



BISHOP GROSSETESTE UNIVERSITY

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BISHOP GROSSETESTE UNIVERSITY

INDUCTION POLICY AND PROCEDURE FOR ACADEMIC AND SUPPORT STAFF (Full time, part-time, fixed term, casual, temporary)

Manager responsible for policy	Head of Human Resources
Forum for initial approval	SLT
Date revised	September 2015
Equality impact assessment completed	August 2012

Purpose

The purpose of induction is to integrate new employees into the life of the University and the higher education environment so that they become an effective member of the team through a seamless transition from recruitment to day-to-day work.

An effective induction programme is not a one off event but takes place over a period of some weeks and is an ongoing process to ensure that the new employee settles well into the University and is confident to carry out the full scope of their duties. Essential information should be supplied to the new employee in a planned and systematic way to avoid information overload and to ensure that they are able to absorb it.

Although all new employees should be supplied with the core information set out under the induction checklist, the design and content of the induction programme will depend on factors such as the new employee's role, level of responsibility and previous work experience. Managers should therefore be prepared to vary the induction programme to suit the particular needs of the new employee and their role.

The induction programme should involve input from the managers and other members of staff who are best placed to supply the new employee with the full range of relevant information and assistance.

Many new employees regardless of seniority may never have worked in higher education before so consideration should be given to ensuring the new employee is given all the relevant information and support.

The Head of HR will review and monitor the effectiveness of induction by collecting feedback from employees.

The objectives of induction

To integrate new staff to:

- Understand their role and responsibilities within the University and the higher education environment
- Become familiar with their immediate working environment and the University campus
- Know where and how to access all materials and information relevant to the role
- Be familiar with all appropriate University departments, policies and procedures
- Understand the mission, ethos and strategy of the University
- Understand their responsibilities in relation to all health and safety issues
- Be fully trained to use all equipment and IT processes relevant to the role
- Know how and where to find help if required

Procedure

The three stages of induction are:

- 1. Pre-arrival induction**
- 2. HR induction**
- 3. Local induction**

1. Pre-arrival induction

Following acceptance of a verbal offer, the appointing line manager will complete the e-recruitment electronic form detailing the new employee's line manager and mentor. The line manager will identify and appoint an appropriate mentor, who will normally occupy a post comparable to that of the new member of staff.

Guidance notes related to the mentor role can be found in APPENDIX A.

1.1 The line manager will ensure that office accommodation and equipment are in place for the new member of staff through liaising with appropriate departments. Office accommodation should take account of other members of the same team/department.

1.2 The line manager will brief members of the departmental team on the appointment and brief the mentor on the agreed induction programme for the new member of staff. Where appropriate the line manager will liaise with other employees in departments where the new staff member will contribute.

1.3 In addition to the pre-joining and post-joining activities checklists provided in APPENDIX B, the line manager will draw up a draft individualised induction programme detailing key activities for the first day, rest of first week, the first month and the second month and beyond.

1.4 The line manager will ensure any department written procedures/working instructions are up to date and easily accessible.

1.5 An example of a good practice local induction pack has been provided by the Student Recruitment department and can be found in APPENDIX C. Line managers are encouraged to develop similar packs for their departments.

1.6 The marketing department will ensure that details of new appointments are communicated to the wider University via the staff portal on a regular basis.

2. HR Induction

The HR induction usually takes place at 9.00am on the first day. Any variation to this time will be arranged between the line manager and HR. A member of HR will meet and welcome the new member of staff. The HR induction last approximately 1.0-1.5 hours and includes the following elements:

- Communicating the contents of the induction booklet. This consists of general **basic** housekeeping information including; University contact information, working hours, overtime/lieu time, annual leave, sickness absence, expenses, payroll, health and safety, use of the sports centre and library, expected standards of behaviour, recognised unions, mandatory training (health and safety and equality and diversity), probationary arrangements, where to locate the HR policies and employee handbook and a list of the HR contacts
- BGU Strategy
- Organisational charts
- Campus map
- Recycling guidance
- Sickness absence procedure
- List of first aiders
- Concerns for students – questions and answers
- IT guide
- A new starter checklist – APPENDIX D. The checklist will be worked through by the line manager/mentor and the new member of staff and should be returned to HR within three weeks of the employment start date confirming that this stage of the induction programme has been carried out.

2.1 As part of the HR induction the new employee will be taken to the IT helpdesk and issued with their staff pass and computer log-in details. If an IT induction is required, this can be arranged at a later date via the IT helpdesk.

2.2 Following on from the HR induction, on the first day of employment, the line manager will meet personally or arrange for the new member of staff to be met and welcomed and introduced to other staff and his/her mentor, and shown

round the campus pointing out the fire assembly points. On the individual's first day the line manager may vary the start and finish times for that day.

2.3 The University is an equal opportunities employer. For any new members of staff with a disability the induction process will be modified appropriately.

2.4 For work experience students a modified induction process will be carried out by HR.

3. Local Induction

Responsibility for ensuring that a new employee is properly inducted lies with the relevant line manager.

3.1 HR will provide line managers with a checklist to support them in guiding their new starter through the first few weeks APPENDIX B.

3.2 A review meeting should be held with the new employee at the end of the first month of employment to discuss how the first few weeks have gone and to identify any gaps in their induction.

3.3 A further review should take place at around month two to agree short-term objectives and again at month six. Final end of probationary reviews for support staff is six months and for academics is twelve months.

3.4 Line Managers should also consider what opportunities there may be for the new member of staff to meet the Senior Leadership Team (SLT) either formally or informally and make appropriate arrangements to ensure this takes place as appropriate. Normally all new staff will have an opportunity to meet with SLT at an informal tea and coffee welcome event during their first year.

3.5 Throughout the induction process compliance with the University's health and safety policy and procedures will be emphasised. All new staff MUST read the University's Health and Safety Policy.

SUPPLEMENTARY GUIDANCE FOR THE INDUCTION OF SUPPORT STAFF

During the first weeks and months at the University it will be important for new members of staff to strike a balance between:

- a) Following the induction programme;
- b) Discharging duties related to their appointment;
- c) Having opportunities to share strengths, skills, expertise and interests with their team and colleagues.

Timeline for Induction

Within the first four weeks in post, the line manager will formally clarify the employee's roles and responsibilities.

Within the first two months in post, the line manager will conduct an interim probationary review with the employee.

Over the first six months the line manager will work with the individual to develop induction activities specific to them which might include:

- Completing one to one training related to the role;
- Shadowing experienced staff members;
- Attending internal events within the University
- Attending external conferences, workshops, seminars

At the end of the first six months in post, the line manager will arrange an end of probationary review. At this meeting the line manager and new employee will establish a joint initial performance review statement and targets which should be copied to HR.

Monitoring and Evaluation of the Induction Programme

The mentor and the new employee will report any problems to the appointee's line manager and, if necessary to the Head of Department.

Periodically the HR department will contact new starters for feedback to monitor the effectiveness of the induction programme.

SUPPLEMENTARY GUIDANCE FOR THE INDUCTION OF ACADEMIC STAFF

The principles of this policy and guidance apply equally to all hourly paid employees and should be applied proportionally. Staff on fractional contracts are covered by the same procedures as those for full time staff.

During the first weeks and months at the University it will be important for new members of staff to strike a balance between:

- a) Following the induction programme;
- b) Discharging duties related to their appointment;
- c) Having opportunities to share strengths, skills, expertise and interests with their team and colleagues.

Timeline for Induction

Within the first month in post the line manager will formally confirm the new employee's roles and responsibilities using the Probationary Year documentation. At this meeting, the line manager and new member of staff will establish joint a performance review statement and targets. In addition any staff development needs will be identified.

