its employees through the Cambridge Colleges Federated Pension Scheme (CCFPS). You have the opportunity to join this pension scheme after a probationary period and it is important that you do consider this at the first opportunity, to receive maximum benefits. The scheme provides a pension and lump sum when you retire, but also provides insured benefits during your employment with the College. These insured benefits will not be available to you if you do not join the pension scheme when first given the opportunity to do so.

Further information is available from the Human Resources Officer. If you require further advice, please consult an Independent Financial Adviser, as the College is not permitted to offer advice.

3 ABSENCE

Subject to Section 5 below, if you are prevented through any cause other than personal sickness or injury from attending your place of work, any such period if it amounts to one day or more shall count against your entitlement to annual leave. The Senior Bursar has power to waive this clause on the recommendation of the Head of Department or relevant College Officer.

When you are sick, or have an emergency, and it is not possible to know you are going to be absent in advance, please contact your Head of Department by 09:00 hours (or within one hour of the start of your shift, whichever is the sooner) on the first morning of absence. If you are unable to contact your Head of Department, please leave a message with the Porters' Lodge (335511).

4 ABSENCE (SICKNESS)

Provided you have been in post for six months or more, if you are unable to perform your duties through illness, injury or other disability, payment in lieu of salary will be continued provided that:

- 4.1 you have notified the cause of absence to your Head of Department; and
- 4.2 if you were absent for any period of sickness of seven days or less (inclusive of leave days and weekends) you have completed a Sickness Self-Certification form explaining the absence and submitted this to your Head of Department; or
- 4.3 that for a period of sickness of seven days or more a medical statement from a Doctor is submitted which covers the entire period of your absence (inclusive of leave days and weekends); and
- 4.4 that, as far as is reasonably practicable, you have kept your Head of Department regularly informed of the likely duration of your period of sickness and the anticipated date of your return. Your Head of Department will get in touch with you from time to time to maintain contact.

Payment in lieu of salary will also be dependent on the following:

- 4.5 that the absence is not attributable to your own misconduct or to participation in hazardous pursuits for financial reward;
- 4.6 that you take all reasonable steps towards recovery;
- 4.7 that you are not under notice;
- 4.8 If you become unwell during a period of annual leave, you may not convert the leave retrospectively to sick leave unless you have obtained a medical statement from a Doctor. An exception would be made, however, should you be taken ill on leave as a result of a disability. If you are taken ill prior to the start of an agreed period of annual leave, sick leave conditions will apply.

- 4.9 If you are not eligible for payment in lieu of salary you may be entitled to Statutory Sick Pay which will be paid through the payroll in the normal way.

5 ABSENCE (PROLONGED SICKNESS)

- 5.1 Provided you have been in post for six months or more, if you are unable to perform your duties through illness, injury or other disability, and provided that satisfactory evidence of incapacity for work is provided, payment in lieu of salary will be continued for a period of four weeks, which may be made without the authority of the Bursarial Committee.
- 5.2 If sickness exceeds four weeks, then the relevant Head of Department and/or College Officer will decide if full pay should continue for further periods up to eight weeks. If sickness exceeds eight weeks, a request for continuation of payment in lieu of salary must be made to the Bursarial Committee.
- 5.3 Payments made by the College will be inclusive of any Statutory Sick Pay entitlement.
- 5.4 Employees under notice shall receive payment until the end of the period of notice.
- 5.5 The Bursarial Committee has the power (but is not obliged) to extend the periods specified above. In considering applications for extension, the Bursarial Committee will have regard to the probable duration of the illness.
- 5.6 If absence is caused by an accident in respect of which the employee can properly claim from a third party damages for loss of earnings, any payments awarded on this account will accrue to the College as an offset against payments made under these Regulations in lieu of salary.

6 ABSENCE (MONITORING OF SICKNESS)

- 6.1 All sickness absence is monitored, and if you have either prolonged sickness absence or frequent short sickness absence, we will work with you to help you recover as quickly as it is medically safe to do so and consider the most appropriate course of action for you.
- 6.2 An employee who is absent frequently for short periods because of illness, or is absent due to long term illness, may be required by the relevant College Officer or the Senior Bursar to consult his or her Doctor or to undertake an independent medical or occupational health assessment, or both.
- 6.3 If absence reaches a level which affects your contribution to your job, Department or the efficient running of the College, we will investigate the reasons for this. The emphasis throughout this process is to help you return to work. If you are found to be abusing the system, however, we may take disciplinary action.
- 6.4 The following are some examples of absence-related issues which may be dealt with under the Disciplinary Procedure:
- abuse of sickness absence leave or forging of absence forms
 - failure to follow the notification procedure
 - failure to provide the correct forms, for example a Doctor's certificate.

7 AGE DIVERSITY AT WORK

- 7.1 We actively encourage age diversity at work, which means that we do not unlawfully discriminate against someone because of how old they are. Staff of all ages are eligible to take up training and development opportunities. Promotion is based on skills and ability.
- 7.2 We endeavour to select on merit regardless of age.
- 7.3 We also have a flexible and fair policy on retirement. We will always consider individual and business needs.

8 ANNUAL LEAVE

The leave year runs from 1 October to 30 September. If you join after 1 October you will be eligible to take leave on a *pro rata* basis. Holidays are calculated on a complete month's service and you must have joined on the first working day of the month to be eligible for the first month's entitlement. Entitlement to leave may not be carried forward across leave years except in exceptional circumstances and with the permission of your College Officer.

You must complete a *Leave Application Form* (available from your Head of Department) when you wish to take leave and this will have to be approved by your Head of Department or the College Officer and copied to the Human Resources Officer. While it is accepted that there may be occasions when it is not possible to give prior warning, you are expected to give seven or more days' notice of intended leave.

Every effort will be made to accommodate your request for Annual Leave although flexibility in your choice of dates may be required for management reasons in line with Departmental needs. Please do not book your holiday before applying for appropriate leave from the College.

- 8.1 Your holiday entitlement is stated in your letter or contract of employment. For staff already in post, the entitlement for full-time employees is normally 25 days' holiday, plus the Staff Outing Day in June, and in addition, eight public holidays or time in lieu, with pay at the basic rate during the leave year. The holiday entitlement for any employee who works fewer than five days per week will be on a pro-rate basis (i.e., if an employee who works three days per week he or she will be entitled to $\frac{3}{5}$ of 25 days = 15 days).
- 8.2 Entitlement to leave may not be carried forward across leave years except in exceptional circumstances.
- 8.3 The dates on which such holidays are to be taken shall be determined by the Head of Department in consultation with the employee, or with the College Officer in the case of a Head of Department.

Extra Holiday Entitlement

- 8.4 Employees who joined the College before 1 April 1980 will be entitled to three extra days leave.

- 8.5 Employees who joined the College after 1 April 1980 and have completed 15 or more years service will be entitled to three extra days leave.

Heads of Department Entitlement

- 8.6 Heads of Department who joined before 1 April 1985 will be entitled to three extra days leave and another three days for 15 or more years service (maximum 6 extra days).
- 8.7 Heads of Department appointed after 1 April 1985 will be entitled to three extra days leave.

9 BREAK TIMES

- 9.1 Payment is not made for the lunch period.
- 9.2 An employee may take tea and coffee breaks at the discretion of the Head of Department or College Officer, and in accordance with the Working Time Regulations. As a general guideline, for a full-time member of staff this would perhaps take the form of two ten minute breaks daily for tea or coffee, to a maximum of two hours over the working week. Employees must take at least 20 minutes' break in any six hours.

10 CHANGE OF ADDRESS AND PERSONAL INFORMATION

We keep the information you provided on the Staff Information Form in a file in the Human Resources Officer's office and on computer. We need to keep staff records up-to-date. Please ensure you advise your Head of Department or the Human Resources Officer of any change of address, emergency contact, bank account number, etc.

11 CLOSEDOWN PERIOD

- 11.1 If it is the practice, or becomes the practice, of any Department to close for specified periods, employees of that Department will normally be required to take their holiday at these times. The Closedown dates will be notified by the College Officer at least three months before the start of the Closedown Period, and in the case of newly appointed members of staff, on appointment.
- 11.2 The Christmas Closedown dates will commence with the Staff Christmas Party, generally held at 12:30, in the College Bar. It is the custom for staff to commence their leave after the party. This will not count as a half day's leave but those who take the full day will not receive a credit for half a day.

12 FACILITIES AND BENEFITS

The College offers a number of facilities and benefits. We hope you will wish to take full advantage of what is available.

University Card

All permanent members of staff are eligible for University cards. If you do not have a University card, please contact your Head of Department or the Human Resources Officer.

The University Card is issued by the University Card Office and a number of companies offer discounts to holders of the card, details of which are available from the Card Office (Tel 66908), or their website www.admin.cam.ac.uk/offices/misd/univcard/

Bar/Buttery

Meals are served in Cripps Hall during the following times:

Breakfast	08:15 - 09:15
Lunch	12:30 - 13:30
Dinner	18:00 - 19:00

(These times may vary during vacations).

Staff are able to use this facility if they wish. Meals are subsidised and must be paid for at the time.

The College Bar in Cripps Court is also open for light snacks and soft drinks from 09:30 to 14:00 during term time.

Bicycles

Bicycles may be left in the covered bicycle racks near the Porters' Lodge. They must be securely locked at all times. You should security mark your bicycle. Each year the Head Porter carries out a "cull" of unmarked or abandoned cycles, so you are strongly encouraged to security mark your bicycle. Unfortunately, the College cannot be held responsible for any loss or damage so please ensure your bicycle is securely padlocked at all times.

Car Parking

Parking in College is limited and is not guaranteed. Permits are given to Heads of Department to allocate to staff. Car Parking is reviewed periodically. The College cannot be held responsible for any loss or damage.

Nursery Information

Queens' College Nursery is open Monday to Friday 08:30 to 14:30 during school term times only. It is available to Staff, Fellows and students, but places are limited. Please contact the Nursery Head (35623) for more information.

The University Childcare Adviser on (39905) will be happy to advise on options in the city. College staff may use the vacation play schemes run by the University Childcare Office but places cannot be guaranteed as University employees have preference.

Counselling

The University operates a counselling service. Details can be found at www.counselling.cam.ac.uk or by phoning 332865.

Dry Cleaning

This facility is available through the College Housekeeper. There is also a laundrette facility on site, access is again via the College Housekeeper.

Eye Tests

Free eye tests may be available to those who use VDU screens extensively as part of their daily work. For further information, please contact the Human Resources Officer.

First Aid and Medical Facilities

Each Department has a first aid box. These are located as follows:

Porters' Lodge	Old Porters' Lodge
Bursary	Tutorial Office
College Housekeeper's Office	Maintenance Department
Carpenters' Building	Gardeners' Building
Kitchens & Forward Kitchens	Dockett & Y Boiler House
College Van	College Nursery
War Memorial Library	

There are also First Aid Boxes in all College hostels.

If you have an accident or are unwell at work, you may contact the College Nurse. She is available at the times posted on the wall outside the Health Centre in Cripps Court, near CC staircase. You should inform your Head of Department at the earliest opportunity.

If you have an accident you will need to follow the Accident Procedure by completing an Accident Form. This can be obtained from your Head of Department or from the Bursary. A list of qualified First Aiders within the College can be found on staff notice boards and at the back of this Handbook.

