Rotherham Metropolitan Borough Council

POLICY & PROCEDURE ON EXIT INTERVIEWS

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1. POLICY STATEMENT

1.1 This policy has been adopted by Newman School to provide a useful source of information in identifying recruitment and retention difficulties or problem areas. Exit interviews also provide employees who are leaving Newman School with an opportunity to raise any concerns which they may have found difficult to express whilst in the work environment.

2. APPLICATION

2.1 An exit interview is **not** required if the reason for leaving is: -

- Redundancy
- Ill health retirement
- Dismissal
- An internal transfer within the school

3. PROCEDURE

3.1 The exit interview should be carried out as soon as possible after the employee has formally resigned from the post.

3.2 When sending the interview invite to the employee a copy of the exit interview questionnaire should be included. This questionnaire has been designed to highlight key areas for discussion in the interview. The employee should be advised to complete the questionnaire and bring it with them to the interview. In circumstances where an employee does not wish to attend an interview, the questionnaire should still be completed by the employee and returned to the Human Resources Officer at Newman School.

The Human Resources Officer should ensure they follow the questionnaire when undertaking the interview with the employee, recording any notes. This will act as a record of the discussion.

3.3 The Human Resources Officer will, in most cases conduct the interview, this will ensure consistency and also reduce any conflict of interests. However, this may not always be appropriate. If there are any objections to the Human Resource Officer conducting the interview, alternate staff members can be arranged if necessary.

3.4 Employees may not always disclose the real reasons for leaving. In order to minimise this it can help to:-

- Explain fully the reason for the interview
- Conduct the interview away from the normal work area
- Explain the interview is confidential

3.5 The interview should be conducted in a quiet area /room with no interruptions. During the interview, arrangements should be made with the employee for the return of any school property which they currently hold e.g. id badges, keys, mobile phone, laptop etc.

3.6 On completion of the interview, the employee should be given the opportunity to read the Human Resource Officer's copy of the exit interview questionnaire. Both the employee and the Human Resources Officer, should then sign the questionnaire to agree it is a true record of the interview. If an employee is unhappy about the

content of the exit interview questionnaire or how the interview was conducted, they should report the matter to the Head Teacher /Chair of Governors.

3.7 The Human Resource Officer should insert any comments and note any action points onto the exit interview questionnaire. A copy should be retained on the employee's personal file. The employee should also be given a copy. Findings should be compiled for analysis by the Human Resources Officer.

3.8 If any serious areas for concern are revealed during the interview they must be brought immediately to the attention of the Head Teacher, Chair of the Governing Body and all Governors.

Examples of serious concerns could be:

- Health and Safety concerns
- Safegurading
- Bullying
- Harrassment
- Financial Irregularities

This list is not exhaustive, If the Human Resource Officer deems any concerns to be of a serious nature they must ensure they are brought immediately to the attention of the Head Teacher, Chair of the Governing Body and all Governors.

4. MONITORING

4.1 The Human Resources Officer will monitor the information gained through the Exit Interview Quesionnaire using it to identify common reasons /trends for voluntary leavers.

4.2 In accordance with the Equality Act 2010, the School will be reporting on the profile of its workforce and leavers.

4.3 The exit interview process and associated activity represents part of the School's commitment to become a better employer.

5. RESPONSIBILITIES

5.1 Responsibility of employees

Employees have a responsibility to provide honest feedback about their employment with the School. This will ensure that any changes made are based on feedback that accurately reflects perceptions.

5.2 Responsibility of managers

The Human Resources Officer has a responsibility to interview all employees on the termination of employment other than those identified in section 2.1. Where employees require a confidential interview they must be referred to an appropriate alternative.The Human Resources Officer also needs to ensure that the reasons for leaving are appropriately and accurately recorded for monitoring purposes.

Newman School, October 2016

APPENDIX 1

East Bawtry Road, Whiston, Rotherham S60 3LX
Headteacher Ms J B Mott, B.Ed., M.Ed – newman.special@rotherham.gov.uk
Newman School - Tel: (01709) 828262 - Fax: (01709) 821162
Newman Additional Resource – Tel (01709) 362542
www.newmanschool.co.uk

Date

Dear

I am sorry to receive notice of your recent decision to tender your resignation from the post of (insert post title).