New members of staff will receive bespoke training related to learning, teaching and assessment, as appropriate to their individual needs. This may include the following:

- An overview of key issues in HE;
- The relationship between learning, teaching and research and the range of scholarly activity expected of academic staff;
- Approaches to learning, teaching and assessment in HE;
- Key University policies and documentation related to learning, teaching and assessment;
- Course structure and the wider work of the University.

Workload Allocation

Line managers will meet with new employees to discuss proposed unit allocations of the five major elements to workload which are; teaching and research related activity, research and/or advanced scholarship, income generation, formal roles and core activities.

Hourly Paid Visiting Tutors

Although it is important to recognise hourly paid tutors may have contracts with several different employers, VT's should receive some form of induction from the School. This can be delivered at School level staff events and should cover areas of general housekeeping such as claiming hours and expenses, driving on behalf of BGU to communicating academic standards.

Monitoring and Evaluation of the Induction Programme

The mentor and the new employee will report any problems to the appointee's line manager and, if necessary to the Head of Department.

Periodically the HR department will contact new starters for feedback to monitor the effectiveness of the induction programme.

The Role of the Mentor

What is mentoring?

The role of the mentor is seen as a key resource in supporting new staff members to settle into the life of the University as quickly as possible. Mentoring is a relaxed arrangement and should be tailored to suit individual needs. Mentoring is not concerned directly with enhancing performance and skills – this is the role of the line manager.

How are mentors identified?

A mentor will normally occupy a comparable post to that of the new staff member, but will have considerably more experience within the University. This cannot be their line manager. This enables mentoring to proceed in a relatively friendly fashion without the stress of accountability being present. The line manager will identify and directly approach an appropriate mentor for each new member of staff prior to a written formal offer of employment being sent out.

What training and information is available for mentors?

As the role of the mentor is supportive, no formal training is needed to fulfil the role. The mentor will have access to the new starter checklist and can support the line manager in the formal side of induction by way of introductions to key people or a campus tour. The mentor should be clear about the scope of their role.

What are the mentor's responsibilities?

- Meeting the new employee on the first day
- Guiding the new employee through the induction checklist
- Conducting a tour of the facilities and introducing to other members of staff
- Encouraging the mentee to make contact with the mentor no matter how small the query or problem
- Meet on a regular basis to review the progress of induction throughout the first year
- Provide advice and support


LINE MANAGER'S INDUCTION CHECKLIST
Pre-joining activities

Activity		Completed ✓	COMMENTS
Work space	Identify a suitable desk/location		
	Obtain any required furniture e.g desk, telephone, computer		
	Ensure an adequate supply of stationary		
	Provide a telephone connection		
Team	Communicate details of new employee's name, role and start date to the team		
	Arrange a welcome event such as coffee, lunch or similar		
Pre-joining materials	Send copies of BGU publications (if relevant)		
Preparation for new starter induction	Ensure you or a relevant deputy is available to meet new employee when HR have completed the initial welcome and HR induction – book time in diary		
	Arrange initial meetings with other key contacts where relevant		
	Draw up a draft individualised induction programme detailing key activities for the first day, rest of first week, the first month and the second month and beyond		
	Appoint a mentor		
	Create/provide a local induction programme pack		

Hourly Paid Tutors/Casuals	Communicate to them the procedure for generating contracts		
	Arrange for proof of eligibility documents to be seen and copied by HR		

DRAFT



LINE MANAGER'S INDUCTION CHECKLIST

Post-joining activities

Activity		When	Completed ✓	COMMENTS
Access	Provide office keys if applicable	Day 1		
Team and Local Induction	Introduce new employee to team and their mentor	Day 1		
	Initiate introductions to key contacts	Month 1		
	Outline the proposed induction plan	Week 1		
	Provide new employee with a local induction pack	Week 1		
	Explain work load allocation model (academic staff only)	Week 1		
Computers/IT	Confirm employee has access to the required programmes and systems	Day 1		
	Arrange a session with e-learning to cover Blackboard, TurnItIn, Staff Portal, Emails, Printing, Sharepoint, Copyright, Phones and Celcat	Week 1		
Probation	Discuss BGU's probation policy as it applies to the new employee	Week 1		
	Explain what is expected during the probation period including expected performance standards	Week 1		
	Book dates for each probation review	Week 1		
Diversity and Equality	Draw attention to BGU's equality and diversity policy	Week 1		
	Confirm completion of online diversity training module	Month 6		

APPENDIX B

Health and Safety	Complete assessment of new employee's work station	Week 1		
	Confirm completion tour of the campus pointing out the fire assembly points	Day 1		
	Confirm completion of health and safety training	Month 6		

Hourly Paid Tutors/Casuals <i>In addition to all relevant areas above</i>	Explain the process for claiming expenses (mileage)	Day 1		
	Explain the process for claiming worked hours	Day 1		
	Explain parking arrangements and ensure a pass is requested (if required)	Day 1		
	Communicate academic standards	Day 1		
	Communicate where to locate key policies and procedures	Day 1		

Welcome to BGU Student Recruitment Team

This folder is your guide to Student Recruitment, please spend time over your first week finding your way around it and asking any questions you have about the different areas.

Please keep this folder up to date as things change so that if the team expands or you leave BGU the folder is up to date for new staff.

Any questions then please let me know!

Gemma 😊

(Education Liaison Officer)

What is included in this folder:

- Introduction to the team
- How other peoples roles will help you
- What you can be doing during your first week
- What is Flexi and Lieu time
- How to add the team email address
- Guide to the office phones
- Team Meetings Information
- Introduction to the Student Ambassador Programme
- Guide to event bookings and evaluations
- Guide to doing events on campus
- Guide to doing events off campus
- How to book a BGU car
- How to book a car with Enterprise
- How to do your expenses
- How to book train tickets and hotels
- Introduction to our Widening Participation Programmes
- Education Liaison Development Plan 2014-2015
- Useful Acronyms

The Team



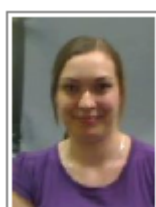
Louise Stow

Louise is the Student Recruitment Manager at BGU and is currently on maternity leave.



Victoria McKay

I am Vikki the Student Recruitment Manager maternity cover. I manage and support the team as well as liaising with marketing, admissions and other departments. I also sit of various committees. It is my job to make sure as many people as possible have heard about BGU and to get applications for all of our courses. My belief is people who like custard donuts are forward thinkers!



Gemma Mercer

I'm Gemma, the Education Liaison Officer here at BGU. My role is building up relationships with schools and colleges to support students with their decisions surrounding Higher Education and to aid recruitment for BGU. I have worked with the team for over 7 years in total. 3 years was part time alongside my undergraduate degree as a student ambassador. I then graduated in July 2010 I have been with the team full time since.



Luke Dixon

Hi, my name is Luke, I'm the Widening Participation Co-Ordinator at BGU. I co-ordinate the FS2S and NS4S programmes. I've only worked here since November, but I love it! I'm currently on a mission to grow the biggest beard Lincoln has ever seen and am at my happiest when eating a bacon sandwich.



Natalie Poole

I'm Natalie, the Student Recruitment Assistant for On Campus activities. I am involved with all kinds of events from Applicant Days, Interview Days, Taster Sessions and organising individual campus tours. I am also in charge of the Student Ambassador Programme. I graduated from the University of York last summer with a degree in History. I have only been working at BGU since November last year but have really enjoyed being here so far!



