
OXFORD
GLOBAL

Staff Policy Handbook

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Welcome

Hello and welcome! Thank you for joining Oxford Global. We hope you enjoy working here. This Staff handbook defines how we work together. We will do everything possible to create a fair and productive workplace. This Staff handbook is created to guide you through your work with us.

This handbook is not a contract or a guarantee of employment. It is a collection of our expectations, commitments and responsibilities. It is your responsibility to familiarise yourself with these policies and to adhere to them. The hard copy of the handbook and all other relevant documentation are available in Oxford Global office. Please read this handbook and policies carefully and consult it whenever you need to. You are deemed by Oxford Global to have agreed to abide by these policies whilst working with us upon signing your contract.

The Company Structure

The Senior Management Team of Oxford Global consists of the Executive Director, takes primary responsibility for partnerships, strategy, and finance.

The Course Director has overall responsibility for the development, administration and standards of all courses. The Course Director is assisted by the Programme Coordinators who take on the responsibility to facilitate and help ensure the smooth day-to-day operations of the course.

The Marketing Manager works with the Course Director and reports to the Executive Director on the marketing and recruitment for all courses. The Marketing Manager is in charge of the IT infrastructure and support, and data protection for the organisation.

Please contact the Marketing Manager if you have any technical queries. For day-to-day queries about the organisation, please contact the Course Director. She can fill you in on the roles of other employees; you can also find information in the document staff job descriptions. An organogram is available in the information for staff folder in the office.

Equal Opportunity Employment Policy

Statement of policy and purpose of policy

1. Oxford Global (the Employer, or We) is committed to equal opportunities for all staff and applicants.
2. It is our policy that all employment decisions are based on merit. The Employer does not discriminate on the basis of race, colour or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other ground on which it is or becomes unlawful to discriminate under the laws of England and Wales (referred to as Protected Characteristics).
3. Our intention is to enable all our staff to work in an environment which allows them to fulfil their potential without fear of discrimination, harassment or victimisation. The Employer's commitment to equal opportunities extends to all aspects of the working relationship including:
 - a) recruitment and selection procedures;
 - b) terms of employment, including pay, conditions and benefits;
 - c) training, appraisals, career development and promotion;
 - d) work practices, conduct issues, allocation of tasks, discipline and grievances;
 - e) work-related social events; and
 - f) termination of employment and matters after termination, including references.

4. This policy is intended to help the Employer achieve its diversity and anti-discrimination aims by clarifying the responsibilities and duties of all staff in respect of equal opportunities and discrimination. The Employer will promote effective communication and consultation between the Employer and staff concerning equal opportunities by means it considers appropriate.
5. The principles of non-discrimination and equal opportunities also apply to the way in which staff treat visitors, students, suppliers and former staff members.
6. This is a statement of policy only and does not form part of your contract of employment. This policy may be amended at any time by the Employer, in its absolute discretion.

Who is responsible for equal opportunities?

1. Achieving an equal opportunities workplace is a collective task shared between the Employer and all its staff. This policy and the rules contained in it therefore apply to all staff of the Employer irrespective of seniority, tenure and working hours, including all employees, directors and officers, consultants and contractors, trainees, homeworkers and fixed-term staff and any volunteers or interns (referred to as 'staff').
2. The Executive Director has overall responsibility for this policy and for equal opportunities and discrimination law compliance in the workplace and the Course Director has been appointed as the person with day-to-day operational responsibility for these matters.
3. All staff have personal responsibility to ensure compliance with this policy, to treat colleagues with dignity at all times and not to discriminate against or harass other members of staff, visitors, clients, customers, suppliers and former staff members. In addition, staff who take part in management, recruitment, selection, promotion, training and other aspects of career development have special responsibility for leading by example and ensuring compliance.

What is discrimination?

Discrimination occurs in different ways, some more obvious than others. Discrimination on the grounds of any of the Protected Characteristics is prohibited by law, even if unintentional, unless a particular exception applies.

Direct discrimination

1. Direct Discrimination is less favourable treatment because of one of the Protected Characteristics.
2. Direct discrimination can arise in some cases even though the person complaining does not actually possess the Protected Characteristic but is perceived to have it or associates with other people who do.

Indirect discrimination

1. Indirect discrimination arises when an employer applies an apparently neutral provision, criterion or practice which in fact puts individuals with a particular Protected Characteristic at a disadvantage, statistically and this is unjustified.
2. To show discrimination the individual complaining also has to be personally disadvantaged. An example would be a requirement for job candidates to have ten years' experience in a particular role, since this will be harder for young people to satisfy.

Victimisation

Victimisation means treating a person less favourably because they have made a complaint of discrimination or have provided information in connection with a complaint or because they might do one of these things.