Staff Benefits

The College implemented a new benefits scheme in March 2001, and has decided to continue with the scheme. Qualification for benefits is achieved on completion of twelve months service. The commencement date for benefits is either April or October. The scheme ceases when you retire, or leave College employment. For a full-time member of staff the College currently contributes £33 per month to the benefits chosen. The amount will be calculated pro rata for a part-timer, so that a 50% full-time member of staff would receive £16.50 per

month. Any changes in contracted hours will be adjusted at the six monthly intervals (April or October).

Please remember that:

- Each benefit which is paid for by the College (other than free meals or drink) is taxable so, currently, the real benefit to a full-time employee will be £25.74 per month.
- There will be an opportunity to change from one benefit to another (or add another benefit) at six monthly intervals. However one month's notice (i.e. end of February, end of August) will be required and only one change every two years will normally be permitted.

Benefits Available

- (a) Healthcare Scheme
Membership of the College healthcare scheme (currently BUPA). You can take individual, single parent, couple or family membership.
- (b) Fitness Club
Membership of the Garden House Hotel Club Moativation. There is a multigym, small swimming pool and a studio running various classes, plus other benefits. Full membership via the College is available to you, your family and friends at this reduced price.
- (c) Dental Care
Membership of a Dental Care scheme operated by Denplan is offered and you do not have to change your dentist. You can take up individual membership under the Extensive Dental Cover benefits plan. It may also be possible for your partner or any dependants to join the scheme at an extra cost. Further details can be provided, if required, by the Human Resources Officer.

Further details of the above schemes are available from the Human Resources Officer. The rates offered by the College scheme are probably much lower than you could obtain otherwise.

- (d) Cafeteria Meals
This benefit will provide you with vouchers to use in the College cafeteria or College Bar when you purchase food, or non-alcoholic drink. The vouchers will be issued quarterly and have to be used within that three month period. The vouchers cannot be used by anyone else and no change can be given from them. Expenditure is limited to £5 per person per day, unless the relevant member of the Catering Department believes that there is sufficient stock. Sandwiches can be pre-ordered from the sandwich bar (open in term) if orders are given by 11:15. You can ask for any value of vouchers up to your monthly allowance.

This list of benefits, which have been introduced following staff consultation, will be amended in the light of interest shown. If you have any other ideas for benefits which might be added (and where the College could buy more cheaply than you), please first find out whether others are interested and then let the Human Resources Officer know.

Long Service

The College rewards Long Service. There is an additional holiday entitlement detailed in the section on Annual Leave.

Motor Cycles

There is a designated parking bay for motorcycles in the Underground Car Park.

Smoking

Smoking is not permitted within the College precincts, the College houses and their grounds, Owlstone Croft and its precincts. Staff may not leave their duties to leave the College to smoke.

Social Facilities

Sporting Facilities etc

(a) Badminton

The Fitzpatrick Hall may be booked by members of staff for badminton, through the Bursars' Secretaries. Staff who wish to play regularly in a group may be able to organise a regular slot through the Bursars' Secretaries. Members are welcome to bring a guest.

(b) Multigym

The multigym is available for members of the multigym club only. Members of staff may join this club and membership may be available for a member of your family (over the age of eighteen). Further details about the availability and cost of members can be obtained from the Bursars' Secretaries.

(c) Squash

The College squash courts may be booked by a member of staff in the book in the Porters' Lodge. At certain times during the year the lights are operated through a token system. These tokens are available from the Porters' Lodge, but at other times there is no charge. The squash courts are available only for a member of staff playing with one guest.

(d) Sportsground and Boathouse

These facilities are some distance from the College and are not generally available for members of staff. However any member of staff with a serious interest in using these facilities should contact the Senior Treasurer of the College Union (Dr Dixon).

The hard tennis courts at the sportsground are shared with Robinson, King's and Selwyn Colleges and are kept locked. The key (for which a deposit is charged) and booking sheets are kept at the Porters' Lodge and a court may be used by a member of staff playing singles or doubles.

(e) Croquet

On weekdays during the summer vacation only, a croquet set is available for use on Erasmus Lawn. Members of staff can obtain the key to the storage box from the Porters' Lodge.

(f) Punts

Punts are available for hire by members of staff for their own use. The booking sheets are kept at the Porters' Lodge and should be correctly completed. Please observe the rules for the use of punts (you are personally responsible for any damage caused by misuse) and pay the hire charge at the end of the session to the Porter on duty.

(g) USSC

Members of the University Assistant's Sports & Social Club (USSC) is available to members of staff. Please contact the Human Resources Officer if you are interested.

(h) Film Club

Queens' Films presents a high quality film programme during the year which is advertised in College. Members of staff and their guests are welcome to go and payment is made at the entrance to the Fitzpatrick Hall.

College Chapel

All members of staff and pensioners are welcome to attend the advertised, usual Chapel services. In addition current members of staff may ask to be married in the Chapel. It may also be possible to baptise members of staff or their children in the Chapel. If any member of staff would like further information about these matters they may consult the Dean of Chapel or Chaplain.

College Bar and Cafeteria

The College Bar is normally available to members of staff except when it is being used exclusively for a conference or College event. Members of staff may use the cafeteria at times when it is available. The Catering Office may be consulted if there are any questions about either of these.

College Rooms

- (a) Guest rooms are in very short supply and are not normally available for the guests of members of staff.
- (b) Music practice rooms are available to be booked by members of staff for their own use. The booking sheets are in the Porters' Lodge.
- (c) Other rooms are normally used by College members and by College Clubs and Societies and are not available for private use by members of staff.

The above rules concerning rooms provide guidelines. If any member of staff has a specific request the Junior Bursar should be provided with all the relevant details.

College Van

The College van is available for College purposes only and is not available for hire.

13 COMMUNICATION

Queens' College aims to ensure you have the information you need to meet your job responsibilities, maximise your full potential and contribute to the overall success of the work of the College. There are several means of communication to keep everyone up-to-date with both work and social events:

Committees

Your own Department may have regular meetings, but the main staff committee is:

Staff Consultative Committee – The Information and Consultation Committee currently meets three times a year. It has four members, elected by departmental groupings:-

- Housekeeping & Owlstone Croft
- Catering
- Administration & Student Support
- All other departments

The Committee concerns itself with employment conditions, promotions and wages of staff in general, but not with individual staff members. Although this is a relatively new Committee, it is already serving a positive and useful purpose and the College fully endorses its essential role.

Fax Machines

There is a fax machine located in the Porters' Lodge. This may be used by Staff, but all personal faxes must be paid for at the time of use.

Mail

The Porters' Lodge deals with all College mail. External mail arrives in College some time after 0900 while mail from the University Messenger Service (UMS) arrives later in the day. Porters will place mail in relevant pigeon holes.

Departmental mail may be collected from the Porters' Lodge. You may deliver mail to and collect from the pigeonholes there or leave it with the Porters. All College mail is franked. Personal mail can be taken to the Porters' Lodge to be franked and paid for in person.

The University Messenger Service (UMS) is a regular service provided by the University to provide a swift and cost-effective means of mail delivery between Departments and Colleges. Mail for such destinations will always be sent by UMS.

Staff Notice Boards

Each department has its own notice board for displaying information relating to College matters and events.

14 CONFIDENTIALITY POLICY

- 14.1 During your employment you may have access to confidential information concerning Queens' College, its members and its clients. Unauthorised use or disclosure of such information is viewed as a serious disciplinary offence (which may lead to dismissal or other disciplinary action) and can result in legal action.
- 14.2 No information concerning members of the College or general College business is to be divulged to outside persons except as required by law.
- 14.3 All staff are required to sign a Confidentiality Statement.

15 DATA PROTECTION

- 15.1 We expect those handling information about us to do so properly and responsibly. Data protection is about ensuring that they do. The College needs to keep data on you in order to pursue its role as your employer. By accepting employment with the College you consent to the College keeping and processing data about you. It is legitimate for the College to keep records on recruitment; recording of working time; administration and payment of wages; employee assessment and training; negotiation or communication with employees; manpower and career planning; compliance with College policy and/or legislation in relation to health, safety and other employment matters; analysis for management purposes and statutory returns. This list is purely illustrative, however.
- 15.2 The Data Protection Act 1998 has introduced a major cultural change to the way filed data about individuals is handled. All personal data files, be they manual or electronic, are now included under the Data Protection Act.
- 15.3 *Data* is information which is processed automatically or is recorded with the intention that it should be processed automatically. Alternatively, it is information that is recorded as part of a relevant filing system, or with the intention that it would form part of a relevant filing system, i.e., a non-automated system structured by reference to individuals or organised to allow ready access to specified information about individuals.
- 15.4 *Processing* means obtaining, recording or holding information on data or carrying out any operation on it. Operations can include: organisation, adaptation or alteration of the data; retrieval, consultation or use of the data; onward transmission of the data; combination, blocking or destruction of the data.
- 15.5 All staff personnel records are kept in the Bursars department. This information is kept securely in locked files. Heads of Department hold home addresses and

telephone contact information for members of their department. The Porters' Lodge keep records of all car registration numbers.

- 15.6 Under the provisions of the Act you have the right of access, without excessive delay and on written request, to data that is held about you and which falls within the scope of the legislation. You do not, however, have automatic right of access to confidential references relating to training or employment.

16 DISCIPLINARY POLICY AND PROCEDURE

Purpose and scope

- 16.1 The College's Disciplinary Procedure applies to all employees who have completed their probationary period, (except those employees covered by the disciplinary provisions in the College's Statutes). The Procedure is designed to help and encourage them to achieve and maintain good standards of conduct, attendance and job performance. The aim of the procedure is to ensure consistent and fair treatment for all.
- 16.2 This procedure is not contractual, but is intended as a statement of current College policy and its commitment to operate a fair procedure in relation to all its employees, taking into account the current guidance of the Advisory, Conciliation and Arbitration Service. The College therefore reserves the right to amend this procedure as necessary to meet any changing requirements.
- 16.3 In general, minor cases of misconduct and most cases of poor performance will initially be brought to your attention by informal advice, coaching and counselling rather than through the disciplinary procedure. Such advice, coaching or counselling is not part of the formal disciplinary procedure. However if informal action does not bring about the required improvement, then formal disciplinary action will be taken.

Principles

- 16.4 This procedure deals with misconduct (including gross misconduct) and also with incompetence, poor performance and unsuitability. It also extends to absence on health grounds to the extent indicated in paragraph 16.33.
- 16.5 When a disciplinary matter arises, the relevant supervisor or manager will first establish the facts promptly before recollections fade and where appropriate obtain statements from any available witnesses. Having established the relevant facts the supervisor or manager will decide whether to drop the matter, to arrange informal coaching or counselling or to arrange for the matter to be dealt with under this disciplinary procedure.
- 16.6 Depending on the seriousness of the matter the College may decide to start the procedure at any stage.

- 16.7 At every stage in the procedure, you will be advised in writing of the nature of the complaint against you and will be given the opportunity to state your case at a meeting with the relevant supervisor or manager before any decision is made.
- 16.8 You will have the right to be accompanied to any disciplinary hearings by a fellow employee or a representative of your trade union (if any).
- 16.9 No employee will be dismissed for a first breach of discipline, except in the case of gross misconduct when the penalty will normally be dismissal without notice and without payment in lieu of notice. Before imposing any disciplinary penalty, all relevant factors will be considered including the extent to which standards have been breached, the employee's general record, position and length of service and any special circumstances which might make it appropriate to adjust the severity of the penalty.
- 16.10 You will have the right to appeal against any disciplinary penalty imposed.
- 16.11 Each step and action in this Procedure will be taken without unreasonable delay.
- 16.12 A copy of the College's written record of any disciplinary action taken will be supplied to you on request.
- 16.13 Written records of any disciplinary proceedings will be kept and maintained in accordance with the Data Protection Act 1998.