Stefan Hines

I'm Stefan, the Student Recruitment Assistant for off campus events. My role involves attending careers fairs at schools and colleges and UCAS fairs all over the UK to represent BGU. I also go into schools and colleges to deliver presentations about any aspect of HE, such as routes into teaching, and what to think about when looking at universities. I've only been here since the beginning of January but it's been great so far!

The Team Continued...

Both Rob and Karen work for Student Recruitment but also the Admissions Team.



Rob Thorpe

I'm Rob, Admissions and Student Recruitment Assistant. My role is working across both Admissions and Student Recruitment attending events, careers fairs, taster days, open days/evening as well as processing applications and doing all things Admissions. I have only been in the department for a year but I've been at BGU 5 years as a student and also SU president before moving into the department.



Karen Richardson

Hi, I'm Karen and I'm the Head of Student Recruitment and Admissions. I can't function without two cups of coffee first thing in the morning and do have quite a loud laugh, even when my door is shut so sorry about that. I'm responsible for strategic direction of admissions and recruitment and head up the department.

Admissions

The other half of our team is Admissions. Admissions are there for students from application to enrolment, they help deal with entry requirement queries, process applications, ensure students meet their conditions and organise enrolment when the students first arrive.



Andrew Carr

I'm Andy and I manage the Admissions team. It's my job to ensure that all applicants to BGU are treated fairly and using the same criteria and that they get the very best service whilst their application is with us. I've been at BGU for 6 and a half years now and in my current role for just over three years. Additionally I believe that jam or a hole are the only things that should go in a donut.



Louise Radcliffe

I'm Louise, although you will hear me referred to as "Radders" more often than my real name! I work in Admissions and I have worked here for over 2 and half years. Along with processing applications I also process all Professional Development, MA and Mentoring and Coaching applications. A little known fact is that I am also 32nd in line for the throne



Ian Munton

I'm Ian, I work in admissions. In addition to undergraduate and post graduate admissions, open days and enquiries, I specifically deal with Church School Studies. I've been here 8 months and previously worked in admissions for two years at NTU.



Rebecca Farmery

I'm Becky, and I work in admissions. I concentrate on post-graduate applications, interviews, and offers. I have been here since November, and came from an e-commerce background. I have a degree in Zoology, and I am also a member of the pro-custard donut movement in the office...



Laura Dovey

I'm Laura, I started working in admissions at the beginning of November and at the moment I am on a temporary contract till September 2015. I process mainly undergraduate applications. I was also a student at BG, I studied English Literature and graduated in 2013!

How other people's roles will help you

Your main responsibility will be delivery of events off campus; this will include presentations and workshops, careers fairs and large recruitment fairs. You will need to prepare for, deliver and help evaluate the events you attend. In addition, you will support the rest of the team during busy periods, including admin and on campus events.

Head of Admissions and Student Recruitment: is in charge of the strategic direction of both teams and heading up the whole department. It is unlikely you will need them day to day in your role but they are always there as a support network if needed.

Student Recruitment Manager: The student recruitment manager is your line manager and the person to go to with any issues. They will ensure the smooth running of the team, making sure that all work is complete to a high standard, and support with any training needs. As they attend a large amount of meetings and committees they will pass on any new information to you. You will need to go to the student recruitment manager to have leave/lieu time signed off.

Education Liaison Officer: is there for you to go to with day-to-day questions and problems. Their role is building up relationships with schools and colleges and will be booking you in for the events you attend. They will give you direction on work to be done to ensure the team is meeting the aims of the Education Liaison Development Plan.

Student Recruitment Assistant (On campus): will lead on events that happen on the university campus (although may help with off campus events during busy periods). They lead on the Student Ambassador Programme (STAMP) so if you are attending an event with a student ambassador (this decision will be made by the Education Liaison Officer & Student Recruitment Manager) then the On Campus assistant will arrange all of this for you.

WP Co-ordinator: is in charge of running WP activities and programmes and representing the university at WP events and meetings. You may be required to support with the delivery of some of these events off campus. They will keep you up to date with changes and developments in WP.

Admissions and Student Recruitment Assistant: mainly based on campus this role ties the Student Recruitment Team with the Admissions team and naturally helps with events which involve both teams (e.g. interview days). On the recruitment side they are there to support admin tasks and can support you by being an extra pair of hands during busy periods.

Your First Week

I remember from starting BGU myself, and from speaking to other new staff, how difficult it is to know what to do with your first during your first week or two in between training sessions. Here are some useful things you can be doing:

- Read this guide, get your questions answered! (no question is too silly, it's best to ask now)
- Read the website, as much as you can, all the course information and information about BGU
- Watch the course videos, located on the course sections of the website
- Stock up your stationary, take a trip to reprographics and get all the resources that you will need
- Read any training notes you are given
- Find your way around SharePoint and where things are saved
- Look through PowerPoints, they are all on SharePoints
- You have been calendar invited to all events so see what you are down for and start getting ready for them
- Check the activity plan to make sure you have got everything in your calendar (sometimes things are missed e.g. UCAS fairs which are added in separate)
- Book cars for any events you are down for (how to do it is all in this folder) – March and April have already been booked for you
- You could even get ahead of the game and start planning journeys and printing maps

What is Flexi and Lieu time?

One benefit all BGU staff can benefit from is the use of flexi and lieu time. Each time may manage this in slightly different ways but within recruitment the use of flexi and lieu time is vital to what we do. Our work is very enjoyable and very rewarding, but also can be very tiring, effective use of flexi and lieu will allow you to get the rest you need (and a work life balance!)

Flexi:

Flexi time is a daily scheme which allows you to choose your own start and finish time, as well as when and how long you want your lunch break for. In Recruitment we make a phone rota in our Monday morning meetings so we know which of us needs to be in by 8:30am and stay till 5pm (4.30pm on a Friday). Other than that you are free to use your flexi as you please, as long as you are getting your work done and are in in time for any meetings and events.

Flexi starts at 7:30am in the morning and ends at 9:30am (so don't come in before 7:30am and make sure you are in by 9:30am) and it begins at 3:30pm and finishes at 6pm (earliest you can leave is 3:30pm and leave by 6pm). Our lunch breaks are an hour long but because of flexi time you can take anywhere from 30 minutes to two hours.

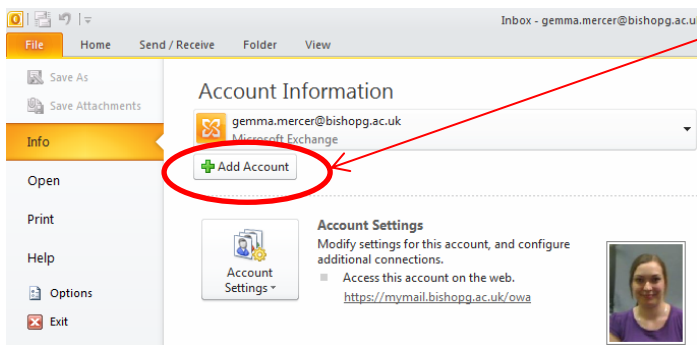
You will have an online flexi form to fill in daily which does all the maths for you. You can go as much over or under on flexi as you want during the eight week period but by the end of the eight weeks you must not owe or be owed more than 7.24 hours. If you think you are going to be owed more than this due to events you are attending please speak to the Student Recruitment Manager as far in advance as possible so they can look at an appropriate time to take it (which may be outside of the usual flexi hours).

Lieu:

Due to the nature of the work we do we often have to work before and after flexi starts (7:30am) and finishes (6pm); any of this time is added onto lieu. This should only be for an event and not just to do extra office work. This should be added onto a paper lieu form and will need to be signed off by the Student Recruitment Manager. You can take lieu time off by request with the Student Recruitment Manager.