Harassment

1. Harassment is:
 - a) unwanted conduct which is related to a Protected Characteristic and which has the purpose or effect of violating a person's dignity or creating an intimidating,

- hostile, degrading, humiliating or offensive environment for them: or
- b) unwanted conduct which is of a sexual nature and which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them (Sexual Harassment); or
 - c) less favourable treatment because of the rejection of or the submission to Sexual Harassment.
2. Harassment can arise in some cases even though the person complaining does not actually possess a Protected Characteristic but is perceived to have it or associates with other people who possess a Protected Characteristic
3. Harassment may include:
- a) use of insults or slurs based on a Protected Characteristic or of a sexual nature or other verbal abuse or derogatory, offensive or stereotyping jokes or remarks;
 - b) physical or verbal abuse, threatening or intimidating behaviour because of a Protected Characteristic or behaviour of a sexual nature;
 - c) unwelcome physical contact including touching, hugging, kissing, pinching or patting, brushing past, invading personal space, pushing grabbing or other assaults;
 - d) mocking, mimicking or belittling a person's disability, appearance, accent or other personal characteristics;
 - e) unwelcome requests for sexual acts or favours; verbal sexual advances, vulgar, sexual, suggestive or explicit comments or behaviour;
 - f) repeated requests, either explicitly or implicitly, for dates;
 - g) repeated requests for social contact or after it has been made clear that requests are unwelcome;
 - h) comments about body parts or sexual preference;
 - i) displaying or distributing offensive or explicit pictures, items or materials

- relating to a Protected Characteristic or of a sexual nature;
- j) shunning or ostracising someone, for example, by deliberately excluding them from conversations or activities;
 - k) 'outing' or threatening to 'out' someone's sexual orientation (ie to make it known);
 - l) explicit or implicit suggestions that employment status or progression is related to toleration of, or acquiescence to sexual advances, or other behaviour amounting to harassment.
4. Other important points to note about harassment:
- a) a single incident can amount to harassment;
 - b) behaviour that has continued for a long period without complaint can amount to harassment;
 - c) it is not necessary for an individual to intend to harass someone for their behaviour to amount to harassment;
 - d) it is not necessarily for an individual to communicate that behaviour is unwelcome before it amounts to harassment; and
 - e) the onus is on each individual to be certain that their behaviour and conduct is appropriate and is not unwanted and in the case of doubt, you must refrain from such conduct.

Disability discrimination

This could be direct or indirect discrimination and is any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Making employment decisions fairly

1. As noted above, the Employer will recruit employees and make other employment decisions concerning promotion, training, dismissal and related issues on the basis

of objective criteria.

2. Managers should only stipulate criteria or conditions for employment decisions (including job selection, promotion and redundancy) which are based on a legitimate business need and which do not go further than is needed to satisfy that need. If you are in any doubt about whether particular criteria or conditions are indirectly discriminatory or justifiable, then please speak to the Course Director.

What to do if you encounter discrimination

1. If you believe that you have been the victim of discrimination, you should follow the Employer's Grievance Procedure.
2. Staff who observe or are aware of acts that they believe amount to discrimination directed at others are encouraged to report these to the Course Director.
3. Any grievance or report raised about discrimination will be kept confidential so far as this is practicable. It sometimes may be necessary to disclose the complaint or take action even if this is not in line with your wishes, but we will seek to protect you from victimisation and, if you wish, we will seek to protect your identity.

Non-compliance with equal opportunities rules

1. Any breach of equal opportunities rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, up to and including immediate dismissal.
2. Staff should also note that:
 - a) in some cases, they may be personally liable for their acts of discrimination and that legal action may be taken against them directly by the victim of any discrimination; and
 - b) it may be a criminal offence intentionally to harass another employee.

Disability Policy

Oxford Global is committed to equality of opportunity for disabled people in accordance with its legal duties.

Definition of Disability

Disability is defined as a physical or mental impairment that has a substantial and long-term negative effect on the ability to perform normal daily activities, as defined by The Equality Act 2010. This does not include addiction to, or dependence on, alcohol or non-prescription drugs.

Job Applicants and Staff

1. It is the policy of Oxford Global to ensure that no job applicant or Staff member receives less favourable treatment on the grounds of a disability. This applies to:
 - a) accessibility of application forms;
 - b) interview arrangements;
 - c) aptitude or proficiency tests;
 - d) job offers;
 - e) terms of employment, including pay;
 - f) promotion, transfer, and training opportunities;
 - g) dismissal; or
 - h) discipline and grievances.
2. Oxford Global may make limited enquiries into the health or disability of job applicants for the following purposes:
 - a) to help decide whether the applicant can carry out a task that is an essential part of the work;
 - b) to help find out whether the applicant can take part in an interview; or
 - c) to help decide if the interviewers need to make reasonable adjustments for the

applicant in the selection process.

3. Oxford Global is committed to making reasonable adjustments to avoid a member of Staff being placed at a disadvantage compared with non-disabled people in the workplace.
4. Any Staff member who considers that they may have a disability is strongly encouraged to speak with the Course Director, particularly if they experience difficulties at work because of their disability so that any reasonable adjustments to help overcome or minimise difficulties can be discussed. For these purposes, disability includes any physical or mental impairment which substantially affects your ability to perform day to day activities and has lasted (or is likely to last) more than 12 months. Disclosure of this information will be treated in confidence, if you wish it to be, so far as is reasonably practicable and we will do our best to handle matters sensitively and to ensure that you are treated with dignity and with respect for your privacy.