Right to be accompanied

- 16.14 You are entitled to be accompanied to a disciplinary hearing by a fellow employee or by a trade union representative of your choice. The chosen companion may address the disciplinary hearing and may confer with you during the hearing, but is not permitted to answer questions on your behalf.
- 16.15 If your choice of companion is not available to attend at the time proposed for the disciplinary hearing in question, then you may propose an alternative time for the hearing to take place. The proposed alternative time must be reasonable and must be within five working days of the initial date of the hearing.
- 16.16 Employees chosen to accompany a fellow employee to a disciplinary hearing will be permitted to take paid time off during working hours to attend that hearing.

Procedure

- 16.17 When the College decides to invoke the formal disciplinary procedure the following procedure will be adopted:

Stage 1: Written warning

- 16.18 If your conduct or performance does not improve, or if the misconduct or poor performance is sufficiently serious to warrant a written warning, but not serious enough to justify a final written warning, you will normally be given a written warning.
- 16.19 This written warning will give details of the complaint against you and, in appropriate cases, will state the improvement required and the time scale for improvement. It will also warn that further disciplinary action in accordance with stage 2 of this procedure will be considered if there is no satisfactory improvement, or any repetition of misconduct, and will advise you of your right of appeal.
- 16.20 A copy of this written warning will be kept on your personnel file, but will be disregarded for disciplinary purposes after twelve months (or any longer period specified in the written warning) provided the College is satisfied with your conduct or performance.

Stage 2: Final written warning

- 16.21 If further misconduct of any kind occurs or performance still does not improve, or if the misconduct or poor performance is sufficiently serious to warrant only one written warning, but not serious enough to justify dismissal, you will normally be given a final written warning.
- 16.22 This final written warning will give details of the complaint against you, and, in appropriate cases, will state the improvement required and the time scale for improvement. It will also warn that further disciplinary action in accordance with stage 3 of this procedure will be considered if there is no satisfactory improvement, or any repetition of misconduct, and will advise you of your right of appeal.
- 16.23 A copy of this final written warning will be kept on your personnel file, but will be disregarded for disciplinary purposes after twelve months (or any longer period specified in the final written warning) provided that the College is satisfied with your conduct or performance.

Stage 3: Dismissal

- 16.24 If further misconduct of any kind occurs or performance is still unsatisfactory and you still fail to reach the prescribed standards, you will normally be dismissed. As soon as is reasonably practicable, you will be provided with written reasons for your dismissal and informed in writing of the date on which your employment will terminate and of your right of appeal.

Gross misconduct

16.25 The following list provides examples of offences which will normally be regarded by the College as acts of gross misconduct. This list is not intended to be exhaustive;

- theft, deliberate falsification of records or claims against the College or other acts of dishonesty (including fraud);
- fighting, assault on another person or other physical violence;
- abusive behaviour (including violent or offensive language);
- physical, verbal or psychological bullying of any type;
- deliberate damage to College property;
- serious breach of health and safety rules or procedures;
- serious incapacity through alcohol or being under the influence of illegal drugs, or sale of alcohol or drugs on College premises;
- serious negligence which causes unacceptable loss, damage or injury to persons or College property or finances;
- serious act of insubordination (such as a refusal to carry out a lawful instruction);
- breach of confidentiality (including a failure to maintain confidentiality in an investigation relating to a complaint of harassment) but subject to the Public Interest Disclosure Act 1998;
- any unlawful act of discrimination, victimisation or harassment or any breach of the College's Equal Opportunities Policy or Harassment and Bullying Policy;
- unauthorised computer use or access;
- absence without leave or just cause;
- being convicted of a serious criminal offence (whether committed during the course of your employment or not) or being investigated for such an offence where, in the reasonable opinion of the College, such investigation has resulted in the loss of trust and confidence in the employee by the College or by the general public;
- misuse of e-mail or of the internet (including downloading or transmission of material which is defamatory, offensive or obscene, malicious, sexist, racist or protected copyright material) or any serious breach of the College's E-mail and Internet Use Policy.

16.26 If the College believes that you may have committed an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, whilst the College investigates the alleged offence. During the period of suspension you may be refused access to the College's premises or contact with the College's employees without the prior consent of the College and subject to such conditions as the College may impose. Such suspension will only be imposed after careful consideration and will be reviewed to ensure that it is not unnecessarily protracted. You should note that suspension in these circumstances is not considered as a disciplinary action.

16.27 If on completion of the investigation, the College is satisfied that you have been guilty of gross misconduct, the result will normally be summary dismissal without

notice and without payment in lieu of notice. As soon as is reasonably practicable, you will be provided with written reasons for your dismissal and informed in writing of the date on which your employment terminated and of your right of appeal.

Appeals

- 16.28 All employees have the right to appeal against any disciplinary or dismissal decision made by the College. Any appeal should be put in writing, stating the reason for the appeal, and submitted to the relevant College Officer or, in the case of a Head of Department, to the Senior Bursar within five working days of receipt of the warning or notice of termination of employment.
- 16.29 Where this is possible, the College will arrange for the appeal to be heard by a more senior person who has had no previous involvement in the disciplinary process. The College will make all reasonable efforts to hear the appeal within ten working days of the appeal being lodged. If this is not possible the College will tell you why and tell you when you can expect your appeal to be heard.
- 16.30 At the appeal hearing (which will, unless the employee agrees otherwise, take place face to face) any disciplinary penalty imposed will be reviewed, but it cannot be increased.
- 16.31 The decision of the person who hears your appeal is final: there is no further right of appeal.

Dealing with absence

- 16.32 The College makes a distinction between absences on grounds of medically certificated illnesses, both physical and mental, and those which may call for disciplinary action. All unexpected absences will be investigated and you will be asked for an explanation.
- 16.33 If, after investigation, it appears that there were no acceptable reasons for the absence or absences, the matter will be treated as a conduct issue and dealt with under the College's Disciplinary Procedure.
- 16.34 Where absence is due to genuine illness the College will seek to establish:
- how soon the employee's health and attendance will improve;
 - whether alternative work is available;
 - the effect of past and likely future absences on the College;
 - how similar situations have been handled in the past; and
 - whether the illness is a result of a disability as defined in the Disability Discrimination Act 1995.

17 ELECTRONIC MAIL, COMPUTING FACILITIES AND THE INTERNET

- 17.1 Although Internet and electronic mail provide numerous benefits, there are potential risks and problems, and therefore College rules you must follow. If any employee does not comply with these rules, disciplinary action may be taken or you may be

liable to prosecution. To minimise the risk to the College, use of electronic mail and the internet, and compliance with this policy, is monitored. The system should not be used for spreading gossip or for personal gain or in breach of any of the College's standard employment policies.

- 17.2 Computing facilities are provided for Academic use (Fellows and students), for Administrative use (members of staff) and for very limited Conference use. In general, separate facilities are provided for each of the three categories of user above, and users in one category may not use facilities designed for use by users in another category without explicit permission from the Senior Tutor or the Senior Bursar.
- 17.3 The use of administrative computing facilities is restricted to those who have been given explicit permission by the College Computer Office.
- 17.4 The administrative computer facilities are provided to expedite College business, and as such must not be used for spreading gossip, for personal gain or in breach of any of the College's standard employment policies.
- 17.5 All users of the administrative computer facilities will be provided with a person UserID and a personal password. For reasons of security, Data Protection and personal privacy, this password must not be divulged to anyone else, and no member of the College has the authority, in any capacity, to insist that a user must divulge their personal password. If one user requires access to data held in another user's account, advice must be sought from both the College Computer Office and the Data Protection Officer. Facilities are provided to enable users to share co-operatively information without the need to know additional passwords.
- 17.6 No user of the administrative computer facilities may make use of a computer which is logged on in the name of another user, except where permission has been obtained from the latter user.
- 17.7 Users of the administrative computer facilities may not install any software on the computers provided for their use, without explicit permission from the College Computer Office.
- 17.8 Although the Internet and electronic mail provide numerous benefits, there are potential risks and problems, and therefore there are College rules which members of staff must follow. If a member of staff does not comply with these rules, disciplinary action may be taken or the member of staff may be liable to prosecution.
- 17.9 For security reasons, no user should visit a website if there is any reason for suspicion about its content. (For example, many virus-generated emails and "spam" emails encourage their readers to visit specific websites either without reasonable justification or with clearly false justification. Websites advertised in this way must be avoided).
- 17.10 Use of the Internet or electronic mail for personal purposes is not permitted during working hours. However, such use may be made of the facilities outside working hours so long as there are legitimate reasons for doing so.

- 17.11 The computers available to members of staff are set up to access the web in such a way as to minimise the cost to the University and to the College. This configuration must not be altered, except by the College Computer Office.
- 17.12 Employees must take great care not to record any defamatory comments about other organisations or individuals on electronic mail. This can be used as evidence if a libel case comes to court. The same applies to messages that are abusive, sexist, racist or defamatory. It is safest to assume that electronic mail messages may be read by others.
- 17.13 Messages of a strictly confidential nature must not be sent out of the College by electronic mail for security reasons.
- 17.14 Subject to the constraints laid down by the Regulation of Investigatory Powers Act, the College may monitor web pages accessed by an individual, email messages sent and received by an individual and any other activities of an individual on the network.
- 17.15 All users of the administrative computer facilities shall be expected to treat as privileged any information which may become available to them through the use of any facilities and which is obviously not intended for unrestricted dissemination.

18 EMERGENCIES

In the event of emergency (fire, police, ambulance) first dial (9) for outside line, then 999 (1999 is the network number) for the emergency services and then telephone the Porters' Lodge (3)35500.

Safety Officer – details can be found in Appendix 1

Regulatory Compliance Officer – details can be found in Appendix 1

19 EMPLOYMENT EXPENSES

- 19.1 Employment expenses may only be incurred with the express permission of your Head of Department and with the approval of the Senior Bursar. A formal claim will need to be submitted.
- 19.2 Necessary expenses incurred by you personally in the course of your work may be reimbursed by the College, provided that:
- (a) Authorisation is obtained from your Head of Department in advance of expenditure;
 - (b) Expenditure is within College guidelines;
 - (c) Receipts and a claim form are completed for all expenditure and authorised by the Head of Department and the relevant College Officer and the Senior Bursar.

Uniform

- 19.3 Some members of staff may be required to wear uniforms on duty. You will be asked to sign for these as part of the induction procedure.

Travel

- 19.4 Travel expenses will be paid if you need to travel to perform your job effectively. This does not include travelling to and from work. The College will refund Second Class rail expenses or the current mileage rate, whichever is the lesser amount. The current mileage rate is 40 pence per mile. You will need to complete a *Travel Expenses Form*.

20 EQUAL OPPORTUNITIES

- 20.1 Queens' College is an equal opportunities employer. We are committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex (including gender reassignment), sexual orientation, age, marital status, or civil partnership status, or religion or belief or disability.
- 20.2 We aim to ensure that all our staff achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria. We have adopted the following equal opportunities policy as a means of helping to achieve these aims.
- 20.3 We are committed to ensuring that all our staff and applicants for employment are protected from unlawful discrimination in employment.

