

Section 5: Staff Recruitment, Management & Development



5.1 Policy and Procedures on Recruitment and Induction of Teaching Staff

5.1 Definition

To outline the selection, appointment and induction procedure for teaching staff within Setanta College.

5.1.1 Purpose

Setanta College has developed and implemented policies and procedures to promote the recruitment and retention of qualified and experienced staff required to ensure the delivery of a quality education service.

5.1.2 Scope

This policy refers to the provision of recruitment and induction of new teaching staff to Setanta College.

5.1.3 Policy Statement

In line with QQI Core Guidelines on Quality Assurance Setanta College commit to "appoint suitably qualified staff to the role of teacher/instructor/trainer/tutor and to all other roles responsible for related services." Successful candidates will then be inducted in the appropriate manner following procedures set out in section six of this document including communication procedures as part of the induction. All applicants for employment are afforded equality of opportunity which is defined as the recruitment, selection and appointment of candidates based on merit – that is, the best candidate for the post is selected for appointment. Section 5.1.4 below outlines the procedures used by Setanta College in the recruitment of teaching staff.

5.1.4 Procedures for the Recruitment of teaching staff

a) Recruitment and Selection

The College believes that all staff have a direct impact on teaching and learning within the College and on the Learner development and experience overall. For this reason, the College continually seeks out qualified experts of the highest calibre to fill all vacancies. The majority of the teaching staff at Setanta College are contracted part-time in delivering a particular module within any given programme of study. Contracted part-time teaching staff are subject to the same procedures for their recruitment, management and development as full-time teaching staff.

i. The College Registrar is responsible for the development, management, evaluation and implementation of appropriate recruitment, selection and appointment practices and procedures, which are consistent with legislative requirements placed on employers. Staff recruitment is a recurring item on the agenda of each senior management and academic council meeting.

- ii. The effective recruitment and selection of staff is important for the College's achievement of its vision and mission. The College Registrar will oversee the recruitment and selection activity to ensure consistent practice and compliance with College policy. The College's recruitment and selection procedures aim to ensure that the College attracts and selects the best candidates by a fair and appropriate selection process.
- iii. It is essential that candidates possess the qualifications and experience that deem them appropriately qualified for the role being recruited for.
- iv. A range of selection activities can be used to establish a candidate's suitability for a post. This can include, but is not limited to, interview, presentation, written assessment or test. All such selection activities are agreed in advance, linked to the personnel specification required of applicants.
- v. The College Registrar will be assisted by the Academic Director and relevant programme leader in the process of compiling a job description, personnel specification and selection activities.
- vi. In the recruitment and selection of staff for collaborative programmes, agreement will be reached between the collaborating partners in respect of the minimum requirements of staff and the recruitment and selection process to be used.
- vii. In the recruitment and selection of staff for transnational based delivery, the same recruitment and selection process of new staff will apply. This will also involve at all stages the International co-ordinator.
- viii. The College recruitment and selection procedures are open, in that any person can apply for any vacancy, and performance based, in that the sole criteria for selection is merit against the employee specification. Where a potential candidate or applicant highlights a disability or other circumstance that requires reasonable accommodations to be made to facilitate participation, the College will make reasonable accommodations to promote the inclusion of all applicants as required under legislation.

b) Appointment Panel

- i. All panel members have an equal part in the process. In all instances, the panel must be a minimum of two members. To ensure that appropriately qualified and experienced personnel are appointed, panels are determined according to the vacancy and the specialist knowledge sought. Individual panel members are required to share their views with each other in relation to candidates' answers and reach a consensus on each candidate against the selection criteria. All records are retained centrally by the College Registrar.
- ii. In the case of collaborative provision, where the College looks to use the employees of another provider to deliver an aspect of a programme, the College will seek

evidence of the qualifications and experience to deem them appropriate for the role to be undertaken. All records of such will be retained by the College.