Disciplinary Procedure

Aims and scope

This policy and procedure for Oxford Global is non contractual and sets out how any issues with employee standards of conduct, attendance and job performance will be dealt with. The aim of this policy and procedure is to ensure consistent and fair treatment for all employees.

Primary Principles

1. Employees are expected to know the standard of conduct or work expected of them.
2. Depending on the severity of the employee's alleged misconduct, the employer may at its discretion start the procedure at any of the below stages.
3. A final decision on a disciplinary sanction will not be taken against an employee

without the employer carrying out what it reasonably believes in the circumstances to be an appropriate level of investigation.

4. A formal disciplinary sanction will not be taken against an employee without the employee being advised of the nature of the problem. The employee also has the opportunity to state their case at a formal disciplinary meeting before a final decision is taken.
5. Except where an employee has been found to have committed a gross misconduct offence, or is still serving their probationary period, no employee will be dismissed for a first breach of discipline.
6. An employee can appeal against any disciplinary action taken by the employer.
7. Disciplinary matters will be dealt with confidentially, so far as is reasonably possible and employees should keep confidential any information they learn in relation to any disciplinary matter (unless they are the subject of the investigation and disclosure is required to prepare for a meeting under this procedure).
8. The employer may suspend an employee on full pay and benefits, including:
 - a) Access or use of the following benefits:
 - i. work laptop
 - ii. work mobile phone
 - b) Performance based pay or benefits such as:
 - i. bonus
 - ii. commission

at any stage of the disciplinary process, whilst investigation is completed into an employee's conduct.

9. The employee agrees that if the employer requests, they will not contact clients, students, other employees, suppliers or other business contacts of the employer whilst suspended from work. The period of suspension will be as short as is reasonably practicable in the circumstances and is not a disciplinary penalty, or an

indication as to the decision that will be made once the investigations have been completed by the employer.

10. Oxford Global processes personal data collected during the investigation stage and any subsequent stages of disciplinary action in accordance with its data protection policy. In particular, data collected as part of the investigation stage and any subsequent stages of disciplinary action is held securely and accessed by, and disclosed to, individuals only for the purposes of completing the disciplinary procedure. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with Oxford Global's Data Protection Policy immediately. It may also constitute a disciplinary offence, which will be dealt with under this disciplinary procedure.

Informal discussions

Where possible and appropriate the employer will initially deal with disciplinary matters informally. This will take the form of the employee's line manager speaking with them in confidence about the disciplinary issue(s), making a confidential note for the employee's personal file and monitoring them informally to see if there is an improvement. Only if this does not resolve the issue(s) or the matter cannot be dealt with adequately informally, will the employer start the formal procedure.

Formal procedure

Stage 1 - Formal Meeting

1. An employee will usually be invited to a formal meeting in writing and given at least two working days' notice. If required, there may be an investigatory interview before this meeting. At the meeting, the person chairing will explain the complaint against the employee and go through the evidence, giving the employee the opportunity to ask questions, present their case and respond to allegations including responding to witness statements. If the employee wishes to call a witness, they

should notify the employer at least 24 hours before the meeting.

2. The employee will be advised that they are able to bring a companion to the meeting with them. The employee's choice of companion will be agreed to if they are either a colleague, a trade union official or a trade union representative (which if not an employed official, must be certified by their union as competent to accompany a worker) and under the circumstances the employee has made a reasonable request to be accompanied. The employee should advise the employer of the identity of the companion (or any change in their choice of companion) at least 24 hours before the start of the formal meeting.
3. If an employee or their companion is unable to attend the meeting at the time, date and place specified by the employer, they must notify the chair of the meeting as soon as possible in writing. Except in the case of an emergency, this should be at least three days before the start of the meeting and the employee should advise of a time within five working days of the original proposed meeting and provided this is reasonable, the new meeting time will be agreed.
4. The role of the companion in a formal meeting is to make notes, confer with the employee and if the employee requests it, to address the hearing to state the employee's case and respond to any views expressed at the meeting. The companion does not have the right to answer questions or address the hearing if the employee does not request this and must not prevent the employer from explaining its case.
5. Employees must make every effort to attend any scheduled meeting under this procedure, failure to co-operate under this procedure could be treated as a disciplinary offence in itself and a decision could be made in an employee's absence if they are unable to attend more than two consecutive scheduled meetings.
6. If the employer finds as a result of the first formal meeting that a disciplinary offence was committed by the employee, the sanction will normally be either:

- a) an improvement notes setting out the performance problem, the improvement required, the timescale in which the employee must make the improvement, any support or training the employee will receive to help with the improvement and the right to appeal the improvement notes. The employee will be advised that this constitutes the first stage of the formal procedure. A record of the improvement notes will be kept on the employee's file for six months, but will then be disregarded for the purpose of continuing with this procedure, subject to achieving and sustaining satisfactory performance; or
- b) a written warning for misconduct if conduct does not meet acceptable standards. The warning will be in writing and set out the nature of the misconduct, the change in behaviour required and state that there is a right of appeal against the written warning. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after six months.