Implementing equality of opportunity

- 20.4 Recruitment and employment decisions will be made on the basis of fair and objective criteria. Our selection procedures are reviewed from time to time to ensure that they are appropriate for achieving our objectives and for avoiding unlawful discrimination.
- 20.5 The requirements of job applicants and existing members of staff who have or have had a disability will be reviewed to ensure that whatever possible reasonable adjustments are made to enable them to enter into or remain in employment with us. Promotion opportunities, benefits and facilities of employment will not be unreasonably limited and every reasonable effort will be made to ensure that disabled staff participate fully in the workplace.
- 20.6 Person and job specifications will be limited to those requirements which are necessary for the effective performance of the job. Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions except where necessary.
- 20.7 In accordance with recommended practice the ethnic and gender composition of our staff and applicants for jobs will be monitored on an anonymous basis at all levels.
- 20.8 Appropriate training will be provided to enable staff to implement and uphold our commitment to equality of opportunity.

- 20.9 Working patterns will be reviewed so as to enable us to offer flexible working to staff where possible, always subject to the reasonable business needs of the College. Where necessary, special provision will be made for training for staff returning to work following a break for domestic reasons.
- 20.10 All staff have a right to equality of opportunity and a duty to implement this policy. Breach of the equal opportunity policy is potentially a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged on discriminatory grounds is entitled to raise the matter through the grievance procedure. In cases of harassment the procedures set out in the College's Harassment and Bullying Policy should be used.

21 FIRE EVACUATION

- 21.1 It is the duty of all personnel to do everything in their power to minimise the risk of fire at all times and to guard against careless acts likely to cause fire. All personnel are to acquaint themselves with the location of fire appliances, emergency exits, fire alarm and telephones within and adjacent to their Departments.
- 21.2 It is absolutely essential that you make yourself aware of the fire evacuation arrangements and assembly points relating to your Department and the area(s) of College in which you work.
- 21.3 You are required to participate in any Fire Drills which take place while you are on College premises.

IN THE EVENT OF FIRE

You should know the location of alarm boxes on your staircase and the buildings you frequent, such as the Library. You should know where the fire extinguishers are on your staircase and have read the instructions on the extinguishers. Wherever you are in a building in the College, you should know your main route(s) of escape. You may have to find them in smoke-filled air.

If you discover a fire anywhere:

- Break the glass in the nearest Alarm Box *before you do anything else*.
- Ensure your own route of escape.
- If another person is available, send them to the Porters' Lodge with details.

Fighting a Fire:

- Do not attempt this unless you feel competent to do so.
- Keep between your escape route and the fire at all times.
- Do not use water extinguishers (or fire hoses) on electrical fires, or fat and oil fires.
- Burning oil or fat in a pan can be blanketed with a *wet* large tea-towel or cloth, but approach with it in front of your face, and be sure your hands are wrapped in the cloth.
- If you cannot extinguish the fire in one minute, get out and close the door.
- If a person's clothing is alight, roll them in a blanket or coat to smother the flames.

If you hear the Fire Alarms:

Intermittent Ringing – ALERT

- Close all windows and doors;
- Switch off electrical and gas appliances;
- Be ready to leave without delay.

Continuous Ringing – EVACUATE

- Leave the building immediately;
- Close, but do not lock, doors behind you;
- Congregate on the nearest lawn, not on paths. There might be a roll-call.
- Do not re-enter the building until you are advised to do so.

22 FLEXIBLE WORKING

Introduction

This policy sets out how the College implements the statutory right to request flexible working arrangements. The right allows employees who qualify to request changes to their working arrangements. The legislation requires both the College and its employees to follow certain procedures in order for a request to be considered. A summary of the main provisions of the legislation is set out below. Because this policy describes the statutory provisions it does not form part of your contract, and may be amended at any time to reflect any changes in the law.

Who qualifies for the right?

22.1 You must satisfy the following requirements in order to qualify for this right:

22.1.1 You must be an employee with at least 26 weeks' continuous service at the date you make the application;

22.1.2 You must be making the application so that you can care for a child under sixteen (under 18 if the child is disabled) or an adult spouse, partner, civil partner, relative or member of your household;

22.1.3 In the case of a child you must be the child's parent (including foster and adoptive parent) or guardian, or the spouse, partner or civil partner of such a parent or guardian. You must also have, or expect to have, responsibility for the upbringing of the child;

22.1.4 In the case of an adult relative who is not also a member of your household you must satisfy the definition of relative in the relevant regulations, which extends to most members of your immediate family. Please ask for more information about this before you make an application.

22.1.5 You are only allowed to make one application every 12 months.

- 22.1.6 In the case of a child, the application must be received by the College before the child's 16th birthday (or 18th birthday if the child is disabled).
- 22.1.7 You have no right to make a request in relation to a child aged sixteen or over who is not disabled.

What changes to my working arrangements can I ask for?

- 22.2 You can ask:
- to reduce the hours you work;
 - to change the times you work; or
 - to work from home for all or part of the week.
 - to job share
- 22.3 You should be aware that if the College agrees to any change, the change will be permanent. You have no right to change back to your previous arrangements, for example when your child starts school.

How do I make my request?

- 22.4 The legislation requires a written application and requires employees to provide certain information so that their eligibility can be checked and their request can be considered properly. To assist employees a form is available from the Human Resources Officer.
- 22.5 You should send your application to the Human Resources Officer.

What happens next?

- 22.6 The College has 28 days to consider your application. Within that time it can either accept the application without a meeting, or hold a meeting with you to discuss your application. If the person who would normally consider your application is off sick or on annual leave when the application is received, the time limit will be extended to reflect the period of absence.
- 22.7 If a meeting is needed, the College will inform you in writing of the outcome within 14 days of the date of the meeting. It will also inform you of your right of appeal.
- 22.8 If your application is rejected, you can appeal within 14 days, in writing to the Human Resources Officer.
- 22.9 Once an appeal has been received the College has 14 days either to agree to the request or to hold a further meeting with you to discuss your appeal. It will inform you in writing of the outcome of any appeal within 14 days of the meeting.
- 22.10 You have the right to be accompanied at any of these meetings by a colleague of your choice.
- 22.11 The time limits in this section can be extended by agreement between you and the College.

How will the College decide whether to grant my request?

- 22.12 The College will only refuse your request if it has a business reason for doing so.
- 22.13 The business reasons which would allow the College to refuse your request are as follows:
- burden of additional costs;
 - detrimental effect on ability to meet customer demand;
 - inability to reorganise work among existing staff or to recruit additional staff;
 - detrimental impact on quality or performance;
 - insufficiency of work during the period you propose to work;
 - planned structural changes; and
 - any other reasons that are recognised by the relevant legislation
- 22.14 Sometimes the College may need more information from you in order to assess your application. If you unreasonably fail to provide this information, the College is entitled to regard your application as having been withdrawn.
- 22.15 If your request is refused the College will tell you which of these business reasons it is relying on and explain why it applies.
- 22.16 If your request involves working from home for some or all of your working hours, you should be aware that the College will not be able to agree to your request without checking, amongst other things, that the working arrangements in your home comply with health and safety requirements.

What happens if my request is granted?

- 22.17 If your request is granted at any stage in the process, the College will write to you giving details of the new working arrangements, including any necessary changes to your terms and conditions, and will also tell you when the new arrangements will take effect.
- 22.18 There will be no trial period for the new arrangements, so you will need to think out carefully what you want to do before making your application. You should remember that you will have to wait a year before you can make another application, assuming you still qualify for the right at that time, and you have no right to revert back to your previous arrangements.

23 GIFTS TO DEPARTMENTS OR INDIVIDUALS

- 23.1 No employee or member of the College should accept a cash gift of any amount, or any gift or any other benefit in kind of more than nominal value (£10 or more), from any person or firm having business relations, or prospective business relations with the College, unless specifically authorised to do so by the relevant College Officer or the Senior Bursar for the College.

- 23.2 No employee or member of the College may sell any item belonging to the College for personal gain.

24 GRIEVANCE POLICY

- 24.1 The aim of this Grievance Policy is to enable an employee who has a grievance concerning the terms and conditions of his or her employment which affects the employee as an individual, and/or affects his or her personal dealings or relationships with any other employee of College to have it dealt with appropriately, within as short a time as possible.
- 24.2 An employee who has a grievance or complaint should first raise it informally with his or her Head of Department, immediate supervisor, College Officer or the Human Resources Officer. Many grievances can be resolved informally in this way and such informal steps are not part of the formal grievance procedure. When the matter is very serious, or in other exceptional circumstances where there are good reasons for not raising the matter informally, the employee may proceed straight to the formal stage of the procedure.
- 24.3 The employee may prefer to pursue the matter by means of the Harassment and Bullying procedure ([Regulation 25](#)).
1. Head of Department to refer to relevant College Officer
 2. College Officer to call meeting within five days
- 24.4 In order to start the procedure, the employee should prepare a written statement of his or her grievance and send it to his or her Head of Department, or the Human Resources Officer, who will refer it to the relevant College Officer or appointed deputy (who shall be another College Officer) who will call a meeting with the employee within five working days or as soon as practicable thereafter. The employee will have the right to be accompanied by a fellow employee or by a trade union representative of his or her choice. He or she will also have the right to call witnesses and/or submit evidence. When a decision has been reached, the employee will be told the outcome and informed of the right of appeal.
- 24.5 If the grievance is against a specific person or set of persons, then he or she or they will also be allowed to appear, to call witnesses and submit evidence.

Appeal if problem not resolved?

1. Employee to appeal to Bursarial Committee within one month
 2. Bursarial Committee may hear the Appeal/ or
 3. Bursarial Committee may ask Staff Grievance Committee to hear the Appeal.
- 24.6 If the College Officer or appointed deputy is unable to settle the grievance to the satisfaction of the employee, the employee may appeal to the Bursarial Committee by written notice to the President given not more than one month after being informed of the College Officer's decision. The Bursarial Committee may hear the appeal itself or may institute a Staff Grievance Committee of three College Officers to hear the appeal on its behalf.

- 24.7 No grievance shall be determined without an oral hearing at which all relevant parties are entitled to be present and their views heard.
- 24.8 The Employee will be informed of the outcome of the appeal. The decision will be final and there is no further right of appeal.

Grievance against a Student

- 24.9 An employee who has a grievance concerning his or her personal dealings or relationships with any student of the College may raise the matter either orally or in writing with the student's Tutor and/or the Senior Tutor who shall inform the employee of the relevant procedures.

Grievance against a Fellow, Bye-Fellow or Teaching Officer

- 24.10 An employee who has a grievance concerning his or her personal dealings or relationships with any Fellow, Bye Fellow or Teaching Officer of the College may raise the matter orally or in writing with the President. The President shall inform the employee of the relevant procedures.

24.11 Right to be accompanied

You are entitled to be accompanied by a fellow employee or by a trade union representative of your choice.

25 HARASSMENT & BULLYING POLICY

The College has a duty of care to all its employees and is committed to a safe working environment. It will not tolerate harassment or bullying in any form.

- Harassment or Bullying is seriously detrimental to the working environment.
- It can affect health, confidence, morale and the performance of those affected by it.
- It can have a damaging effect on other staff.
- Harassment or Bullying is a Disciplinary Offence.