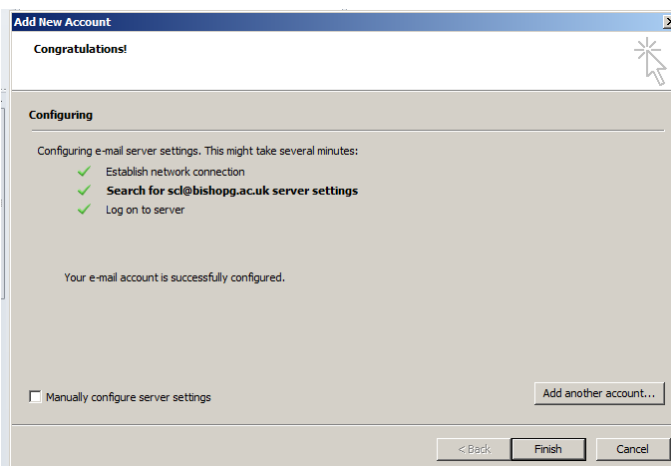
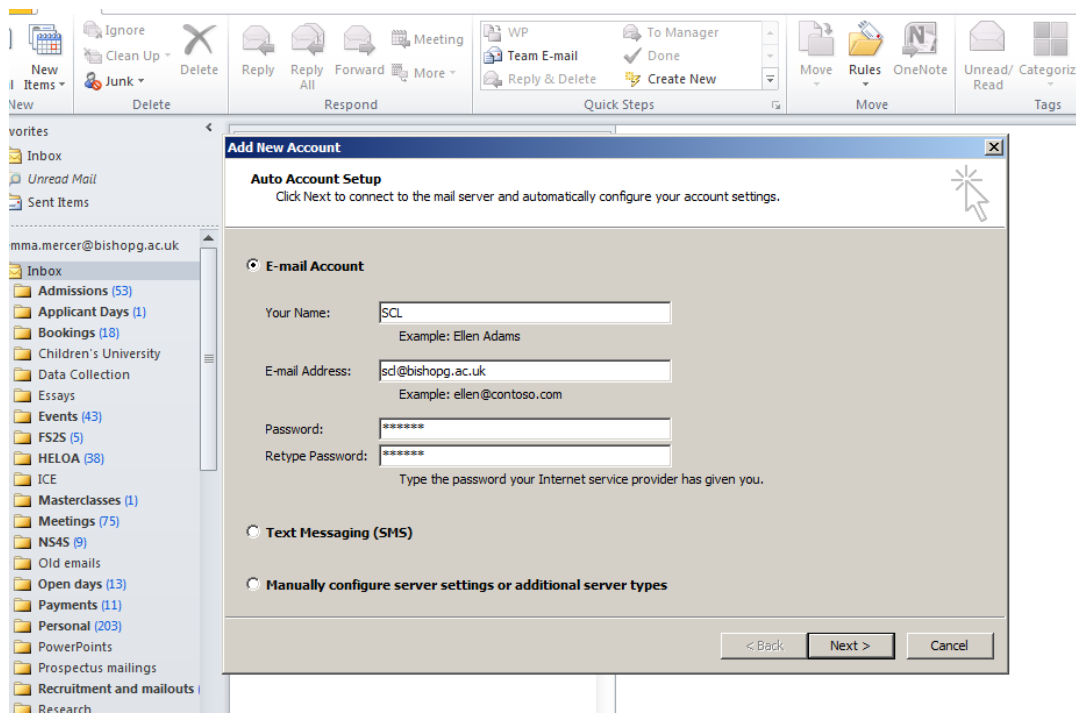
How to add the team email address

The team email address is scl@bishopp.ac.uk, to external people we give out outreach@bishopp.ac.uk and campustours@bishopp.ac.uk which both feed into the SCL account. You should **always** give out the outreach@bishopp.ac.uk to teachers so that if you are not in the office someone else can deal with the enquiry.



Click add an account

Fill in details in the pop up box and click next (password: sclsc1) and click next



This box will then appear. Click finish and close down Outlook and reopen it.

Guide to the Office Phones

If a student phones the main admissions number **01522 583658** the students can press an option for new enquiry which comes through to the recruitment hub or an option of current applicant which will go through to admissions. If a student selects new enquiry the phones will ring in turn around all of the recruitment phones in the office.

We answer the phones as:

Good Morning/Good Afternoon Admissions and Student Recruitment 'XXX' speaking, how can I help?

I would encourage you to get on the phones as soon as you feel ready, it doesn't matter if you don't know the answer as you can put them on hold while you ask someone else. This is a great way to expand your admissions knowledge. If you feel that the enquiry might take a while to find the answer, or everyone else is out or on other calls, then it is good practise to take their number and give them a call back.

The other types of phone enquires you get are from schools/colleges about booking one of us to visit them or for them to visit us. Never commit to anything on the phone but always remain positive and say "we would love to help, I will just need to check staffing though so if I take down some details we can get back to you to confirm". Try to take down:

- Full name of school
- Full name of contact
- Phone number **and** email address
- What type of talk/visit they want (and times and dates if possible)
- What year group it will be for
- How many students it will be for

After you have this information speak to/email/leave note for the Education Liaison Officer who will check event and staffing and book in if appropriate.

Useful numbers

All BGU numbers are 01522 58.... Then you put in the 4 digit extension. For an internal phone you can just put in the extension.

Gemma: 3737

Louise/Vikki: 3655

Admissions: 3658

Andy: 3662

Karen: 3712

For main reception you can just press '0' on an internal phone.

Team Meetings Information

The student recruitment team meet every Monday morning at 9am to review previous week's events and plan for future events.

The Education Liaison Officer makes a rota which is stored on sharepoint and tells you what room the meeting will be in. The rota also tells the team who is covering what roles in the meeting. The Student Recruitment Manager and Education Liaison Officer take turns to chair the meeting. The rest of the team take turns taking meeting minutes and doing 'In the News'.

- Minutes: meeting minutes should keep a record of the key points discussed in the meeting in note form. All actions should be recorded with the initials of the person the action is for in an action column on the right hand side. The agenda for the next meeting is always added to the end of the minutes. These are saved on SharePoint and an email is sent to everyone in the team to tell them that they are ready to view.
- In the News: if you are down to deliver in the news you should find two or three interesting articles in education news to tell the team about. The HELOA digest which will be sent to you each Friday will be a good place to start, in addition you can look on BBC News Education, Times Higher Education and The Guardian. You will not need to read the whole article in the meeting but give the rest of the team the highlights.

On the first meeting of the month instead of doing 'In the News' someone will be put in the rota to deliver a Prezi.

- Prezi: this is an online presentation tool, we take it in turns to make a prezi and then deliver it on the first meeting of the month. This allows us to practise using the software, and have a go at presenting to the team. The Prezi can be on any topic at all to do with work.

On the first meeting of the month we also do 'Star Award', your star award entries must be sent to the Student Recruitment Manager in advance of the meeting. You must enter yourself for a star award every month, this is something you have done in work that you are proud of. You may also nominate other members of the team if you want to. This allows you to keep a record of your achievements over the year and will help towards your annual appraisal.

A typical meeting agenda will cover:

- Minutes from the previous meeting- checking all actions have been achieved
- Events last week- note any that went really well and any that didn't
- Events this week- we all go around a say all the events we are doing this week, for any events off campus we will say an arrival time and a time to get back to BGU/home so that the Student Recruitment Manager/ Education Liaison Officer knows what time to expect your text
- Future events- any questions on events in the future can be asked during this section
- Car bookings- any issues can be addressed here regarding cars to get to events
- Equipment and resources- do we need extra leaflets printing? Have you noticed we will be short on banners during one week? Do we need more prospectuses delivering to the office? All of this can be discussed during this section.