Stage 2 - Final Formal Meeting

1. If there is sufficiently serious misconduct or still further misconduct or failure to improve performance, the employee will be invited to a third and final meeting in writing by the Executive Director, with at least two working days' notice. At this stage of the disciplinary procedure, (2)-(5) under Stage 1 above will apply.
2. If the employee has been found to have committed a disciplinary offence as a result of a Stage 2 meeting, the sanction may be dismissal or some other action short of dismissal, such as demotion, disciplinary suspension or transfer to another role if permitted by the employee's contract of employment with the employer.
3. Decisions taken under Stage 2 of this disciplinary procedure can only be taken by the Executive Director. If Executive Director takes the decision to dismiss as a result of a Stage 2 meeting, they will advise the employee in writing of the reasons for dismissal, the date on which the employment will terminate, practical arrangements on termination and the employee's right of appeal.

4. If the Executive Director takes the decision after a Stage 2 meeting to impose some sanction short of dismissal, the employee will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the employee's right of appeal. A copy of the written warning will be kept on the employee's file but will be disregarded for disciplinary purposes after six months subject to achievement and sustainment of satisfactory conduct or performance.

Gross misconduct

1. If an employee is accused of an act of gross misconduct, and on completion of the investigation and a formal meeting, the employer is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.
2. The following is a non-exhaustive list of the type of offences which are normally regarded as gross misconduct, together with any other behaviours which in the reasonable opinion of the employer constitute gross misconduct:
 - a) any form of dishonesty, including theft or fraud;
 - b) physical violence or assault;
 - c) deliberate damage to employer property;
 - d) breaking any law, even outside of work, which could bring the employer into disrepute;
 - e) incapacity under the Mental Health Act 1983;
 - f) repeated or serious failure to follow reasonable instructions given by the employer or repeated or serious failure to comply with the terms of employee contract of employment or the employer's policies and procedures;
 - g) discrimination, harassment, victimisation or bullying of staff, customers, suppliers or other third parties;
 - h) misusing confidential information acquired during and as a result of your

employment;

- i) failing to devote all working time and effort to the employer or being disloyal to the employer whilst employed by it;
- j) Unacceptable levels of absence, especially when unauthorised (for authorization procedures see the Sickness Absence Policy);
- k) Conduct subject to complaints by students;
- l) accepting bribes; and/or
- m) being under the influence of drink or drugs at work, so as not to be able to perform contractual duties.

Appeals

1. An employee will be advised about their right of appeal whenever a decision is made under this procedure. An employee who wishes to appeal against a disciplinary decision must do so in writing within five working days.
2. A manager who has not been involved with the process until this stage will invite the employee to an appeal hearing, where (2)-(5) under Stage 1 above will again apply. At the appeal hearing, any disciplinary penalty imposed will be reviewed or the case reheard, at the employer's discretion.
3. The employee will be informed in writing of the result of their appeal, usually within five working days and the Executive Director's decision on the appeal is final.
4. If the employee appeals a dismissal, their employment will not continue whilst the appeal process is taking place. However, if the appeal is successful the employee will be reinstated with no loss of continuity of employment or pay.

Grievance Procedure

Aims and Scope

Oxford Global ("the Employer") is committed to dealing with employee grievances fairly, consistently and without unreasonable delay. This policy sets out the way in which an employee should make any complaints they have about work-related matters and the way in which the Employer will deal with these complaints.

Primary Principles

1. Grievances will be dealt with confidentially so far as is reasonably possible and employees must keep information learnt during this process confidential.
2. The purpose of a grievance or appeal meeting is for the employee to explain his or her grievance and how they think that it should be resolved using evidence available to make representations, allowing the employer to come to a decision.
3. Employees will not normally be suspended during the grievance process, but the Employer reserves the right to suspend if in the Employer's discretion, this is helpful and reasonable. Employees will continue to receive their normal pay and benefits except for certain aspects of performance-based pay or benefits such as: bonus and commission.
4. The employee has the right to appeal any decision made about a grievance as set out in the appeals section of this policy and procedure.
5. The Employer processes personal data collected during informal discussions and the formal grievance procedure in accordance with its data protection policy. In particular, data collected as part of informal discussions and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the grievance or conducting the grievance procedure. Inappropriate access or disclosure of Employee data constitutes a data breach and

should be reported in accordance with the Employer's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Employer's disciplinary procedure.

Informal Discussion

The Employer promotes communication between employees and so wherever possible, the employee should try to resolve any grievance at work by firstly talking about it informally with their line manager to try and agree a solution.

Formal procedure

Stage 1 - Statement of grievance

1. To raise the matter formally the employee should write to their immediate supervisor setting out the facts of the grievance, avoiding insulting or abusive language and trying to give specific examples of the complaint, copies of documents, names of witnesses, and dates where possible.
2. Where an employee's grievance is against their immediate supervisor, the employee should write to Executive Director or a manager who is not the subject of the grievance.