- 25.1 Harassment is seriously detrimental to the working environment and can have a deleterious effect on the health, confidence, morale and performance of those affected by it. It may also have a damaging effect on other staff not themselves the object of unacceptable behaviour who are witnesses to it or who have knowledge of the behaviour. All staff are entitled to a working environment which respects their personal dignity and which is free from such objectionable conduct. Harassment or Bullying is a disciplinary offence and incidents will be dealt with under the Disciplinary Procedure.

WHAT IS HARASSMENT & BULLYING?

Harassment is unwanted conduct affecting the dignity of men and women in the workplace. It may be related to age, sex, sexual orientation, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The

key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power which undermines or humiliates the recipient.

While not an exhaustive list, forms of harassment could include:

- physical contact (including violence or threatened violence);
- obscene gestures, verbal abuse, offensive language;
- slander;
- obscene or offensive e-mail, screen-savers etc;
- obscene or offensive posters, graffiti, or letters;
- threat of dismissal or loss of promotion for refusal of sexual favours;
- offensive or sectarian songs;
- isolation or non-co-operation and exclusion;
- abuse of position of power by bullying or humiliating;
- intrusion by pestering, spying and stalking.

25.2 Prevention of Harassment & Bullying

Informal Stage

DO YOU FEEL YOU ARE BEING HARASSED OR BULLIED?

- If you can, try to explain your feelings to the individual concerned.
- Try and deal with it promptly: don't delay.

25.2.1 It is entirely in order for a recipient of unacceptable behaviour amounting to harassment to try to resolve the problem if he or she so prefers, by explaining to the individual concerned that the behaviour is not welcome, that it offends or makes the recipient uncomfortable and that it interferes with their work.

25.2.2 The recipient should make every reasonable effort to deal with the matter as soon as possible after the commencement of the unacceptable behaviour, either as suggested in section 25.2.1 above or 25.2.3 below. Incidents which took place more than six months previously are difficult to respond to and only limited weight can be given to any evidence or examples arising from them.

PROBLEM NOT RESOLVED?

You don't have to suffer in silence:

- Speak to the College Nurse, College Officer or the Human Resources Officer. ("Assisting Staff Member").
- Consider an informal meeting.

25.2.3 Anyone who has been subjected to bullying or harassing behaviour may seek confidential assistance from the College Nurse or the Human Resources Officer. All

assisting staff have received training to enable them to advise and assist you in devising means of preventing a re-occurrence of the unacceptable behaviour.

25.2.4 An informal approach to an assisting staff member will be treated as completely confidential and will not result in any report to anyone within the College except the Senior Bursar, unless you agree.

25.2.5 If you prefer, where you find it too difficult or embarrassing to take up the matter yourself, the assisting member of staff will participate in an informal meeting between you and the individual concerned or will, at your request, approach the individual on your behalf.

25.2.6 The informal stage will not result in any formal internal investigation or disciplinary action but is intended to enable you to resolve the matter yourself without it going any further in the College.

Formal Stage

STILL UNRESOLVED?

- Make a formal complaint.
- Assisting Member of Staff will help you.
- A thorough investigation will be carried out.

25.2.7 Where informal resolution is not appropriate or is not requested, or where the outcome has been unsatisfactory, then you may bring a formal complaint to your College Officer or Senior Bursar.

25.2.8 If so desired the assisting member of staff will help you to prepare your complaint as well as to accompany you to any meetings. All complaints will be thoroughly and expeditiously investigated. They will be conducted in an independent and objective manner by someone unconnected with the allegations and at least of equal grade/status with the alleged harasser. Wherever possible, investigations will be completed within one month of the complaint being made.

INVESTIGATIONS

- Carried out in confidence.
- Interviewees may be accompanied.
- Focus on facts.
- Notes taken at all stages.
- Complainant and the alleged harasser will not have to work together during investigation.
- Complainant will be kept informed.
- Rights of alleged harasser also respected.

25.2.9 Investigations will be carried out with sensitivity and with due respect for the rights of both the complainant and the member of staff against whom the complaint is made. Everyone interviewed will be permitted to be accompanied by a colleague or union representative.

25.2.10 The importance of confidentiality will be stressed to all those interviewed and everyone will be strictly required not to discuss the complaint with colleagues or friends. Breach of confidentiality may give rise to disciplinary action.

25.2.11 The investigation will focus on the facts of the complaint. Notes will be kept of all stages of the investigation and those interviewed will receive notes of the interview to agree. They will also be informed that anything they say could be used in disciplinary/grievance hearings, that they might be called as witnesses and be subject to cross-examinations. In extreme and ultra-sensitive cases, techniques may have to be adopted to avert abuses of cross-examination.

25.2.12 Wherever possible, consideration will be given to ensuring that the complainant and the member of staff against whom the complaint has been made are not required to work together whilst the complaint is under investigation. Where it is not practicable to offer alternative duties to one or other party, the complainant will be given the option.

25.2.13 The complainant will be kept informed of the general progress of the process of investigation and will be informed whether the complaint has been upheld and is to result in disciplinary action. The rights of the member of staff against whom the complaint has been made as to the confidentiality of the details of any disciplinary sanction will be respected.

COMPLAINT UPHELD?

The complainant may:

- Choose to remain in current post or transfer if appropriate.
- Not be penalised for making any *bona-fide* complaint.
- Be given additional leave.
- Expect that the situation will be monitored.

Action will be taken by the College to protect the complainant from any further incident. Disciplinary action will be instigated against the other party.

25.2.14 Where a complaint has been upheld, consideration will be given, wherever possible, to permitting the complainant to choose whether they wish to remain in their current post or to transfer. The College will seek to ensure that the complainant is not in any way penalised whether directly or indirectly for bringing a *bona-fide* complaint, and the situation will be monitored to ensure that the unacceptable conduct has stopped. In appropriate cases a complainant may be given additional leave at the discretion of the Senior Bursar.

COMPLAINT NOT UPHELD?

- Efforts made so that parties do not have to work together.
- If complaint unfounded, disciplinary action will be taken.

25.2.15 Even when a complaint is not upheld, for example, where the evidence is inconclusive, consideration will be given to effecting arrangements which will enable the parties not to continue to work together against the wishes of either party.

25.2.16 Any complaint that is unfounded and not made in good faith, for example a malicious complaint, will be treated as a disciplinary offence.

Appeals

- 25.3 If the complainant is not satisfied with the way his or her complaint has been handled, he or she may ask for it to be reconsidered. Requests for reconsideration of the complaint should be made in writing and sent to the Human Resources Officer within five working days of the date on which the complainant was informed of the outcome of the initial investigation, setting out the reasons why he or she wishes to appeal as fully as possible. If this is possible, the person selected to hear the appeal will have had no previous involvement in the complaint.
- 25.3.1 As a first step, the person dealing with the appeal will arrange to meet with the complainant and give him or her the opportunity to explain why he or she thinks the conclusion of the initial investigation was wrong. The person dealing with the appeal will then decide what, if any, further investigations are required to enable a decision to be reached on whether the outcome of the initial investigation was correct. The decision of the person dealing with the appeal will be communicated to the complainant and will be final.
- 25.3.2 A member of staff who receives a warning or who is dismissed for harassment may appeal against the penalty in accordance with the College's Disciplinary Procedure.

25.4 Right to be accompanied

Every employee has the right to be accompanied by a colleague or union representative.

25.5 Records

Details of all formal complaints of bullying or harassment will be collated by the Human Resources Officer. These will be annually reviewed by the Senior Bursar with a view to ensuring that every effective step has been taken to prevent bullying and harassment at work and to monitor the effectiveness of the complaints procedure.

26 HEALTH AND SAFETY POLICY

- 26.1 The College recognises that under the Health and Safety at Work etc Act 1974, it has a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, and that it has certain duties towards Fellows, graduate and undergraduate students, the public and people who use the premises of the College from time to time, these duties being implicit in the above Act;
- 26.2 The College accepts these duties and it will continue to be its policy to promote standards of health, safety and welfare that comply fully with the terms and requirements of the above Act, Regulations made under that Act and Approved Codes of Practice. It is considered by the College that health and safety is a responsibility at least equal in important to that of any other function of the College;

- 26.3 The College will take all such steps as are reasonably practicable to meet its health and safety objectives, which are:-
- 26.3.1 the creation of an Organisational Structure and a positive health and safety culture which supports risk control at all levels within the College, particularly at Senior Management level;
 - 26.3.2 to identify systematically and control risk as an effective approach to injury, ill-health and loss prevention;
 - 26.3.3 maintain safe and healthy working places and systems of work and to protect all employees, Fellows, students and others including the public insofar as they come into contact with foreseeable work hazards;
 - 26.3.4 to provide and maintain a safe and healthy environment for all employees, Fellows and students with adequate facilities and arrangements for their welfare;
 - 26.3.5 to provide all employees, Fellows and students with the information, instruction, training and supervision required to work safely and efficiently;
 - 26.3.6 to develop an understanding of risk control and safety awareness amongst all employees, Fellows and students and, as a result of this, create individual responsibility for health and safety at all levels and be responsive to internal and external change;
 - 26.3.7 to provide a safe environment for all visitors to the College's premises bearing in mind that these visitors may not necessarily be attuned to certain aspects of the College's environment;
 - 26.3.8 to control effectively the activity of all outside contractors when on the College's premises. It is the intention of the College that, apart from routine supervision and control of contractors, this aim will be achieved in part by demanding copies of the contractors' Safety Policies at the Tender stage;
 - 26.3.9 to encourage full and effective two-way consultation on health and safety matters by utilising the management structure of the College and the committees already existing;
 - 26.3.10 to pursue health and safety to preserve and develop human and physical resources and hence contribute to the College's performance;
 - 26.3.11 to ensure that this Policy is used as a practical working document and that its contents are publicised fully;
 - 26.3.12 to constantly scrutinise and review performance and the details of this Policy so that the College learns from experience and keeps in line with changes in current legislation.
- 26.4 The College is committed to providing adequate resources to ensure that its health and safety objectives and this Policy are met;

- 26.5 The College is conscious of the external environment that may be affected by its activities and will pay due regard to the implications of the Environmental Protection Act 1990 and, in particular, the Duty of Care as regards waste;
- 26.6 The College will provide and maintain a written Risk Assessment of the risks to the health and safety of its employees whilst they are at work and others who may be affected, as required by the Management of Health and Safety at Work Regulations 1992;
- 26.7 The College considers that this Health and Safety Policy is an integral element of the College's plan to achieve its objectives.
- 26.8 This policy will be brought to the attention of all employees and periodically reviewed and revised as necessary.

It is the duty of every employee whilst at work:

- to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work;
- as regard any duty or requirement imposed on his/her employer, to co-operate so far as is necessary to enable that duty or requirement to be complied with;
- not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in pursuance of any of the relevant statutory provisions

**Location of
First Aid Boxes**

PORTERS' LODGE
OLD PORTERS' LODGE
BURSARY
TUTORIAL OFFICE
COLLEGE HOUSEKEEPER'S OFFICE
MAINTENANCE DEPARTMENT
CARPENTERS' BUILDING
GARDENERS' BUILDING
KITCHENS & FORWARD KITCHENS
THE COLLEGE NURSERY
WAR MEMORIAL LIBRARY

Details of HIV/AIDS Advisors can be found in Appendix 1

A wheelchair is available in the Health Centre

27 LEAVE (COMPASSIONATE/FAMILY EMERGENCIES)

27.1 You are entitled to take time off work to deal with an emergency involving someone who depends on you. “Dependants” would include your husband, wife or civil partner, partner, child or parent, or someone living with you as part of your family.