I hope you have enjoyed your time at Newman School and that you have gained some valuable knowledge and experience in working with us. From our point of view, your colleagues and I have really appreciated your support and friendship.

As you are no doubt aware, the School keeps comprehensive records about all aspects of the recruitment and selection process. We would also like to know why people are leaving and have devised an exit questionnaire to record information, which will be used for monitoring and reporting on employee turnover.

I would be grateful if you would complete the attached exit questionnaire about your experiences at Newman School. Please be as open and honest with your feedback as possible. In order to discuss your comments in more detail I would like to invite you to attend an exit interview with the Human Resources Officer on (date/time) at (place). Please ensure you complete the questionnaire prior to the interview as this will be used as a basis for our discussion. Rest assured that the objective of the exit interview is to try to improve things for employees and your input, prior to leaving your post, will be extremely valuable.

I would like to take this opportunity to thank you in advance for taking part in the exit interview process and, more particularly, for your contribution to the work of the school whilst you have been in our employment.

Yours sincerely

APPENDIX 2

Newman School

EXIT INTERVIEW FORM

Please complete for discussion at your exit Interview. Information on this questionnaire will be treated confidentially. The information may be collated to produce statistics for internal purposes.

If you require help in completing this form please visit the Human Resources pages on the Intranet or the Human Resource Officer, Newman School.

Rotherham Metropolitan Borough Council

1. Personal Details

Name _____

Payroll No. _____

Job title _____

Section/Unit

2. Reason for leaving

Please indicate with "X" unless you have more than one reason then use 1,2,3 with 1 being the most relevant.

a) Domestic circumstances

- Unpaid leave e.g. career break ☐
- Difficulty travelling to and from work ☐
- Ill health ☐
- Marriage/partner moving area ☐
- Maternity ☐
- Moving area ☐
- Carer/childcare arrangements ☐
- Retirement (age) ☐
- Other domestic reason ☐

b) Alternative career plans

- Return to education ☐
- Set up own business ☐
- New career outside public sector ☐
- Travel abroad ☐

c) Specific job related reasons

- Dissatisfaction with pay ☐
- Inflexibility of working hours ☐
- Nature of work/job satisfaction ☐
- Job was not as advertised/described ☐
- Dissatisfaction with leadership style ☐
- Relationships with colleagues ☐
- Personal betterment ☐
- Lack of promotion/career development ☐
- Workload/stress ☐
- Work environment ☐
- Insufficient challenge ☐
- Lack of training and development ☐
- Inadequate induction to job/School ☐
- Other (please specify) _____

3. Where are you going? **Please indicate with "X"**

Please indicate the type of organisation you are joining:-

An organisation in the public sector	☐	Self employment	☐
An organisation in a private sector	☐	Will not be in employment	☐
Further study	☐	Other (please specify) _____	
Another RMBC Department	☐	_____	

What is the name of the organisation you are joining? _____

4. Working for Newman School **Please indicate with "X"**

a) Did your manager/supervisor: -

	Always	Usually	Seldom	Never
Show you fair treatment?	☐	☐	☐	☐
Give praise for work well done?	☐	☐	☐	☐
Deal promptly with complaints/problems?	☐	☐	☐	☐
Give encouragement & help when needed?	☐	☐	☐	☐
Explain the job properly?	☐	☐	☐	☐
Inform you as to your progress?	☐	☐	☐	☐
Listen to your suggestions/criticisms?	☐	☐	☐	☐
Ensure that procedures were known and followed?	☐	☐	☐	☐

b) What was the best aspect of working for Newman School? _____

_____

_____

_____

c) What was the worst aspect? _____

_____

_____

_____

d) If you could change something within the School what would it be? _____

_____

5. Any other comments

_____

_____

6. Human Resource Officer comments

Signed: _____ **Date:** _____
Employee

Signed: _____ **Date:** _____
Human Resources Officer

Print name: _____ **Tel:** _____
Human Resources Officer

Please send this form when completed via email to: **nsscdawson@rgfl.org** or by post to: Human Resources Officer, Newman School, East Bawtry Road, Rotherham, S60 3LX.