c) Verification of all teaching staff qualifications

- i. The Academic Director and the College Registrar have responsibility for verifying the authenticity of qualifications and references of any potential teaching staff. The following steps are completed in this process:
 - The College Registrar requests transcripts of the potential employee's qualifications
 - The College Registrar contacts the relevant institution/s to verify these qualifications
 - The College Registrar contacts the applicant's referees and verifies the authenticity of these references
 - Any queries regarding the transcripts or references are followed up by the College Registrar or Academic Director with the applicant
 - Once these steps are satisfactorily complete the applicant is contacted and given the interview panel's verdict

5.1.5 Procedures for the Induction of Teaching Staff and Communication with Teaching Staff

All new staff will be inducted into the College by the Academic Director and College Registrar. As part of this process, staff are provided with a handbook detailing work practice requirements, roles, responsibilities and obligations. In addition, they are introduced to the key aspects of their role and any associated documentation, databases, systems and so on as appropriate. An induction period is set aside to allow the new recruit sufficient time to familiarise themselves with relevant policies, procedures, working practices, role requirements and so on and also to assure the College that each employee has been appropriately advised to enable them to work in a safe, secure manner.

New College teaching staff will work as assistant tutors initially alongside an experienced tutor to gain confidence in their delivery and familiarity with the content.

It is the responsibility of the Academic Director to design and implement an appropriate induction programme for the different roles involved in the new staff members programme. The effectiveness of this induction process in adequately preparing appointees for their role and developing and their understanding of the blended learning nature of the programme, its components and structure, and any partnerships will be evaluated on an annual basis by the Academic Director.

Where the College seeks to use the employees of another provider for the delivery or assessment of any aspect of a programme, it is the responsibility of the Academic Director to ensure that those personnel are also inducted appropriately into their role. Again, the effectiveness of this – will be monitored on an annual basis by the Academic Director.

With regards to the induction of staff to an Internationally based programme, the Academic Director will be assisted in the induction process by the International co-ordinator. The role of the International co-ordinator in this induction process will be to ensure compliance with both the College's programme of induction and local requirements.

Communication is central in ensuring that quality within the College environment is well supported. Staff and tutors will use a variety of means to communicate internally. These include online communication modes such email, team and group meetings, individual face to face meetings with both academic and administration members. Staff will be alerted via a phone call or text message when a specific matter needs immediate attention. Normally, where a matter does not require an immediate or urgent response then regular group and individual meetings will occur as per the department meeting schedule. A proposed general communication mode will be in the form of a monthly electronic communication outlining current and future issues and events. The content and response to a communication is based on three types:

- General which describes what is happening in the College and which may not require any team or group meeting
- Special in that the receiver is expected to respond with for example, supportive communication (for example, where an individual member of staff is congratulated)
- Similar standard electronic communication and updates as outlined above will be in place for the international staff member.

Specific in that the receiver is likely required to attend a more formal meeting to address and update on a particular issue or event

5.1.6 Responsibility

The College Registrar is responsible for the implementation of this procedure and is supported in this procedure by the Quality Assurance Officer. The Academic Council provides oversight for the process, approves submissions, reviews terms of reference, and reviews Self Evaluation reports. Senior Management will advise on College human resource requirements.

5.1.7 Policy Control Sheet

Policy Area	Staff Recruitment, Management + Development
Policy Title	Recruitment and Induction of teaching staff
Approval Date	3/9/2019
Effective Date	3/9/2019
Review Date	1/9/2020
Relevant Supporting Policies	 Effective Practice Guidelines for External Examining (Revised 2015) Statutory Quality Assurance Guidelines for Providers of Blended Learning Programmes (QQI March 2018) Policies and Criteria for the Validation of Programmes of Education and Training – QQI 2017 HET and Apprenticeship Programme Validation Manual – QQI 2018 Policy and Criteria for Making Awards – QQI 2017 Core Statutory Quality Assurance Guidelines (2016), QQI Qualification and Quality Assurance (Education and Training) Act 2012
Monitoring Procedures	 Teaching Staff Appraisals End of module Surveys Annual Learner Surveys Annual Programme Leader Reports

5.2 Policy on Teaching Staff Appraisal

5.2.1 Definition

Performance appraisal for Setanta College teaching staff is an ongoing process that includes regular conversations between teaching staff and their immediate supervisor. This review will assist in staff development and personal planning, assessment of achievements and performance, and recommendations relating to the formal processes in the College.