27.2 In what circumstances may you take time off?

You may take time off work to deal with an unexpected or sudden problem and make any necessary long term arrangements in the following circumstances:

- if a dependant falls ill or has been involved in an accident or assaulted, including where the victim is distressed rather than physically injured;
- when a partner is having a baby;
- to make longer term care arrangements for a dependant who is ill or injured;
- to deal with the death of a dependant for example, to make funeral arrangements or to attend a funeral;
- to deal with an unexpected disruption or breakdown of care arrangements for a dependant; for example, when the childminder or nurse fails to turn up;
- to deal with an unexpected incident involving your child during school hours for example, if your child has been involved in a fight, is being suspended from school or has been injured on a school trip.

27.3 This right only covers emergencies. If you know beforehand that you are going to need time off, you may be able to arrange this by taking another form of leave, such as Parental Leave or Unpaid Leave for example.

27.4 The amount of time you may take is the time it takes you to deal with the immediate emergency. For example, if your child falls ill, you can take enough time off to deal with their initial needs, such as taking them to the doctor and arranging for their care, but you will need to make other arrangements if you want to stay off work longer to care for them yourself.

27.5 There is no legal obligation on the College to pay you for the time you take off. You will need to inform your Head of Department immediately of any emergency which requires you to take time off work.

28 LEAVE (MATERNITY)

28.1 The College is required by law to protect the health and safety of employees who are pregnant, have recently given birth or are breastfeeding. Health and safety protection on these grounds starts as soon as the College knows that an employee is pregnant. The College will carry out appropriate risk assessments. All pregnant employees are entitled to paid time off for antenatal care at the normal rate of pay. Antenatal care is not restricted to medical examinations. It could include relaxation and parent-craft classes, as long as these are advised by a registered medical practitioner, registered midwife or registered health visitor.

Entitlement to Maternity Leave

28.2 All women regardless of length of service are entitled to 26 weeks Ordinary Maternity Leave and 26 weeks Additional Maternity Leave provided that they inform the College as set out below.

Entitlement to Statutory Maternity Pay (SMP)

28.3 An employee who has completed 26 weeks continuous service with the College by the 15th week before the expected week of childbirth will be eligible to receive S.M.P. for a total of 39 weeks:

6 weeks @ 90% of average weekly earnings then
33 weeks @ current basic S.M.P. rate.

28.4 Payments will normally be made on the employee's normal pay day and at her normal pay interval.

Notification

28.5 A pregnant employee will be required to notify the College of her intention to take Maternity Leave by the 15th week before her Expected Week of Confinement (EWC), unless this is not reasonably practicable. She will need to submit her Maternity Certificate (MAT B1) if this is available and confirm the following:

- that she is pregnant
- the week her baby is expected to be born
- when she wants her Ordinary Maternity Leave to start

The period of Ordinary Maternity Leave may commence no earlier than the beginning of the 11th week before the baby is due.

28.6 Ordinary Maternity Leave will start automatically if she is absent from work for a pregnancy related illness during the four weeks before the start of her EWC, regardless of when she has said she actually wants her Maternity Leave to start.

28.7 A pregnant employee will be able to change her mind about when she wants to start her leave provided she informs the College at least 28 days in advance, unless this is not reasonably practicable

28.8 Within 28 days of receipt of such notification, the College will write to her setting out the date on which it intends her to return to work if she takes her full entitlement to Maternity Leave, including Additional Maternity Leave.

28.9 If she wishes to return to work before the end of either her Ordinary Maternity Leave or Additional Maternity Leave, the employee will need to give the College eight weeks notice of the date she wishes to return to work. If she fails to give such notice, the College may postpone her return to work until 28 days have elapsed.

28.10 Periods of Maternity Leave will count as periods of continuous employment for all purposes:

- Provided that an employee returns to her previous job or an agreed alternative, annual leave will be earned.
 - The calculation of leave with pay will be based on the standard leave entitlement of 33 days including public holidays.
 - Once an employee has confirmed to the Senior Bursar her intention to return to work, by giving proper notice or confirmation, the annual leave with pay earned shall normally be taken prior to the employee returning to work.
- 28.11 The employee undertakes to inform her Head of Department if at any time during her Statutory Maternity Pay Period she either takes up employment with another employer, goes abroad outside the European Community, or is taken into legal custody.
- 28.12 If an employee returns to work following a period of Ordinary Maternity Leave she will generally have a right to return to the job in which she was employed before her absence. If she returns to work following a period of Additional Maternity Leave she will generally have the right to return to the job in which she was employed before her absence, or, if it is not reasonably practicable for her to return to that job, to another job which is suitable and appropriate in all the circumstances. Where an employee has taken more than one type of statutory leave (eg maternity leave followed by parental leave) in a single period of absence from work, different statutory rules may apply.
- 28.13 There will be no entitlement to any discretionary conference bonus during Ordinary and Additional Maternity Leave.
- 28.14 If the employee does not return to her post, the date of giving up work will be regarded as the termination date of the employee's employment.
- 28.15 The College reserves the right to make reasonable contact with an employee during her maternity leave. The frequency and nature of such contact will depend on a number of factors such as the nature of her work, her role, the need to communicate important information and the steps the College considers necessary to facilitate her return to work if that is her wish. The College will discuss the arrangements for such contact with her prior to the commencement of her maternity leave.
- 28.16 An employee may agree with her immediate line manager to work for up to 10 days during her maternity leave period. She will be paid full pay (inclusive of any Statutory Maternity Pay to which she is entitled) for any such days worked. This work will not bring her maternity leave period to an end. The College is not obliged to offer such work, nor is the employee obliged to accept such work.
- 28.17 If an employee is too ill to return to work at the end of her maternity leave, the College's normal rules on sick leave and sick pay will apply.
- 28.18 When an employee is absent on Ordinary Maternity Leave, as well as receiving SMP, she will be entitled to the benefit of the terms and conditions of employment which would have applied if she had not been absent, except for the terms providing for salary. She will also continue to be bound by all her obligations under her contract of employment, other than the obligation to work.

28.19 During any period of maternity leave between the end of her Ordinary Maternity Leave and the end of her Additional Maternity Leave:

She is entitled to the benefit of the College's obligation of trust and confidence and the benefit of any terms and conditions of employment relating to:

- notice of termination of the employment contract by the College;
- compensation in the event of redundancy; and
- disciplinary or grievance procedures.

She will be bound by the obligation of good faith and any terms and conditions of employment relating to:

- notice of termination of employment;
- disclosure of confidential information;
- acceptance of gifts or other benefits; and
- participation in any other business.

29 LEAVE (OTHER)

29.1 There are a number of other circumstances when you are permitted to take reasonable time off, sometimes with pay. These include Public Duties, such as being a Justice of the Peace, member of a local authority or of a board of visitors for a prison, for example. Likewise, if you are summoned for Jury Service, you will be permitted to take off work for that purpose. In the case of Jury Service, a payment is made to you for this work but a claim can be made to the College to make up your earnings to the rate of full pay so that you are not worse off. The same applies to Territorial Army Service. If you have to take time off for the above reasons, you must inform your Head of Department in the first instance who will formally notify the Senior Bursar of your impending absence.

29.2 There are other occasions when you may be able to take time off work, such as if you are a governor of a school. You should discuss this with your Head of Department in the first absence.

30 LEAVE (PARENTAL)

30.1 Employees who have completed one year's service are entitled to take up to 13 weeks' unpaid Parental Leave, or 18 weeks for a disabled child. Parents can use the leave to spend more time with children and strike a better balance between their work and family commitments. No more than four weeks can normally be taken in one year.

Eligibility

30.2 Employees eligible to apply for Parental Leave are those who have completed one year's service at the College and are

- Employees who have a baby or adopt a child on or after 15 December 1999.

- Employees who had a baby or adopted a child between 15 December 1994 and 14 December 1999 and who have completed one year's continuous service either with their current employer or a previous employer during 15 December 1998 and 9 January 2002.
- 30.3 Both mothers and fathers can take parental leave. As well as the natural mother and legitimate father of a child, the right also applies to an unmarried father named on the birth certificate and to other adults who have parental responsibility under the Children Act, for example, step-fathers in favour of whom there is a residence order.
- 30.4 Part-time employees will be entitled to take Parental Leave but the leave will be in proportion to the time worked.
- 30.5 Parental Leave is for each child, so if twins are born, the parent will get 13 weeks leave for each child (18 weeks for parents of each disabled child).
- 30.6 An employee may not take more than a total of 13 weeks leave in respect of each child, regardless of how many employers the employee has within the period during which leave may be taken.

When may leave be taken?

- 30.7 Parental Leave can usually be taken up to five years from the date of birth, or in cases of adoption, five years from the date of placement (or the child's 18th birthday, if that is sooner). Leave may be taken as follows:
- Parents of children born on or after 15 December 1999 can take the leave up until the child's 5th birthday.
 - In adoption cases, where the date of placement is on or after 15 December 1999, for five years after the child is first placed with the family for adoption.
 - In the case of a child with a disability, up until the child's 18th birthday (for the purposes of Parental Leave, a disabled child is one for whom disability living allowance is received).
 - An employee may not undertake paid employment for another employer during the period of Parental Leave

The following conditions will apply:

- 30.8 The employee must provide evidence of entitlement. Where reasonably possible, this should be in the form of the child's date of birth or date of placement for adoption, the employee's parental responsibility for that child, and where applicable, of the child's entitlement to a disability living allowance.
- 30.9 The leave must be taken in connection with caring for the child. This is not restricted to the child's health but will include, for instance, settling the child into a new playgroup. In the case of an emergency arising in connection with the child, there is provision for unpaid time off in case of family emergencies in the section on Compassionate Leave above.

- 30.10 No more than four weeks can be taken in any year (calculated usually from the date of birth) for each child. Leave must be taken in blocks of one week upwards and cannot normally be taken for part only of an employee's working week. If this becomes necessary, it will count as one week's leave unless the child in respect of whom it is taken is entitled to a disability living allowance.
- 30.11 The employee must give 28 days written notice. If the leave is for a father and will start on the day of birth, the rule is 28 days before the start of the expected week of confinement. For an adoptive parent wanting to start on the day of placement, 28 days notice is required if practicable.
- 30.12 The College may postpone the leave for up to six months where it considers that the operation of the business would be unduly disrupted if the employee took leave during the period identified in the notice. In such circumstances, the College must give the employee notice in writing of the postponement and the reasons for it not more than seven days after the employee's notice was given to the College. The College must consult with the employee as to the date on which the postponed leave is to be taken. A period of College-postponed leave may still be taken beyond the long stop dates for taking leave identified above.
- 30.13 An employee may not undertake paid employment for another employer during the period of Parental Leave.
- 30.14 The College may require an employee to provide the following evidence of entitlement to parental leave:
- evidence of responsibility for the relevant child;
 - evidence of child's date of birth or the date on which an adoption placement began;
 - evidence of the child's entitlement to disability living allowance.