Stage 2 - Grievance meeting

1. The employee's manager will respond to the employee's written grievance within five working days in written form, inviting the employee to attend a meeting and the right to be accompanied by a companion where the alleged grievance can be discussed.
2. If the employee decides to be accompanied by a companion, the terms of Disciplinary Procedure Stage 1 (2)-(5) will again apply.
3. Employees must make every effort to attend any scheduled meeting under this procedure. If you are unable to attend more than two scheduled meetings, the Employer reserves the right to make a decision about your grievance using

available evidence but in your absence.

4. If the Employer or employee will be referring to any documentation during the formal meeting, this should be sent to the other party at least 24 hours before the start of the meeting, so that they have a reasonable chance to prepare.
5. The Employer may in its absolute discretion adjourn a meeting to carry out further investigations, after which the meeting will usually reconvene.
6. After the meeting the employer will give the employee a decision in writing, normally within 5 working hours.

Stage 3 - Appeal

1. If the employee is unhappy with their employer's decision and they wish to appeal, they should write to a more senior manager than their immediate supervisor within five working days of the date of the decision.
2. The employee will be invited to an appeal meeting, normally within ten working days of the employer receiving the employee's letter of appeal. The employee's appeal will be heard by an impartial manager. The employee's appeal will either be a review of the grievance decision made or a complete rehearing, at the Employer's discretion. The right to be accompanied to the appeal meeting is the same as set out in Disciplinary Procedure Stage 1 (2)-(5).
3. After the meeting the employee will be given a decision, normally within five working days. The employer's decision is final and there is no further right to appeal.

Health and Safety Policy

Oxford Global (the Employer) takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities and attending its premises.

Who is responsible for workplace health and safety?

Employer responsibilities

1. The Employer is responsible for:
 - a) taking reasonable steps to safeguard the health and safety of staff, people affected by the Employer's business activities and of people visiting its premises;
 - b) identifying health and safety risks and finding ways to manage or overcome them;
 - c) providing a safe and healthy place of work and safe entry and exit arrangements, including during an emergency situation;
 - d) providing and maintaining safe working areas, equipment and systems.
 - e) providing adequate information, instruction, training and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work.
 - f) providing a health and safety induction and appropriate safety training to your role;
 - g) regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.
2. The Executive Director has overall responsibility for health and safety and has appointed the Course Director as the Principal Health and Safety Officer with day-to-day responsibility for health and safety matters.
3. Any concerns about health and safety matters should be notified to the Principal Health and Safety Officer.

Responsibilities of all staff

General staff responsibilities

All staff must:

- a) take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions;
- b) co-operate with the Principal Health and Safety Officer and the Employer generally to enable compliance with health and safety duties and requirements;
- c) comply with any health and safety instructions and rules, including instructions on the safe use of equipment;
- d) keep health and safety issues in the front of their minds and take personal responsibility for the health and safety implications of their own acts and omissions;
- e) keep the workplace tidy and hazard-free;
- f) report all health and safety concerns to the Principal Health and Safety Officer promptly, including any potential risk, hazard or malfunction of equipment, however minor or trivial it may seem; and
- g) co-operate in the Employer's investigation of any incident or accident which either has led to injury or which could have led to injury, in the Employer's opinion.

Staff responsibilities relating to accidents and first aid

All staff must:

- a) promptly report any accident at work involving personal injury, however trivial, to the Principal Health and Safety Officer so that details can be recorded and cooperate in any associated investigation;
- b) The Principal Health and Safety Officer is responsible for investigating any injuries or work-related disease, preparing and keeping accident records, and for submitting reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where required.

Staff responsibilities relating to emergency evacuation and fire

All staff must:

- a) familiarise themselves with the instructions about what to do if there is a fire which

- are displayed on the notice board in the Oxford Global Head Office and are available from the Principal Health and Safety Officer;
- b) ensure they are aware of the location of fire extinguishers; fire exits and alternative ways of leaving the building in an emergency;
 - c) comply with the instructions of fire wardens if there is a fire, suspected fire or fire alarm;
 - d) co-operate in fire drills and take them seriously;
 - e) ensure that fire exits, or fire notices or emergency exit signs are not obstructed or hidden at any time;
 - f) notify the Principal Health and Safety Officer immediately of any circumstances which might hinder or delay evacuation in a fire. This will allow the Principal Health and Safety Officer to discuss a personal evacuation plan for you, which will be shared with the fire wardens and colleagues working near to you

On discovering a fire, all staff must:

- a) immediately trigger the nearest fire alarm and, if time permits, call the Course Director and notify the location of the fire; and
- b) attempt to tackle the fire ONLY if they have been trained or otherwise feel competent to do so.

On hearing the fire alarm, all staff must:

- a) remain calm and immediately evacuate the building, walking quickly without running, following any instructions of the fire wardens;
- b) leave without stopping to collect personal belongings;
- c) stay out of any lifts; and
- d) remain out of the building until notified by a fire warden that it is safe to re-enter.