5.2.1 Purpose

The purpose of the College appraising the teaching staff is to provide an opportunity for individual members of the teaching staff to discuss their role and fulfilment of objectives and receive feedback from management in respect of same.

5.2.2 Scope

This policy applies to the staff appraisal of all College teaching staff employed for more than one year. All academic staff employed for more than 1 year must undergo a formal annual review.

5.2.3 Policy Statement

The College recognises the importance of reviewing and monitoring staff performance to support the development of potential and personal growth of its teaching staff as well as ensuring that the high standards to which the College aspires are being strived for in all areas by all teaching staff. The appraisal process also provides an opportunity to identify career aspirations and discuss professional development intentions and opportunities.

Any disputes about the process or outcomes of the appraisal can be referred to the College Registrar for resolution, in order that an agreed programme of action for the coming year can be determined.

5.2.4 Teaching Staff Review and Appraisal Procedure

i. New Staff Probation

Once employed by Setanta College a probationary period of 12 months applies to all new permanent and contract positions. If probation has been satisfactorily completed at the end of the 12-month period, the appointment is confirmed. During the initial six month period the new teaching staff member will be required to shadow a senior teaching staff member. The legal entitlements of employees will not be affected by the application of this policy.

ii. Review and Appraisal Procedures

When probation has been satisfactorily completed, teaching staff whether part-time or full-time will participate in an annual review and appraisal of their performance. This is intended as a two-way process with the teaching staff member undertaking a

self-assessment and being given the opportunity to identify any difficulties or barriers to achieving their objectives, any support they require and any CPD they feel will be of benefit. The College Registrar and Academic Director also conduct an assessment of the teaching staff member's performance and provides feedback on this.

iii. A discussion takes place and an agreed record of progress, actions key performance indicators and training required is then completed. All records are retained by the College Registrar. Where concerns are noted in relation to a teaching staff member's performance, the College Registrar raises this with the staff member in the first instance and outlines the areas where concerns lie and the improvement is required. Where the required standard is not subsequently attained or in instances of serious misconduct, this will then be addressed through the formal performance monitoring procedure.

As part of this, the College Registrar, normally accompanied by the Academic Director, will:

- 1. State the performance to be improved being specific and citing examples
- 2. State the level of work performance expectation and that it must be performed on a consistent basis
- 3. Identify and specify the support and resources they will provide to assist the teaching staff member
- 4. Communicate the plan for providing feedback to the employee including specifying meeting times, with whom and how often and the specific measurements to be considered in evaluating progress
- 5. Specify possible consequences if performance standards are not met
- 6. Provide sources of additional information such as the Employee Handbook

Please refer to the Setanta College programme and tutor Appraisal template used by both the Tutor, College Registrar and Academic Director in the process. This provides the basis for ongoing monitoring.

5.2.5 Responsibility for this policy

The Academic Council is responsible for ensuring that appraisal of the teaching staff takes place and is documented within the Annual Academic Council Report. The procedure is carried out jointly by the College Registrar and the Academic Director on behalf of the Academic Council.

5.2.6 Policy Control Sheet for this policy

Policy Area	Staff Recruitment, Management + Development
Policy Title	Staff Appraisal
Approval Date	3/9/2019
Effective Date	3/9/2019
Review Date	1/9/2020
Relevant Supporting Policies	 Core Statutory Quality Assurance Guidelines (2016), QQI Qualification and Quality Assurance (Education and Training) Act 2012 Assessments and Standards (Revised 2013) Quality Assuring Assessment Guidelines for Providers (Revised 2013) Statutory Quality Assurance Guidelines (April 2016) Statutory Quality Assurance Guidelines for Providers of Blended Learning Programmes (QQI March 2018) Policies and Criteria for the Validation of Programmes of Education and Training – QQI 2017 HET and Apprenticeship Programme Validation Manual – QQI 2018 Policy and Criteria for Making Awards – QQI 2017
Monitoring Procedures	 Teaching Staff Appraisals Annual Staff Survey Academic Council Annual Report

5.3 Policy and Procedures on Staff Development

5.3.1 Definition

Staff development refers to all the policies, practices, and procedures used to develop the knowledge, skills, and competencies of staff to improve the effectiveness and efficiency both of the individual staff member and Setanta College.