31 LEAVE (PATERNITY)

- 31.1 An employee who has worked continuously for the College for 26 weeks leading into the 15th week before the baby is due, will be entitled to take Paternity Leave. He must also have, or expect to have, responsibility for the child's upbringing, be the biological father of the child or the mother's husband or partner, or be the adoptive father.
- 31.2 Eligible employees will be entitled to take up to two consecutive week's paternity leave (but not odd days) paid at the same rate as Statutory Maternity Pay.
- 31.3 They can choose to start their leave:
- From the date of the child's birth (whether this is earlier or later than expected);
 - From a chosen number of days or weeks after the date of the child's birth (whether this is earlier or later than expected), or
 - From a chosen date.

Leave can start on any day of the week on or following the child's birth but must be completed:

- Within 56 days of the actual date of birth of the child, or

- If the child is born early, within the period from the actual date of birth up to 56 days after the expected week of birth.
- 31.4 Only one period of leave will be available to employees irrespective of whether more than one child is born as the result of the same pregnancy.
- 31.5 An employee may not undertake paid employment for another employer during the period of paid Paternity Leave.
- 31.6 An employee will be entitled to return to the same job following Paternity Leave provided:
- He informs his Head of Department and the Human Resources Officer of his intention to take Paternity Leave by the 15th week before the baby is expected, unless this is not reasonably practicable;
 - He confirms the week the baby is due; how much leave he wishes to take, and when he wants his leave to start. He will be able to change his mind about the start date provided he informs his Head of Department and the Human Resources Officer at least 28 days in advance, unless this is not reasonably practicable;
 - He completes a Form SC3, Becoming a Parent, as evidence of his entitlement to Statutory Paternity Pay.
Form is available from the Human Resources Officer.
- 31.7 An employee will be entitled to the benefit of his normal terms and conditions of employment, except for terms relating to wages or salary.

Paternity Pay

- 31.8 Statutory Paternity Pay (SPP) will be paid for the consecutive period of absence on Paternity Leave. The rate of SPP will be the same as the standard rate of Statutory Maternity Pay.
- 31.9 Employees who have average weekly earnings below the Lower Earnings Limit for National Insurance Purposes will not qualify for SPP. Employees who do not qualify for SPP, or who are normally low-paid, may be able to get Income Support while on Paternity Leave.

32 LEAVE (STUDY)

- 32.1 The College may permit an employee to take Study Leave. A formal request must be made to the relevant College Officer or the Senior Bursar through the Head of Department.

33 LEAVE (UNPAID)

- 33.1 In exceptional circumstances the College may permit an employee to take unpaid leave. An “exceptional circumstance” might be defined as caring for an ill or elderly relative, or taking an educational break for a defined purpose, such as the carrying out of research as part of a course of study.

- 33.2 The Head of Department will wish to ascertain that no undue burden will fall upon other members of staff who have to cover the employee's work in his or her absence. A formal request must be made to the Senior Bursar through the Head of Department.

34 NEWLY APPOINTED MEMBERS OF STAFF

New employees will be entitled to the following:

- 25 days' annual leave and the Staff Outing Day. (Pro-rata for mid year starters and part-time staff - see Section 8).
- subject to the rules of the scheme from time to time in force, to join a Pension Scheme following successful completion of the qualifying period.
- full access to training courses, although they may not be eligible for funding for significant training until they have been in post for one year.

35 OVERTIME AND TIME OFF IN LIEU

- 35.1 Unless it is stated to the contrary in your contract of employment, overtime is not payable. However, there could be occasions when you are asked by your Head of Department or College Officer, to work outside your normal working hours in which case you will be able to take time in lieu. If overtime is payable, the rate of payment for overtime working will be found in your contract of employment.
- 35.2 You may not work additional hours without the prior authority of your Head of Department or College Officer in which case time in lieu or overtime will be authorised and agreed in advance. If on occasion it is not possible to notify your Head of Department in advance, then you will still need to seek retrospective authorisation supported by your record of hours worked as kept in accordance with the Working Time Regulations and as directed by the College. Any additional hours worked should not exceed the provisions of the Working Time Regulations, unless you have previously signed an opt-out form.
- 35.3 You should not take more than eight in lieu days in a year. In lieu days must be taken at times as agreed with your Head of Department. In Lieu Days may not be carried forward across leave years except in exceptional circumstances and with the express consent of both the College Officer and Senior Bursar or your Head of Department.

36 PARKING

Staff must register their cars with the Porters' Lodge to obtain a parking permit. It should be understood that parking is limited and no member of staff is guaranteed to receive a parking permit. They should park in the Staff Car Park or other designated area, and should park considerably at all times. Staff will be fined for inconsiderate or unauthorised parking in accordance with fines approved by the Bursarial Committee.

37 PART-TIME WORKING

- 37.1 The College endeavours to ensure that all the terms and conditions of part-time staff are no less favourable than those offered to full time members of staff. This relates not only to terms and conditions but also to the way part-timers are treated. They

must not be subjected to detriment by any act or deliberate failure to act on the part of the employer and the same disciplinary standards will apply to part-timers as to full-timers. They will equally be able to access similar training opportunities. While it is recognised that part-timers may not be able to attend residential courses or sessions held outside contracted hours, this will be taken into account when scheduling training and consideration will be given to alternative providers, distance learning and so on. A part-timer attending a course outside contracted hours will be entitled to the same payment as a comparator for those additional hours.

- 37.2 In recruiting new members of staff, the College will first investigate whether there are any jobs that might be done on a part-time or job share basis.

38 PENSIONS

- 38.1 Subject to the rules from time to time in force a member of staff who has a probationary period with the College and is aged 18 years or more will be offered membership in a pension scheme. This is the Cambridge Colleges' Federated Pension Scheme (CCFPS).
- 38.2 The current contribution rate for the scheme is 6.35% of pensionable earnings. The Human Resources Officer will inform you when you are eligible to join the scheme. A copy of the rules of the scheme will be made available to you.
- 38.3 In order to obtain the maximum insurance benefits associated with the scheme, you must join the scheme at the earliest opportunity.
- 38.4 Normal retirement age is 65 years.
- 38.5 If you are already in the CCFPS at another institution you must inform the Human Resources Officer immediately to ensure there is no break in continuity and thus a loss in benefits. The CCFPS is a federated scheme and there may be a change in benefits between the two employments.

39 PUBLIC INTEREST DISCLOSURE

- 39.1 The College at all times conducts its business with the highest standards of integrity and honesty. It expects all employees to maintain appropriate standards in everything they do. Employees are therefore encouraged to report any wrongdoing by the College or its employees that falls short of these business principles.
- 39.2 The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace and it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred or is likely to occur.
- 39.3 We recognise that employees may not always feel comfortable about discussing their concerns internally, especially if they believe that the College itself is responsible for the wrongdoing. The aim of this policy is to ensure that employees are confident that they can raise any matter with the College that concerns them in the knowledge that it

will be taken seriously, treated as confidential and that no action will be taken against them.

- 39.4 You are encouraged to use the following procedure, if you have any concerns at all about wrongdoing at work, including any criminal offence, a failure to comply with legal obligations, a miscarriage of justice, a health and safety danger, an environmental risk or a concealment of any of these.
- 39.5 The College undertakes that no employee who makes a bona fide report under the procedure will be subjected to any detriment as a result, in accordance with section 47B of the Employment Rights Act 1996. In the event that you believe that you are being subjected to a detriment by any person within the College as a result of your decision to invoke the procedure you must inform the Senior Bursar or President immediately and appropriate action will be taken to protect you from any reprisals.
- 39.6 If it should become clear that the procedure has not been invoked in good faith, for example of malicious reasons or to pursue a personal grudge against another employee, this will constitute misconduct and will be dealt with in accordance with the terms of the College's Disciplinary Procedure.
- 39.7 The College is very keen to hear of any concerns that employees may have about wrongdoing at work and encourages them to use the procedure wherever possible.
- 39.8 The College recognises that there may be matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary, the College reserves the right to make such a referral without your consent.

Procedure

- If appropriate, discuss the matter with your Head of Department or College Officer in the first instance.
- An informal approach to your Head of Department or College Officer will be treated as completely confidential and will not result in any report to anyone within the College unless you agree.
- If the matter requires further investigation such an investigation will be carried out by an appropriate College Officer, and you will be informed of the outcome of the investigations and what, if any, action has been taken.
- If you remain unhappy about the speed or conduct of the investigation or the way in which the matter has been resolved, you should refer the matter to the Senior Bursar. When the Senior Bursar has investigated your complaint he will tell you the result of the investigation and what, if any, action has been taken.

40 REDUNDANCY

- 40.1 An employee with two years' continuous service or more is eligible for redundancy payments if he or she is dismissed because of redundancy. The College is required to follow certain procedures. Before an employee is dismissed as redundant, the employee will be consulted.

- 40.2 If the College offers a post to an employee who has been made redundant from any employment, that employee is allowed a trial period of four weeks in the new post without loss of the right to redundancy payment should he/she decide not to accept the post.

41 RESIGNATION

- 41.1 Subject to the provision in the statement of terms and conditions, an employee is required to give at least four weeks' notice of resignation.
- 41.2 Some employees, such as Heads of Departments, may be required to give twelve weeks' notice of resignation. Such notice will be stated in the Statement of Terms of Employment.
- 41.3 Employment with another employer will not count towards a period of continuous employment with the College.
- 41.4 If you resign from your post, you will be entitled to such proportion of your entitlement for a full leave year which is equivalent to the proportion of the leave year spent in the service of the College. You must make every effort to take this holiday before your employment terminates.
- 41.5 If it is impractical to grant the outstanding leave entitlement before you leave the employment of the College, the College will pay a sum not exceeding the amount of your salary for the period concerned.

42 RETIREMENT

- 42.1 The age of retirement from College employment of members of staff is 65 years, although staff may opt for early retirement from the age of 60 years. The College will consider requests to continue working beyond age 65 in accordance with the procedure set out below.
- 42.2 The College will actively support an employee in making the arrangements for his or her retirement. This can include counselling and workshops. The College will also consider flexible or extended retirement options, for example, part-time working or job sharing, or the option of being invited back as casual workers.
- 42.3 Where employees are approaching retirement, they may be asked to coach younger employees, so that key skills and knowledge are not lost.

43 RETIREMENT PROCEDURE

- 43.1 The College's Retirement Procedure applies where the College intends to terminate an employee's employment by reason of retirement. It applies to all employees.
- 43.2 This procedure is not contractual, but is intended as a statement of current College policy and its commitment to operate a fair procedure in relation to all employees who are approaching retirement. The College reserves the right to amend this procedure as necessary to meet any changing requirements.

Implementing a retirement

- 43.3 On a date which is at least six months, but no more than twelve months, before the intended date of retirement, the College will give you notice in writing of the date on which it intends you to retire.
- 43.4 This notice will inform you that you have a right to ask the College to work beyond that date.

The right to ask to work beyond retirement

- 43.5 If you do not want to retire on the date which has been notified to you, you have a statutory right to request to continue to work.
- 43.6 If you request to continue work your request must:
- be in writing addressed to the Human Resources Officer;
 - state that it is a request under the statutory duty to consider procedure;
 - state whether you want to continue to work:
 - (i) until a specific date,
 - (ii) for a specific period (eg. one year); or
 - (iii) indefinitely;
 - be made as soon as possible and at least three months before your intended retirement date.
- 43.7 If you do not make a request to continue working, your employment will terminate on the intended retirement date notified to you by the College.