Staff responsibilities relating to alcohol, drugs and tobacco

Smoking within the premises and the use of Drugs (except under medical supervision) on the premises are prohibited at all times. The use of intoxicants (alcohol) is prohibited during working hours, and no employee/volunteer may undertake his/her duties if under the influence of alcohol or drugs (except under medical supervision)

Risk assessments and display screen equipment

1. Risk assessments are a careful examination of what in the workplace could cause harm to people. The Employer will carry out general workplace risk assessments when required or as reasonably requested by staff. The Principal Health and Safety Officer is responsible for workplace risk assessments and any measures to control risks.
2. Staff who use a computer for prolonged periods of time should try, where possible to organise short breaks every few hours away from the computer screen.

Non-compliance with health and safety rules

Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, in accordance with the Employer's Disciplinary Procedure, up to and including immediate dismissal.

Anti - Harassment Bullying and at Work Policy and Procedure

Statement of the Policy

1. Oxford Global recognises that all employees have a right to work in an environment in which the dignity of individuals is respected and which is free from harassment and bullying. It is committed to eliminating intimidation in any form.

This contributes to a workplace environment in which individuals feel safe and can work effectively competently and confidently.
2. This Policy applies to all staff of the Employer irrespective of seniority, tenure and

working hours, including all employees, directors and officers, consultants and contractors, casual or agency staff, trainees, homeworkers and fixed-term staff and any volunteers or interns (referred to as Staff) working within the organisation and to all employees working off the premises.

3. Oxford Global has a “zero tolerance” policy and will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally. The breaches of Oxford Global Policy as outlined is classified as a serious offence which may result in disciplinary action including summary dismissal under the Disciplinary Procedure.

Definitions of Harassment

1. Harassment is generally described as "unwanted conduct which affects the dignity of women or men at work; harassment may be an isolated occurrence or repetitive. Harassment may be, but is not limited to:
 - a) Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
 - b) Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
 - c) Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.The essential characteristic of harassment is that the action(s) is unwanted by the recipient.
2. "Harassment can take many forms and may be directed in particular against women and ethnic minorities or towards people because of their age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation. It may involve action, behaviour, comment or physical contact which is found objectionable or which causes offence;

it can result in the recipient feeling threatened, humiliated or patronised and it can create an intimidating work environment."

Definitions of Bullying

1. "Bullying is the intimidation or belittling of someone through the misuse of power or position which leaves the recipient feeling hurt, upset, vulnerable or helpless. It is often inextricably linked to the areas of harassment described above. Bullying includes but is not limited to:
 - a) Conduct which is intimidating, physically abusive or threatening
 - b) Conduct that denigrates, ridicules or humiliates an individual, especially in front of colleagues
 - c) Humiliating an individual in front of colleagues
 - d) Picking on one person when there is a common problem
 - e) Shouting at an individual to get things done
 - f) Consistently undermining someone and their ability to do the job
 - g) Setting unrealistic targets or excessive workloads
 - h) "cyber bullying" i.e. bullying via e-mail or social media.
 - i) Setting an individual up to fail e.g. by giving inadequate instructions or unreasonable deadlines.
 - j) Spreading malicious rumours or making malicious allegations.
 - k) Intimidation or ridicule of individuals with disabilities and /or learning difficulties.
 - l) Ignoring or excluding an individual from the team / group "

Key Principles

1. Oxford Global will strive to provide and sustain a safe working environment in which everyone is treated fairly and with respect. Those working or dealing with Oxford Global must not encounter harassment, intimidation or victimisation on the basis of gender, race, colour, ethnic or national origin, sexual orientation, marital

status, religion or belief, age, trade union membership, disability, offending background or any other personal characteristic.

2. Everyone carries a personal responsibility for their own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any instance of bullying or harassment which they witness, or which comes to their attention.
3. Harassment and bullying may be summarised as any behaviour that is unwanted by the person to whom it is directed. It is the impact of the behaviour rather than the intent of the perpetrator that is the determinant as to whether harassment or bullying has occurred.
4. Any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be sought.
5. When a complaint of harassment or bullying is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter. Corrective action must be taken where appropriate and this may require an investigation under the Disciplinary Procedure.
6. All matters relating to the investigation of complaints of harassment or bullying will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions. However, it will be necessary that any alleged perpetrator is made aware of the allegations against them and the name(s) of those making the allegations together with the name(s) of any witnesses.
7. No employee will be victimised or suffer detriment for making a complaint of harassment or bullying and no manager shall threaten either explicitly or implicitly that an employee's complaint will be used as the basis for decisions affecting that

employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, managers are required to act on any complaint of harassment or bullying. Failure to do so will be regarded as misconduct which if proven, will result in disciplinary action.

8. All complaints of harassment or bullying whether raised formally or informally must be notified by the recipient of the complaint to the Executive Director.
9. This policy and procedure will be reviewed periodically giving due consideration to any legislative changes.

Sickness Absence Policy

Statement of the Policy

This policy is designed to encourage high standards of attendance and ensure the wellbeing of all staff. The practice undertakes to treat all employees in a consistent, fair and sympathetic manner to enable them to attend work.