5.3.2 Purpose

Staff development takes place in the context of the strategic priorities of Setanta College, which are established with input from the Academic Council and Senior Management Team.

5.3.3 Scope

This policy applies to all staff. Staff development embraces all forms of development activity including personal study, e-learning, internal or external courses and CPD workshops. We will aim to support individuals through a variety of means within the prevailing budgetary provision and identified business need.

5.3.4 Policy Statement

Staff development is instrumental to the ongoing success of the College, the achievement of its mission and the enhancement of the Learner experience. The value and importance of staff development to maintain a high calibre of personnel within Setanta College is critical to the achievement of stated mission and vision of the College.

All staff and faculty are encouraged and required to participate in a programme of planned professional development, linked to their annual review or performance monitoring. All staff have equitable access to staff development opportunities, appropriate to their role and aligned to their objectives. Staff appraisals will be used as a means for monitoring and reviewing the effectiveness of this policy.

5.3.5 Procedures on Staff Development

The following are the mechanisms used for staff development:

- All staff receives training in teaching through blended learning technologies mediums
- Specific training is provided for staff to support programme or College developments
- An annual CPD event for academic staff is informed by tutors and lecturers and topics
 of interest are accommodated in this annual event
- All staff reviews including academic staff, which are held annually, a review of the staff members performance and their on-going CPD status and requirements are addressed. A tailored programme of development is put in place for each staff member
- The College supports the progression of formal education and academic qualification advancement for its academic staff based on resources available

The College actively engages with outside professional industry bodies such as the National Strength and Conditioning Association and the UK Strength and Conditioning Association. Previously the College has hosted conferences and one day seminars for the NSCA and UKSCA which staff members have attended. These events have helped to foster relationships and develop communities of practice with their peers.

5.3.6 Responsibility for this policy

It is the role of the Academic Director to oversee continuing professional development among teaching staff. The College Registrar and the Educational Technology Manager will be responsible for professional development of staff on blended learning technologies. Senior Management will oversee staff development for other College departments.

5.3.7 Policy Control Sheet for this policy

Policy Area	Staff Recruitment, Management & Development
Policy Title	Staff Development
Approval Date	3/9/2019
Effective Date	3/9/2019
Review Date	1/9/2020
Relevant Supporting Policies	 Core Statutory Quality Assurance Guidelines (2016), QQI Qualification and Quality Assurance (Education and Training) Act 2012 2012; European Standards and Guidelines for QA in the European Higher Education Area, QQI Core Quality Assurance Guidelines
Monitoring Procedures	Teaching Staff AppraisalsAnnual Staff SurveyAnnual Programme Leader Reports

5.4 Policy and Procedures on Staff Discipline, Anti Bribery and Equal Opportunities

5.4.1 Definition

These policies are in relation to how the College will act in relation to disciplinary matters regarding all staff with Setanta College, the College anti-bribery policy amongst staff members and finally how we apply equal opportunities to all prospective staff and existing staff members when positions become available within the organisation.

5.4.2 Purpose

The purpose of the policy on Staff Discipline, Anti Bribery and Equal Opportunities in Setanta College is to ensure that the College acts reasonably and fairly towards employees in investigating and dealing with alleged instances of unacceptable conduct or performance. The College is committed to the prevention of bribery amongst all staff and does not tolerate bribery, corruption, fraud or dishonesty in any of its activities.

5.4.3 Scope

This policy relates to all staff on the payroll of Setanta College and excerpts are taken from the employee handbook.