Duty to consider

- 43.8 If you make a request to keep working, the College will invite you to a meeting to discuss it within a reasonable period.
- 43.9 The College will inform you of its decision on your request in a written, dated notice as soon as reasonably practicable after the meeting.
- 43.10 If your request is accepted, the College's decision notice will inform you, (depending on the decision taken) either that your employment will continue indefinitely or will specify the date on which it will end.
- 43.11 If your request is refused, the College's decision notice will confirm that your retirement will go ahead and will state the date on which it will take effect.
- 43.12 If your request is refused, or your retirement is postponed for a more limited period than you had requested, you will be informed of your right to appeal.

Appeals

- 43.13 All employees have the right to appeal against a decision made by the College under this procedure.
- 43.14 Any appeal should be put in writing, stating the grounds for the appeal, and submitted to the Human Resources Officer within five working days of receipt of notice of the decision under this procedure.
- 43.15 The College will hold a meeting with you to discuss your appeal within a reasonable period after receiving your appeal notice.
- 43.16 If your appeal is accepted the College's decision notice will state (depending on the decision taken) either that your employment will continue indefinitely or specify the date on which it will end.
- 43.17 If the appeal is refused the College's decision notice will confirm that your retirement will go ahead and will state the date on which it will take effect.
- 43.18 The decision of the person who hears your appeal is final: there is no further right of appeal.

General principles

- 43.19 You must take all reasonable steps to attend a meeting held under this procedure.
- 43.20 A meeting at either the initial or appeal stage of this retirement procedure will not be necessary if the College agrees to your request.
- 43.21 Although the College will generally hold a meeting to consider an employee's request to continue working, or an appeal from a decision in relation to a request, if it is not reasonably practicable to hold such a meeting within a reasonable period, the College may consider your request or appeal without a meeting. In these circumstances, the College will give consideration to any representations you wish to make and will give you notice of its decision as soon as reasonably practicable after considering your request.
- 43.22 Each step and action under this procedure will be taken without unreasonable delay.
- 43.23 If, following an employee's request under this procedure, retirement is postponed, and the employee's employment is extended indefinitely or until a specified date which is more than six months from the original intended date of retirement, this procedure will be repeated before any future retirement takes effect.
- 43.24 Written records of any meetings will be kept and maintained in accordance with the Data Protection Act 1998.

Right to be accompanied

- 43.25 You are entitled to be accompanied to any meeting or appeal meeting under this procedure by a fellow employee of your choice. The chosen companion may address

the meeting and may confer with you during the meeting, but is not permitted to answer questions on your behalf.

- 43.26 If your choice of companion is not available to attend at the time proposed for the meeting in question, then you may propose an alternative time for the meeting to take place. The proposed alternative time must be reasonable and must be within seven days of the initial date proposed for the meeting.
- 43.27 Employees chosen to accompany a fellow employee to a retirement meeting will be permitted to take paid time off during working hours to attend that meeting.

44 RIGHTS OF REPRESENTATION

- 44.1 All employees are represented on the Information and Consultation Committee.
- 44.2 In any formal meeting, for example to present a complaint or in regard to a disciplinary matter, employees may seek representation from the following sources:
- A line manager, Head of Department or College Officer
 - The Human Resources Officer
 - The College Nurse
 - Information and Consultation Committee members

45 SALARY

- 45.1 The salary and benefits you are entitled to are outlined in your offer letter or statement of terms and conditions. These conditions of employment apply to all permanent staff. Conditions regarding the payment of salaries or wages and benefits can only be varied with the consent of the Bursarial Committee. Requests for exceptional review should be put to the Senior Bursar, who will respond in the first instance.
- 45.2 Monthly – you are paid monthly, in arrears. Payment is generally made by the Wednesday before the last Sunday of the month by electronic transfer directly into bank or building society accounts.
Weekly – you are paid weekly in arrears. Payment is generally made on the Thursday of each week.

46 TERMINATION OF EMPLOYMENT BY THE COLLEGE

- 46.1 Unless stated otherwise in the statement of terms and conditions, if the College wishes to terminate employment, an employee is entitled to the following minimum period of notice of termination of employment (or payment in lieu):

After 4 weeks but less than 2 years' continuous service	one week
2-4 years' continuous service	four weeks

48 TRAINING

- 48.1 If the College deems training to be essential to the performance of your job, such as IT training for administrative staff, Health & Safety or professional course in Gas or Electrical Safety for Maintenance staff, the College will fund the full costs of the training.
- 48.2 If you wish to undertake a course of study which is not essential to the performance of your job but will be to the benefit of your personal development, the College may in its sole discretion be willing to fund the costs of such study by paying up to 50% of the basic costs. Such courses might be an Open University Degree course, MBA or part-time Degree at Anglia Polytechnic University for example.

Extended Study Courses

- 48.3 For extended study courses essential to the performance of a job, such as an AAT Accountancy course, for example, the College may, subject to budgetary constraints:
- Pay the full costs of the training together with any examination fees, and professional membership fees;
 - Pay a maximum book allowance of £50 for prescribed books on production of receipts. The College may agree to pay an additional sum in exceptional circumstances.
 - Permit you to take paid time off for your examinations at the discretion of your Head of Department or College Officer. This will be one half day or one day per examination, together with one half day or one additional study day per examination to a maximum of three days. Other revision time may be taken in flexi-time.
 - Following successful completion of your course, the College will give you gift vouchers to the value of £50 as an acknowledgement of your achievement.
- 48.4 For general courses such as part-time Degree or Open University Degree courses, the College may agree to the following:
- To fund up to 50% of your fees;
 - Permit you to take paid time off for your examinations.
- 48.5 Employees who have been in post for less than twelve months will not normally be eligible for funding of fees or paid time off for examinations.
- 48.6 In the event that you fail your examinations, your Head of Department will consider your particular circumstances and seek authorisation from the College Officer and Senior Bursar with regard to (a) payment of course or examination fees and subscriptions for retakes; and (b) asking for a refund of fees and subscriptions already made (see 47.7 below).
- 48.7 If you withdraw from your course or if you leave the employment of the College during the course by your choice, or if you fail and your Tutors believe you have not applied yourself sufficiently, the College may require you to refund 100% of the fees

paid. The amount to be paid will be decided by the Senior Bursar in consultation with your Head of Department and College Officer.

- 48.8 If you undertake significant training at the College's expense (i.e. training amounting to £500 or more, or training which involves day or part-day release lasting one month or more), and then leave the College within a year of completing the course, 100% of the fees is refundable to the College. This requirement will only be imposed if you leave voluntarily or as a result of being dismissed, but not because of illness or redundancy.

49 WORKING TIME

- 49.1 All employees are required to keep records of hours worked and to conform to a time recording system as directed by the College.
- 49.2 Your statement of terms and conditions will state the number of hours you are required to be at work in order to perform your role effectively, with flexibility and commitment. Everyone has individual terms and conditions of employment depending on their own contract of employment so some sections below may not apply. If you have any questions about your working hours, please speak to your Head of Department.
- 49.3 The Working Time Regulations 1998 came into force on 1 October 1998. They provide that an employer may not allow an employee to work more than 48 hours on average per week, unless the employee has previously agreed in writing by signing an opt-out form that this provision does not apply to their employment. They also state required rest periods.
- 49.4 You are permitted to take time off for hospital appointments. Pregnant women may attend any medical appointments during working hours, if necessary. In both cases, your Head of Department may ask to see an appointment card or appropriate documentation. Time off is also allowed for emergencies involving dependants, funerals for immediate family or, if representing the College, in an official capacity. If you travel to attend meetings, conferences or training sessions, such time may be recorded as working time. Otherwise, time spent travelling to work may not be considered as working time. Equally, appointments for doctors, dentist, taking car to garage, etc., should be arranged to minimise the inconvenience to the College. Whatever the reason, however, you must inform your Head of Department about your intended absence from work.

Public Holidays

- 49.5 There are eight public holidays. These include Good Friday and Easter Monday; the first and last Monday in May; the last Monday in August; Christmas Day and Boxing Day, and New Year's Day. (Also refer to Section 8).

Emergency Call-out

49.6 In accordance with the terms set out in the Contract of Employment, some employees may be required for Emergency Call-Out as an essential part of their job. They will, however, be expected to comply with the requirements of the Working Time Regulations and take appropriate rest periods.

Closedown Period

49.7 The Closedown Period is the period when the College is at its quietest, when no conference or guest room bookings are taken and catering services cease. Closedown enables the large maintenance projects to be carried out and electricity, heating and water services are liable to interruption. It normally takes place during two weeks in August and over the Christmas period.

While the Catering Department closes down during this period, however, other Departments may still be working.

50 YOUR CAREER

Queens' College aims to provide you with the time, advice, opportunities, facilities and support to receive the right level of training and development for your job, consistent with the Aims and Objectives of the College. We want to ensure that you have the knowledge and skills you need for your current position and the scope to develop your capability and potential for the future.

50.1 Annual Appraisals

Annual Appraisals were introduced to Queens' College in 2002 and all staff participate in this procedure. Annual Appraisals provide you with a valuable opportunity to sit down with your Head of Department or deputy or line manager, to review your work and your Job Description. They will enable you to focus on what you are expected to achieve in your job and how best to achieve it. Appraisals are very much a two-way process and you should be able to give each other useful feedback. They will also enable a personal training and development plan to be drawn up by examining your individual needs.

This will help to deliver best performance and practice, to ensure the College achieves its overall objectives in meeting its operational and administrative goals.

New staff undergo a Probationary Review after they have been in post for three months and a Further Review just before the end of the six month probationary period.

50.2 Internal Vacancies

Queens' College is always willing to consider internal promotion and appointment, as we believe this offers excellent opportunities for development.

Internal vacancies are advertised on the College website, on the staff Notice Boards outside the Bursary and Financial Offices and via email. You will generally receive advance notice of vacancies before they are advertised externally.

University job vacancies are advertised by the Assistant Staff Office based in Trumpington Street and on

www.admin.cam.ac.uk/offices/personnel/jobs/vacancies/

50.3 **Training and Development**

There is a notice board outside the Bursary and Financial Offices and your Head of Department will pass on to you information about suitable training. General courses are also offered via the Staff Information Sheet. A variety of opportunities are provided for training and self-development:

- On-the-job training
- Formal courses
- Development courses
- Further education

Some courses are held in-house (First Aid, Manual Handling, Language); others are held externally. You should use the method which best suits your particular needs and learning style. Your development and training needs are discussed as part of the Induction and Annual Appraisal process and you and your Head of Department should decide, together, the best way to meet your needs and those of the College. The Human Resources Officer has information about many courses and you are welcome to contact her for help or advice on 69001.

At the end of any course you will be asked to give your Head of Department feedback on the effectiveness of the course and show how you will use your learning in your work. You will need to fill in a *Course Evaluation form* available from your Head of Department.

APPENDIX 1

HIV/AIDS Advisors

The HIV/AIDS Advisors are Dr J Holmes and Mrs M Hurrell

Safety Officer

The Safety Officer is Dr Brian Callingham

Regulatory Compliance Officer

The Regulatory Compliance Officer is Mr James Coulter

Data Protection Act Officer

The Data Protection Act Officer is Mr Stuart Bridge

Freedom Of Information Act Officer

The Freedom Of Information Act Officer is Mr Stuart Bridge