Key Principles

1. Regular, punctual attendance is an important aspect of everyone's employment. We ask each employee to take responsibility for achieving and maintaining good attendance.
2. As a responsible employer we undertake to provide payments to employees who are unable to attend work due to sickness.
3. Where appropriate we will use an occupational health adviser, to help advise the employee and their manager on the best way to improve the employee's health and wellbeing.
4. The company's Disciplinary Procedures will be used if an explanation for absence is not forthcoming or is not thought to be satisfactory.
5. We respect the confidentiality of all information relating to an employee's sickness.

This policy will be implemented in line with current data protection legislation and the Access to Medical records Act 1988.

Notification of absence

1. If an employee is going to be absent from work, they should speak to the Course Director within an hour of their normal start time on their first day of absence. The employee should explain the reasons for their absence and give an indication of when they are likely to return to work.
2. Employees should note that every effort should be made to speak with the Course Director directly. The sending of an email, text message or leaving a message with a colleague will not be acceptable.
3. Telephone or email the Course Director each subsequent day they are sick, unless a longer reporting period is agreed between the individual and their manager.
4. Upon returning to work the employee will be required to meet with their practice manager to discuss their return to work arrangements and ongoing responsibilities.
5. A doctor's certificate is required where the absence has exceeded seven calendar days.
6. If a period of absence continues after the expiry of the doctor's certificate, further certificates must be obtained as necessary to cover the whole period of absence and should be sent to the practice manager within two days of issue.
7. Any employee who has been signed off work by a doctor may return to work before the expiry of the certificate, with the agreement of the practice as the employer.
8. If the GP advises on the Statement of Fitness for Work that an employee 'may be fit for work' a discussion with the employee will take place on ways of helping them get back to work. This may involve talking about a phased return to work or amended duties. Advice may also be obtained subject to the employee's agreement from their GP or occupational health.
9. If an individual becomes ill on holiday, the time may not be treated as sickness

- absence unless a medical certificate or evidence of hospitalisation can be produced.
10. If an employee does not contact the Course Director when absent from work, the absence will be recorded as unauthorised. Failure to provide sickness documentation (or some other valid reason for the absence) within two working days of their return to work may also cause the leave to be viewed as unauthorised and therefore recorded as such. Subject to the circumstances, the absence may be unpaid and may also be investigated under the Disciplinary Procedure.
 11. Any non-medical explanations for absence will be investigated fully.
 12. Appointments with the doctor, dentist or hospital should not be classed as sickness unless the employee is already absent through sickness. Such appointments should be taken as early or late in the day as possible to avoid disruption to work, however, reasonable time for appointments should be accommodated depending on the practice's requirements wherever possible, and normally the hours should be made up. If a series of regular appointments are required, the employee should inform the Course Director.

Management responsibilities

When an employee returns to work from sickness absence a meeting will be arranged with the line manager. The object of this informal meeting will be for the line manager to:

1. welcome the employee back and establish/confirm the reason for the employee's absence and ensure that the absence is recorded appropriately.
2. where an employee is disabled, or becomes disabled, the practice will act in accordance with the provisions of the Equality Act 2010 (EQA 2010) and will consider any reasonable adjustments as required under the Act to support the needs of the employee.
3. when considering rehabilitation options, the practice will undertake risk assessments in accordance with Health and Safety Policy provisions.

4. In certain circumstances absence can result in dismissal. However, no employee will be dismissed on grounds of sickness absence without due warning and without the appropriate procedure in this document having been followed and implemented by Oxford Global.

Grievance and discipline

1. Any employee who feels aggrieved at the way their sickness absence has been dealt with may invoke the Oxford Global's grievance procedure.
2. Where an employee abuses the sickness regulations (e.g. not providing certificates, being absent without permission, refusing to comply with this policy, etc) it will be dealt with under the Disciplinary Procedure.

Contacting employees on sick leave

1. Employees on short-term sickness who have followed the reporting procedure will not normally be contacted at home unless the Course Director can demonstrate extraordinary circumstances to justify the contact.
2. If absence is likely to be longer term, i.e. more than four weeks continuously, the Course Director will contact the employee periodically as agreed to check on their wellbeing.

Medical reports

1. In certain cases, subject to the agreement of the employee, Oxford Global may choose to seek further independent, professional advice and guidance relating to the employee's sickness absence. This may involve Oxford Global requesting a medical report from the employee's GP or consultant or referring the employee for an independent medical assessment or an assessment at an occupational health unit (OHU). Employees have a right under the Access to Medical Reports Act 1988 to see their own medical reports before it is given to the employer and to query items in it.

2. Further to the receipt of the medical report, a meeting will be arranged between the Course Director, employee and his or her representative. The purpose of this meeting is to discuss the response from the employee's GP, consultant or OHU and for all parties to consider options available to the worker.