- Workload- apart from events what else are you up to this week? Do you need help with any tasks? Or do you have free time to help others? All workload issues can be discussed here
- Phone Rota- In this section of the meeting we decide who is going to be covering the phones in the morning (making sure you are in by 8:30am) and in the afternoon (making sure you stay till 5pm). You can volunteer for any slot
- In the news- delivered by allocated team member
- Any Other Business (AOB) – you can add anything else to the agenda that you want to discuss before the meeting

If you can't attend the meeting you should email your apologies to the Student Recruitment Manager. If you are down for a job role you should get this covered by another member of the team.

Other meetings:

- We have whole team meetings once a month the whole admissions and recruitment team, a calendar invite will be sent by the Head of Admissions and Student Recruitment. You should try where possible to attend these.
- Staff council takes place a few times a year and all staff within the university are invited to attend. These are in the calendar on the staff portal and often an announcement is put on the staff portal. Please try where possible to attend these.

You may be invited to other meetings at the university or off campus to represent the Student Recruitment Team. When doing so please take notes to deliver back to the rest of the team who couldn't attend. In addition, remember that you are there representing the team so remain professional and also get involved in the meeting discussions.

Introduction to the Student Ambassador Programme

The **STudent AMbassador Programme (STAMP)** is a voluntary scheme open to all students. It is advertised throughout enrolment and Fresher Fair each year to attract new students. We do not interview for student ambassadors, as long as they turn up to the training they are able to be involved. The programme lead will be the Student Recruitment Assistant (on campus) who will recruit, train and allocate ambassadors for events.

A STAMP member is usually involved with:

- Delivering campus tours
- Help on open days
- Help on interview and applicant days
- Assist on taster days
- Help with admin tasks e.g. mailouts

The programme is a voluntary scheme so the students aren't paid but they are rewarded in high street vouchers. Some activities have an amount allocated (e.g. £10 open day, £15 or £25 for taster day) others it will be a STAMP per tour or per hour, four STAMP's is a £10 high street voucher.

After the students have been on the programme for about a year they are able to apply to become a Senior Student Ambassador at the next recruitment cycle (recruitment for seniors is usually at the beginning of the academic year but sometimes the decision is made for a second round of recruitment after Christmas). These positions are interviewed for; this is usually a group interview.

The role of a senior is too:

- Deliver FS2S Year 9 talks in schools
- Deliver sessions on Taster Days (mainly FS2S)
- Deliver student life talks in schools, taster days and interview days
- When required brief STAMP members when the recruitment team cant
- Attend careers fairs with recruitment members or on own when help is needed
- Office work when required

Seniors will attend Senior Ambassador Training and Taster Day training, and must continue to be a member of STAMP. All senior roles are paid for but any STAMP duties will still be rewarded in high street vouchers.

The ambassadors are all part of the recruitment team and an effort should be made to get to know them, and treat them like they are part of the team. The Student Recruitment Assistant On Campus will be arranging STAMP socials and the whole team should make the effort to attend these where possible.

STAMP has a survival folder which will have how to guides for each element of running the programme. This will be given to the Student Recruitment Assistant On Campus.

Guide to Event bookings and evaluation

Event booking:

All events should be booked by the Education Liaison Officer who can check staffing, previous evaluations and recruitment priority areas before making a decision. If you speak to a teacher about an event over the phone or in person take as much information as you can and pass this onto the Education Liaison Officer.

Where possible the Education Liaison Officer will calendar invite you from the SCL calendar to the event you are scheduled into do. Please check that you are able to do this event before accepting and if you are concerned that you can't do the event for any reason please speak to the Education Liaison Officer. Occasionally things get missed when booking you in for an event, such as travel time between two venues etc. so just speak up if something doesn't sound right.

You should also check the activity plan regularly to see what you are down to do, this acts as a back up to the calendar invite. The activity plan has all of our events in and all the information such as times, location and the contact person. Once you have checked that the events that you are down for in here are in your calendar you can change the colour of your initials from light green to clear. Anything that is coloured in light orange in the activity plan is missing information or still tentative.

The Education Liaison Officer will also fill in a booking sheet/EMWPREP form for each event; this will have the email chain attached to it as well as a check list of what needs doing for preparation and evaluation. This can be found in the 'Liaison Events' folder and should be taken with you to events.

After the event has been booked all other emails about that event will either be flagged for you in SCL to deal with or you will be copied into the reply from the Education Liaison Officer depending on what the enquiry is about.

When you have booked your transport for events you should attach the booking form to the booking sheet in the Liaison Events folder. You should also fill in the transport column on the activity plan.

A week before:

It is your responsibility to check you are prepared for the event, have all of your resources and are confident with the presentation. If you haven't done the presentation before/many times/ not in a long time and want the Education Liaison Officer to run through anything with you that is fine. Just ask for an appropriate time to do this.

A week before the event you should email to confirm details for the day (if you haven't heard from them recently). The standard wording is:

Hi **NAME**,

I hope you are well?

I am emailing to confirm everything is still ok for me to come in on **DAY** next week at **TIME** to deliver **EVENT**. [I will require access to PowerPoint facilities \(laptop/computer, screen and projector\).](#)

I look forward to seeing you and your students next week.

Kind regards,

The section underlined is only to be included when it is appropriate.

Evaluation:

After the event the rest of the EMWPREP form should be filled in (with how many participants etc) and the evaluation form printed on the back of the EMWPREP form. The rest of the activity plan columns can now be filled in using the evaluation feedback. The EMWPREP column should be set to 'Yes- ready to go onto system'. When happy check the checklist on the front of the event booking form. You will notice that one part of the checklist is to send a thank you letter to schools, we usually do this via email now and the standard wording is:

Hi **NAME**,

Thank you for inviting us to **DELIVER/SUPPORT.... EVENT**, I hope your students found the session useful.

Please let me know if we can do anything else to support you and your students. We are happy to offer a range of presentations and workshops which can be delivered at your school on all aspects of higher education, teacher training and student finance. We are also able to provide events on a larger scale, both on campus here in Lincoln or at your school.

I look forward to working with you again in the future.

Best wishes,

When this has been done the form can be left on the Education Liaison Officers desk who will double check the EMWPREP information is in the standard format and will put it in the EMWPREP tray ready to be put on the system.

Guide to doing events on campus

Mainly the people arranging on campus events will be the WP Coordinator and the Student Recruitment On Campus Assistant. There may be occasions during busy periods or during staff illness where all members of the team are expected to arrange and run an on campus event.

Things to arrange before the event:

- Room bookings- this should be done as far in advance as possible to ensure the best possible rooms are booked. We often use Hardy Building as this is next to the main car park and also often means the whole day is located in one building. We also often use 3DY (upstairs function room in the students union) for lunch breaks. In about January time we have a team meeting to consider room bookings for the following academic year which gets a lot of days booked in, but unplanned visits may happen at any point during the year.
- Allocating staff before confirming a on campus visit with a school you should check with the Education Liaison Officer that we have appropriate staffing available for the day
- Student Ambassadors- this is an important part of any campus visit. Senior student ambassadors can be used to deliver sessions and STAMP members can be used as support on the day when staff are delivering the sessions. These are to be booked through the Student Recruitment On Campus Assistant
- Timetable- once you have put the whole timetable together it is worth bringing it to the next Team meeting to check if anyone has any other ideas or input. After this send it to the contact at the school(s) who are booked to check they are happy with it.
- Catering- we don't usually provide refreshments on taster days except for NS4S. If the decision is made to offer catering you should give catering as much notice as you can and ensure you have the request in at least 2 weeks before (please just ask for help the first time you do this)
- PowerPoints and activities- put together PowerPoints for any talks you are delivering and make any activities you want to use
- If you want to take photos on the day check photo consent with the school and book the camera by emailing the marketing team (if a member of marketing is free it can be worth asking them to pop down and take some photos themselves for better quality).