5.4.4 Policy Statement

Setanta College is committed to encouraging appropriate behaviour and work performance from all staff. The performance and conduct of employees is expected to contribute towards the achievement of the College's mission and vision. When an employee's performance or conduct is unsatisfactory then the employee may be subject to disciplinary action in accordance with this procedure.

5.4.5 Staff Disciplinary Procedures

i. <u>Informal Disciplinary Procedure</u>

If an employee's standard of job performance, conduct, or attendance falls below an acceptable level, they will in appropriate cases be made aware informally, by the College Registrar that this is unacceptable and informed of the required improvements. If the employee concerned continues to fail to achieve the required work/conduct standards, the disciplinary procedure outlined below may be invoked.

ii. Formal Disciplinary Procedure

Where an employee's job performance, conduct or attendance does not meet the required standards despite informal intervention, the matter will be dealt with under the formal disciplinary procedure.

- Stage 1: Formal Verbal Warning

The first step in any formal process is to let the employee know in writing the issue that has given rise to the invoking of the disciplinary procedure. The employee will be advised of the precise nature of the complaint, the reasons why this is not acceptable, details of previous meetings, the standards not achieved, the improvements required and the timescale for improvement. The letter will also invite the employee to a formal disciplinary meeting at which the issue will be discussed and it will also inform them of their right to be accompanied at the meeting.

- Stage 2: Written warning

If it is alleged that the employee fails to make the necessary improvements or if the poor performance/conduct/attendance continues or is more serious, he or she will be invited in writing to a formal disciplinary meeting by the College Registrar's nominee to review the increasingly serious nature of the situation.

A letter will be sent to invite the employee to a formal disciplinary meeting at which the matters of concern will be discussed. The employee will be advised of the precise nature of the complaint, details of previous meetings and the standards not achieved or maintained. The employee will be informed of their right to be accompanied at the meeting.

Stage 3: Final written warning

Where it is decided that disciplinary action at this stage is justified the College Registrar's nominee will inform the employee that he/she is giving a final written warning. Disciplinary action may be taken notwithstanding an employee's failure to attend the disciplinary meeting in the absence of good reason.

- Stage 4: Disciplinary Sanction up to and including dismissal

Where it is alleged that:

- The employee has failed to meet the necessary improvements or
- The poor performance/conduct/attendance has continued following a final written warning, or
- The performance/conduct/attendance issue is more serious, the disciplinary procedure which provides for disciplinary sanctions, up to and including dismissal, may be invoked.

In cases of less serious offences, or where the College is of the view that there is a realistic prospect of improvement in performance/conduct/attendance, the following disciplinary sanctions may be applied singularly or in combination by the College Registrar or nominee. These include:

- Removal from certain duties or transfer
- Suspension with pay
- Deferral/Denial of Access to Progression
- Deferral/Denial of Access to Promotion
- Demotion and Consequent Reduction in Pay

- Suspension without Pay
- Dismissal without Notice

Depending on the nature of the offence, these sanctions can be limited in time or unlimited in time and/or linked to improvements in performance/conduct/attendance. A record of the disciplinary sanction(s) applied at this stage will be retained on the employee's personnel file and a copy will be issued to the employee.

5.4.6 Local compliance

The College is cognisant that unique compliance procedures may operate within a given country — especially outside of the European Union. Setanta College will have a regional quality co-ordinator reporting directly to the International Quality Co-ordinator who ultimately reports to the College Registrar.

The regional quality co-ordinator will have responsibility for:

- Describing specific compliance procedures
- Ensuring that the College aligns itself with local compliance procedures
- Managing the College requirements for delivery of practical workshop
- Providing support for local country Learners

Note: This could be the sport organisation – they would be responsible for a number of QA items. The role of the local agent is to understand what compliance is required in the local country. This is then considered through the International Co-ordinator whose responsibility it is to ensure support in complying with the local policies and procedures.

5.4.7 Anti-Bribery Policy

It is the policy of Setanta College to conduct all of our business in an honest and ethical manner. The College takes a zero tolerance approach to bribery and corruption. Corruption is defined in the Department of Justice's White Paper on White Collar Crime as "the misuse of public entrusted power for private gain". Bribery, a specific form of corruption, involves the "offering, promising or giving of something in order to improperly influence another in carrying out their duties".