The week before:

- Double check your room bookings, it is usually worth printing this off to have with you on the day
- Resources- it is important to consider what resources you will need for the day. Do you want to make packs for each student? Will you be using sugar paper and pens? Do you have interactive activities? Please ask if unsure, and use other people in the team to support if this is a big task. It is always worth giving students a timetable of the day, an evaluation form and an EMWPREP participant form if over 16 (if under 16 these need to be filled in by parents in advance of the day).
- Other teams- if other teams (Academics or Student Advice) will be delivering sessions on the day it is worth reminding them. It can also be helpful to tell them approximate numbers for the day and ask if they want you to get them any resources ready
- Email all bookings to remind them and send them a parking permit

- Email reception to let them know the event is happening
- Put in a portering request to set up rooms if required (e.g. 3DY is often empty so it is a good idea to get it set up with tables and chairs for lunch)
- Double check all the PowerPoints and make sure you are happy with them
- Print a register for the day (usually best to leave this to a day or two before if possible as things can often change. If you are pre-splitting the students into groups then this is best to be done at the same time)
- Get together the amount of visitor lanyards you need for the day. We usually use a different colour per group (Purple- group 1, yellow- group 2, red- group 3 and green- group 4). We often use the green group to put students who have a criteria we should be aware of (e.g. if they don't have photo consent so that we know not to take pictures of them, or students with dietary requirements if it is a catered day so we can send that group up to lunch slightly earlier)
- Pack a trolley with everything you need!

The morning of the event:

- Go down to the taster day early and open up the rooms and check everything is set up right
- Turn on computers in all rooms, make sure the sound is turned on and the projector. It can also be a nice touch to set up PowerPoints for other team members and departments if you have had them sent through in advance
- Put a copy of the timetable in each room with spare pens and any resources for the activities taking place in there
- Set up the desk you are going to register the students at, either in the welcome room or in Hardy foyer
- If anything goes wrong stay just calm and keep your smile on... phone back to the office if you need any extra support

After the event:

- Email all schools/students who have attended to say thank you
- Email any other staff who were involved in the day to say thank you
- Tally up and put the evaluation results on SharePoint in excel format. Take note of any improvements for next time
- Put the EMWPREP participants onto EMWPREP system (or ask office student ambassador to help you with it)
- Fill in a EMWPREP activity proforma and leave on the Education Liaison Officer to check it is in the right format
- There is no need to fill in the evaluation form on the back of the EMWPREP form or on the activity plan as the excel data is enough for this

Guide to doing Events off Campus

All members of the team may be expected to deliver events and attend meetings off campus. The Student Recruitment On Campus Assistant will also be responsible for any student ambassadors who are doing events off campus and doing the preparation for them. The two main things to keep in mind are:

1. Keeping yourself safe at all times
2. Giving a positive impression of Bishop Grosseteste University

It is your responsibility for any events you are attending to plan accordingly. You will need to judge what time you should set off at, how you are going to get there, where you are going to get food from and making sure you have all the equipment you need (support is at hand if you have questions or need help just ask!)

When you find out what you are down for you should make sure you have recorded this in your calendar, you should then consider how long it will take you to get to an event and how long to get back so you can book yourself a car (see guide to booking BGU car or guide to booking hire cars for this). It is up to you what time you want to set off, I always set off earlier as I panic if I think I am going to be late (and I get lost all of the time!) As a rule of thumb you should aim to arrive at venues:

- One hour before the start of a careers fair
- 30 minutes before the start of a presentation
- 30 minutes before a meeting

My number one concern is that you feel safe and happy in your outreach work; I have spoken with staff at other institutions who feel they have to rush because they are not allowed to set off early enough to events. You should never feel rushed getting to a venue, this will only make you panic and affect your driving, which could affect your safety. I would much rather you get to a venue early and take a break, or use the time to check your emails than to feel rushed.

There is a folder of 'Directions to Schools and Colleges' which has maps printed off for some events that we have already attended so this can be helpful. If there isn't it is worth printing a copy off for yourself encase something goes wrong with your satnav.

It is your responsibility to get your equipment ready for an event too, that may be getting your talk on a memory stick or packing a trolley with resources for a careers stand. Each event off campus has an event booking form (with the exception of FS2S and NS4S), you should take this to the event with you as it will have the contacts information that you need. The booking form also has a check list attached to the front which includes what to pack for a career fair. If you are not going to be in the office to pack yourself you should ask another member of the team to sort this for you.

What to do for careers fairs:

- Always check your trolley has everything you need before you set off and read the event information.
- When you arrive at the event think about parking, can you pull up close to the venue to drop materials off or park close by? Don't overload yourself, take multiple trips if needed or ask event staff/students to help. Park in a well-lit area.

- **TEXT TO SAY YOU HAVE ARRIVED!** – usually this is the student recruitment manager but in their absence it is the Education Liaison Officer.
- Set up your stand and make sure the table cloth is tucked in so no one trips over
- Find where the nearest toilets are and where the refreshments are. Introduce yourself to the event organiser
- Introduce yourself to the people on the stands next to you, if you need to pop to the toilet or to use the phone you can ask them to watch it yours for you (and you can do it for them)
- Try to stay to the end of the event. If loads of people start packing up early and you really don't think there are any more students ask the event organiser if you are expecting any more groups or if you are ok to leave
- When you get back **text to say you are back safe!** If you arrive back to campus late at night you can phone the night duty porter to give the car keys back to and ask to leave the trolley at reception or porters lodge till the next morning

What to do for presentations:

- Check you have the event information, further information forms and some spare pens. Double check your PowerPoint is saved on your memory stick (can also be worth emailing yourself a copy just encase)
- When you arrive at the school **Text to say you are there!**
- Expect the unexpected, schools may have booked for 30 students but we have often arrived and had the whole year group (always a good idea to have back up plan for this!) Sometimes timings are not as expected either, don't plan it just adjust how long you give for activities or speak in more or less detail
- When you arrive back to BGU/Home **text to say you are back!**

Useful Numbers:

Gemma (Education Liaison Officer): 01522 583737/ 07968293576

Vikki (Student Recruitment Manager Maternity Cover): 01522 583655/ 07500042598

Louise (Student Recruitment Manager): 01522 583655/ 07764794987

Main Reception: 01522 527347

Porters (day time): 01522 583699

Porters (out of hours): 07850015713

How to book a BGU car

(Always try get a BGU car before booking a hire car)

- You can get a booking form from outside the porters lodge, but we often keep copies in the 'Recruitment Team Forms' file.
 - Book the car early to give time to collect the keys and do the checks and for a later time than you are due back encase you are stuck in traffic
 - Reason for use: 'Recruitment Event'
 - Vehicle required tick Yaris and Auris
 - Put the form back in the trays next to the porters lodge
 - You will get the form back with the post to confirm if it is booked
 - Record the booking in the activity plan and attached the booking form to the event information (and tick the box on the check list attached to the booking form).
-

Collecting the car:

- Collect the keys from the porters lodge, if they aren't in ask at reception
- You will get a yellow folder which the car keys will be in. There will be information about having an accident and a camera just encase something happens. There is also a check out booklet, this has a check list, use this to check the car before use.
- The car keys will have a petrol card attached; under this is a business card which has the cards pin number on (worth checking this before you set off)
- You should try where possible to fill the car with petrol, especially if you use more than one or two bars. You can fill at BP garages, some other garages accept BP cards but check with them before filling. You will need to give the petrol station the mileage of the car so write this down
- When back hand back the bag with keys and petrol receipts to the porters lodge

Porter's numbers:
01522 583699 (office hours)
07850015713 (Mobile- out of hours)

How to book a car with Enterprise

(Use enterprise when no BGU cars available)

- Phone Enterprise Lincoln (Outer Circle Road Branch) and get a quote for the price:
01522 523111
(You book cars per 24 hours period, please get them to include drop off and pick up of car and if you are under 25 the additional charge for this in the quote).
 - Get a PO number from Karen for the amount
 - Log onto www.armsweb.com
Username: gmercer
Password: sclsc11
 - Click 'Create Reservation'
 - Work through the booking form with your details
 - Automatic Pick Up- click no if delivering to work
 - Car type: B-Man
 - PO Number: See Karen's email
 - In Notes for your first time put:
'New to your insurance, I will fax my driving licence over'
 - Fax a copy of driving licence (card and counterpart) to 01522 523444
-

On the day:

- Reception will call to say the car has arrived
- Check over the car and make sure any marks are recorded on the paperwork (if there are marks that aren't recorded phone and tell Enterprise)
- Make sure you check how to open the fuel cap and if it is petrol or diesel
- Get a petrol card (and a code for it) from the porters
- You can fill up the car from BP garages or any garage that accepts the card (unless it is a BP it is worth checking they accept the card).

YOU MUST FILL HIRE CARS WITH FUEL BEFORE HANDING BACK IN

- On return give you keys back to reception and hand your fuel card and petrol receipts to the porters

How to do your expenses

BGU has a green A4 expenses form; if we are expecting you to pay for something while you are working we will allow you to claim it back within reason. You can find copies of the form in 'Recruitment Team Forms' folder.

Claims consist of

- Food
- Drinks
- Taxi's
- Car parking
- Fuel (if using own car or on the rare occasion there is no petrol card available)

You must ensure you keep any receipts you wish to claim back. If you pay using a debit/credit card please ensure you get an itemised receipt.

Expenses Limits

- Breakfast: £10 (unless booked with the price of the hotel)
- Lunch: £10
- Tea: £20 (no alcohol)

How to book train tickets and hotels

You can use The Head of Admissions and Recruitments credit card to book train tickets and hotels to save claiming large amounts through expenses.

If you are getting a train look for the cheapest tickets you can find, suggestions are:

- www.nationalrail.com
- www.thetrainline.com
- www.eastcoast.co.uk

Please tell The Education Liaison Officer if you are getting the train so they can arrange banners and freebies to be delivered to the event

If you are booking a hotel the budget is **£80- including breakfast and parking**. If you can't find anything suitable in budget let us know. The most important thing is that you will feel safe (no service station hotels). Check distance from event and from city and restaurants for the evening.

- www.premierinn.com
- www.laterooms.com
- www.expedia.co.uk
- www.trivago.co.uk
- www.holidayinn.co.uk

Double check dates and details before submitting the booking

- Print two copies of the confirmation, one goes in the black receipt folder under the date you booked it, one is to be attached to the event information
- It is worth faxing the hotel credit card authorisation closer to the time of attending; the template to do this is on SharePoint in Forms and Templates.

Introduction to Our Widening Participation Programmes

Both the First Steps 2 Study (FS2S) and Next Steps 4 Study (NS4S) programme will be lead on by the Widening Participation Co-ordinator, with the majority of the delivery taking place by them. The Education Liaison Officer will also be involved in delivery when the WP Co-ordinator has more than one WP commitment for the same day. If the Education Liaison Officer is not available or if additional support is required then then the Student Recruitment Off Campus Assistants will help with the in school parts of the programmes and the Student Recruitment On Campus Assistant will help with taster day parts programme.

We ask schools to select which students we want to be involved and ask them to select using the following criteria:

- First in the family to progress onto Higher Education
- In public care or a care leaver
- From a low income background
- Have suffered ill health
- Having problems at home
- Underachieving, but with the potential to progress to Higher Education
- Any other 'barriers' stopping them from progressing onto Higher Education

First Steps 2 Study Programme:

The *First Steps 2 Study* programme was created by Bishop Grosseteste University in 2011 and is built from a combination of successful taster days and outreach sessions engaging students from Year 9 through to Year 11. The programme was designed to expand upon the successful sessions that were offered by the organisation, Aimhigher. Due to the lack of government funding and Aimhigher no longer being available to schools, creating such a programme fit in well with the continuing need for support from schools and colleges.

The initiative has been proven successful in encouraging people from disadvantaged backgrounds and those facing challenging personal circumstances to enter higher education. BGU views *First Steps 2 Study* as an important part of its Widening Participation strategy and the Universities commitment to schools and colleges in Lincolnshire and the surrounding area.

Schools have the option of being involved with single year groups or all three. There has been a large demand for spaces on the programme from schools over the past 2 years so dates for taster days are allocated to schools on a first come- first served basis. We ask schools to select a maximum of 50 students from each year group to participate in the programme.

This is the outline of the programmes we have given to schools:

Year 9: This stage of the programme is to introduce Higher Education to students, help them understand what a university is and help them to start thinking about themselves as potential university students.

Step one: Introduction to Higher Education- What is HE? (45mins-1hour): This session is delivered

by one of our senior ambassadors currently studying at the university. They will visit your school to talk about Higher Education and their experiences of being a student.

Step two: Taster Day – Campus Visit (10am-2pm): This is a day visit to our campus which will give your students the opportunity to find out more about studying at a university. They will take part in a range of interactive sessions ran by our ambassadors, such as how to survive on a budget , an introduction to Fresher’s Week and looking at the benefits of living at home –v- moving away to University, as well as a tour of the campus whilst trying to find our recruitment team mascot- BG Ted!

Year 10: The focus of the Year 10 sessions in the programme is to look at different study skills for their GCSE years. We also look at helping students understand how to revise and take notes effectively and how this links to aiding progression in the future.

Step one: Revision Session (45mins-1hour): This interactive workshop will be delivered by one of our Student Recruitment team to **25-50 students** in each session. The session involves worksheets for the students to complete which we shall provide and works better with smaller groups. Due to the nature of the session we prefer not to deliver to larger groups, however we are happy to repeat the workshop as necessary. This involves looking at different revision tips, finding out the student’s biggest pitfalls with revision and also taking part in different memory games.

Step two: Taster Day- Campus Visit (10am-2pm): This is a day visit to the campus which will introduce students to additional Study Skills which will be useful for their current and future GCSE years (Being part of a lecture, Note taking, Critical thinking, Time Management). We focus the day around Social Media and it involves lots of interactive activities. Students also take part in interactive ‘Find the Answer’ campus tour to see any developments to our campus.

Year 11

Step one: Decision Making (45mins-1hour): This is ideally delivered in October- December to help Year 11 students focus on the important decisions they will need to make over the following year. We look in depth into different careers and what qualifications are needed and also look at different ways to make a correct decision.

Step two: Taster Day- Campus Visit (10am-2pm): This is a day visit to the campus will help students to start to thinking about themselves as potential university students, consider transferable skills and the importance of them. Other sessions include ‘The Apprentice’ to help students develop their presentation skills and also a budgeting activity. A more detailed campus tour including accommodation will be conducted.

PowerPoints and resources for all sessions can be found on SharePoint under First Steps 2 Study.