Setanta College are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery.

Setanta College will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. However, we remain bound by the laws of the, <u>Irish Prevention of Corruption (Amendment) Act</u>, 2010, and the <u>UK Bribery Act 2010</u> in respect of our conduct both at home and abroad.

5.4.8 Who is covered by the policy?

This policy applies to all individuals working at all levels and grades, including senior managers, officers, directors, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as employees in this policy).

This policy covers:

- Bribes
- Gifts and hospitality

Bribes

Employees must not engage in any form of bribery, either directly or through any third party (such as an agent or distributor).

Gifts and hospitality

Employees must not offer or give any gift or hospitality:

- Which could be regarded as illegal or improper, or which violates the recipient's policies
- To any public employee or government officials or representatives, or politicians or
- political parties

Employees may not accept any gift or hospitality from the College business partners if:

- It is in cash
- There is any suggestion that a return favour will be expected or implied.

If it is not appropriate to decline the offer of a gift, the gift may be accepted, provided it is then declared to the employee's manager and donated to charity.

The College appreciates that the practice of giving business gifts varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable and justifiable.

5.4.9 Employee responsibilities

Employees must ensure that they read, understand and comply with this policy. The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for the College or under its control. All employees are required to avoid any activity that might lead to, or suggest, a breach of this policy.

A member of the College must notify the College President as soon as possible if they believe or suspect that a conflict with or breach of this policy has occurred, or may occur in the future.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Setanta College reserves the right to terminate its contractual relationship with other workers if they breach this policy.

5.4.10 How to raise a concern

A member of the College is encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If a College member is unsure whether a particular act constitutes bribery or corruption, or if they have any other queries or concerns, these should be raised with the Senior Management Team.

5.4.11 Monitoring and review

The President of Setanta College will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. Internal control systems and procedures will be subject to regular audits to provide assurance that they are effective in countering bribery and corruption.

All employees are responsible for the success of this policy and should ensure they use it to disclose any suspected danger or wrongdoing.

Employees are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Senior Management Team.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

5.4.12 Equal Opportunities Policy

Setanta College respects the dignity and diversity of all our Learners and staff. We aim for a College community that is free from intimidation and discrimination.

The College aims to create the conditions whereby Learners are treated solely on the basis of their merits, abilities and potential by ensuring that no member of the College is unfairly discriminated against as a result of gender, race, ethnic or national origin, age, social background, disability, religion, family status, marital status, membership of the Travelling Community or sexual orientation.

In promoting equal opportunities, Setanta College will develop effective measures for ensuring that all groups and individuals are able to work and study in an environment which is free from discrimination and harassment.

The College accepts its responsibilities under human rights and anti-discrimination legislation and codes of practice, and the need for positive action to redress inequalities.

All Learners and employees are expected to promote a culture that values diversity and equality of opportunity in all areas of College life.

Setanta College operates within the <u>Equal Status Act 2000 to 2004</u>. This Act places an obligation on educational establishments to avoid discrimination. The section of relevance is Section 7 in the 2000 Act.

5.4.13 Responsibility

The Senior Management Team is responsible for the implementation of these policies.

5.4.14 Policy Control Sheet

Policy Area	Staff Recruitment, Management + Development
Policy Title	Staff Discipline, Anti Bribery and Equal Opportunities
Approval Date	3/9/2019
Effective Date	3/9/2019
Review Date	1/9/2020
Relevant Supporting Policies	 Core Statutory Quality Assurance Guidelines (2016), QQI Qualification and Quality Assurance (Education and Training) Act 2012 Equal Status Act 2000 to 2004 Irish Prevention of Corruption (Amendment) Act, 2010, UK Bribery Act 2010 Setanta College Employee Handbook
Monitoring Procedures	Teaching Staff AppraisalsAnnual Staff SurveyAcademic Council Annual Report