Next Steps 4 Study Programme:

Next Steps 4 Study (NS4S) is an innovative widening participation initiative which was developed in 2007 by Bishop Grosseteste University (BGU), working in partnership with seven Lincolnshire secondary schools and CfBT, the Lincolnshire School Improvement Service. The initiative has been demonstrably successful in encouraging people from disadvantaged backgrounds and those facing challenging personal circumstances to enter higher education. BGU views NS4S as an important part

of its Widening Participation strategy and the Universities commitment to schools and colleges in Lincolnshire and the surrounding area.

Early consultation with partnership schools indicated that teachers felt there was greater need to prepare sixth-formers for the learning and teaching approaches they would encounter on the next stage of their learning journey. The programme is shaped by research undertaken at BGU into the first year student experience which shows that a significant proportion of students arrive at university with little understanding of how they will learn in higher education and the observation that students from isolated rural communities were likely to find the transition to university particularly socially demanding. We ask schools and colleges to select 25 students from Year 12 for involvement in the programme.

How the programme is structured:

NS4S is delivered in four linked sessions which occur at regular intervals from November in Y12 to September in Y13. The main focus of NS4S is the development of the independent learning skills required when students progress to university. In addition, the programme provides opportunities for students to seek information, advice and guidance about their progression to higher education from a range of professional support staff, academic staff and BGU student ambassadors. It is delivered through a four- step approach:

- Step 1: Outreach visit to school/college by a member of the BGU team. This step introduces students to higher education and methods of learning. (November- one hour)
- Step 2: One day visit to BGU during which students take part in a number of sessions delivered by our academic staff which allow them to explore learning approaches at University.(February)
- Step 3: Outreach visit to school/college by a member of the BGU team. This step explores research skills, linking them to students' own research into HE. (March/April/May - one hour)
- Step 4: One day visit to BGU. This final stage allows students to spend time with BGU student ambassadors and to develop their presentation skills. (September)

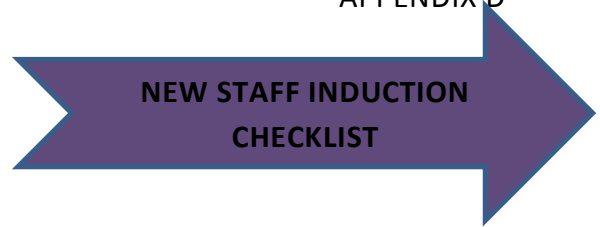
PowerPoints and resources for all sessions can be found on SharePoint under Next Steps 4 Study.

Survival Guides for First Steps 2 Study and Next Steps 4 Study have been created and will be given to the WP Co-ordinator.

Useful Acronyms

You might find people in Higher Education speak in code! Here are some useful acronyms you might hear people say:

- HE: Higher Education
- HEI/HEP: Higher Education Institute/ Higher Education Provider
- UCAS: Universities & Colleges Admissions Service
- HELOA: Higher Education Liaison Officers Association
- SCL: Schools and Colleges Liaison
- HEFCE: Higher Education Funding Council for England
- HESA: Higher Education Statistics Agency
- WP : Widening Participation
- EMWPREP: East Midlands Widening Participation Research and Evaluation Partnership
- SU: Students Union
- NUS: National Union of Students
- OFFA: Office for fair access
- OFSTED: Office for Standards in Education
- QASD: Quality assurance and student data
- ITT: Initial Teacher Training
- UTT: UCAS Teacher Training
- TD: Teacher Development
- QAA: Quality Assurance Agency for Higher Education



To be completed by you with your line manager 3 weeks after start date. A copy of the completed form will be kept by HR on your personal file. Depending on the nature of your post, the items listed may be a higher or lower priority – the list is not exhaustive nor will every item apply to every employee.

This checklist is provided for your induction to help you establish yourself in your new role as quickly and effectively as possible. You and your line manager/mentor will need to plan how best to structure the areas of your induction not covered by HR.

It is the responsibility of both management and the new employee to ensure that all relevant elements are fully covered during the induction period.

<u>NAME:</u>
<u>JOB TITLE:</u>
<u>SCHOOL/DEPARTMENT:</u>
<u>START DATE:</u>
<u>LINE MANAGER:</u>
<u>MENTOR:</u>

I confirm that I have been shown how to access the Employee Handbook (either electronically or a paper copy) and have familiarised myself with the contents. I confirm that I have received induction on all items shown on the induction checklist (as appropriate to the role).

<u>EMPLOYEES SIGNATURE:</u>
<u>DATE ISSUED BY HR DEPARTMENT:</u>
<u>DATE RETURNED TO HR DEPARTMENT:</u>

Note: All areas to be carried out by line manager or mentor unless otherwise specified.

FIRST DAY – HR SET UP	DATE	INITIALS
Completed all new starter documentation & ID checks (HR)		
Provided bank details (HR)		
Obtained staff card and IT login details (HR)		
Obtained copy of New Staff Induction Pack, including campus map (HR)		
Issued booklet on the 5 Year Strategy (HR)		
Issued sickness and recycling policy (HR)		
Explanation of where to find key policies (including health and safety) (HR)		
Information on opening and closing times of buildings (HR)		
Parking information/collect permit from reception if applicable (HR)		
Completed equality and diversity training module (HR via internet)		

FIRST DAY – DEPARTMENT SET UP	DATE	INITIALS
Telephone/computer/desk set up		
Tour of building and facilities		
Introduction to work colleagues and their roles		
Introduction to key department contacts		
Obtained contact details for key contacts including HR, Finance & IT helpdesk		
Issued keys (if appropriate)		
Tour of the campus: including fire assembly points, noticeboards, pigeon holes, toilets & smoking areas		
Discussed job description, requirements and expectations		
Explanation of administrative systems (e.g. reprographics requests)		

CONDITIONS OF EMPLOYMENT	DATE	INITIALS
Employee handbook (HR)		
Hours and patterns of work (HR)		
Pay dates and method of payment (HR)		
Pension provision (HR)		
Sickness reporting procedure (HR)		
Probationary periods and review (HR)		
Leave and time off arrangements (HR)		
Notification of changes in personal data (HR)		
Training and development (HR)		
Service standards and expected behaviour		

THE UNIVERSITY	DATE	INITIALS
Mission statement (HR)		
Brief History (HR)		
Structure of the University		
Decision making process and committee structure		
Number of students and staff		
Calendar of term dates and other key dates		

HEALTH AND SAFETY	DATE	INITIALS
Evacuation procedures in the event of an alarm activation		
Fire exit routes		
Fire assembly routes		
Fire assembly points		
Emergency Numbers		
First aid procedures		
First aid box location		
Accident/incident reporting		
The use of personal protective equipment*		
Hazardous substances*		
Driving*		
Use of VDU or display screen equipment		
Lone working or working away from the University		
Risk assessments		

Environmental Management	DATE	INITIALS
Turn off PC and monitor when not needed		
Turn off lights when room is left empty		
Turn off copiers		
Turn on equipment only when you are ready to use it		
Report overheated/under heated rooms		

IT Systems (where relevant)	Key Contact	DATE	INITIALS
SharePoint	Lee Wilson – Technical Bronwen Kane – School site Chris Bonfield – Contract workflow		
Bluque	Andrew Mason		
VLE	Joanne McCoy		
Turnitin	e-Learning team		
Library	Emma Sansby		
Room booking	Steve Saville		
IT Support	IT helpdesk		
Student Advice and Learning Support	Phil Davis		
Quality Assurance	Andrew Tofts/Yvonne Des-Forges		
Student extensions/extenuating circumstances/exam boards	Michele Upcott		
Validation documentation	Claire Thomson		
Student evaluations	School Office Manager		
Student placements	Partnership Office		
Workload allocation	Head of School		