Short-term frequent absence

1. Frequent absence refers to cases where an employee is frequently absent from work for relatively short periods due to sickness. Most employees will have some short-term sickness absence.
2. Oxford Global reserves the right to investigate absences in an attempt to determine any underlying problems. The practice will take steps to investigate any absences exceeding, for example:
 - a) six working days in six consecutive months
 - b) spells of absence in three consecutive months
 - c) 12 working days in a consecutive 12-month period
 - d) any pattern of absence more than twice in a year
 - e) separate absences lasting a working week or more within a 12-month period
 - f) where any unacceptable trend is identified (e.g. repeated absences linked to weekends).
3. Where there are reasonable grounds to do so, further medical evidence may be sought. If the attendance issue is not resolved satisfactorily, Oxford Global will:
 - a) (subject to the employee's permission) request further medical information from the employee's GP
 - b) (subject to the employee's permission) obtain further medical information via a referral to occupational health
 - c) investigate the working practices, including problems caused by the absence
 - d) consider the consequences of allowing the absence to continue and whether there are alternative duties that the employee could be moved to.

Long-term sickness absence

1. Sickness absence lasting in excess of one month is generally considered to be long-term absence. Individuals may be absent on long-term sick leave for a variety of reasons (e.g. following an injury or operation, convalescence from illness, diagnosis of a long-term disability or terminal illness).
2. Any action taken to address long-term absence will depend on the circumstances of the particular case.
3. When a disabled employee is on long-term sick leave related to their disability or they are at risk of a cut in pay, Oxford Global will endeavour to maintain them on full pay for the period of absence in accordance with the EQA 2010.

Informal meeting

1. Where an employee has been absent for more than two months and there is no identified return date in the near future, the Course Director will contact the employee to arrange an informal meeting to discuss their current situation and when a return to work may reasonably be expected.
2. The response given by the employee will determine the next stage in the process, as the options will depend on the individual circumstances. In the event that the employee is too ill to attend the meeting, the Course Director will seek to obtain the necessary information from them in an appropriate manner, e.g. by home visit or via their trade union or other representative.

Request for a medical report

Prior to any decision being made, and before any formal process is commenced, the practice will request the permission of the employee to obtain information from the employee's GP on their condition. Subject to the content of the report Oxford Global may decide to obtain the agreement of the employee to undergo an occupational health

assessment in order to take advice on any reasonable adjustments that may be made to facilitate the employee's return to work.

Referral to the agreed OHU

1. If a date for return to work cannot be established, the employee will be asked to attend a medical examination at an OHU to obtain an expert assessment of her/his fitness for work. The employee will be provided with a copy of the letter to the OHU and a copy of the medical report.
2. On the basis of the information contained in the medical reports Oxford Global may be obliged to consider the following option.

- a) Fit to return to work

If Oxford Global is advised that the employee is fit to return to work, a formal meeting will be convened to discuss the employee's return and the arrangements to be put in place to facilitate this. The outcome of the meeting must be confirmed in writing by the Course Director and placed on the employee's file.

- b) Unfit to return to current role – consider reasonable adjustments or alternative role

- i. While Oxford Global is under no obligation to create a specific job for an employee who becomes permanently unable to carry out their contractual duties, Oxford Global will endeavour to make reasonable adjustments or identify suitable alternative employment within the capability and medical limitations of the employee.

- ii. A formal meeting will be arranged in order to identify which type of adjustments or jobs within the practice that might be suitable for the employee to undertake. If neither is possible, it may be necessary to proceed to dismissal on grounds of capability.

- c) Unfit to return to work in the foreseeable future

- i. Where medical advice states that the employee is unfit to return to their current role for the foreseeable future and reasonable adjustments are not feasible, and where suitable alternative employment cannot be offered, the employee will be invited to attend a formal meeting with the Executive Director together with the employee's representative to discuss the situation and the content of the medical report. The outcome of this meeting will be dismissal on grounds of ill health and the employee will be entitled to full pay contractual (or statutory if longer) notice.
- ii. The employee will be informed of the right to appeal against the decision to terminate their contract of employment.

Data Protection Policy

Statement of policy

1. Oxford Global (the Employer) is committed to ensuring that all personal data handled by us will be processed according to legally compliant standards of data protection and data security.
2. We confirm for the purposes of the data protection laws, that the Employer is a data controller of the personal data in connection with your employment. This means that we determine the purposes for which, and the manner in which, your personal data is processed.
3. This is a statement of policy only and does not form part of your contract of employment. We may amend this policy at any time, in our absolute discretion.
4. For the purposes of this policy:
 - a) Data protection laws means all applicable laws relating to the processing of Personal Data, including, for the period during which it is in force, the General Data Protection Regulation (Regulation (EU) 2016/679).

- b) Data subject means the individual to whom the personal data relates.
 - c) Personal data means any information that relates to an individual who can be identified from that information.
 - d) Processing means any use that is made of data, including collecting, storing, amending, disclosing, or destroying it.
 - e) Special categories of personal data mean information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric data.
5. We will record all data breaches regardless of their effect in accordance with our Disciplinary Procedure.

Who is responsible for data protection and data security?

1. This policy and the rules contained in it apply to all staff of the Employer, irrespective of seniority, tenure and working hours, including all employees, directors and officers, consultants and contractors, casual or agency staff, trainees, homeworkers and fixed-term staff and any volunteers (Staff).
2. All Staff have personal responsibility to ensure compliance with this policy, to handle all personal data consistently with the principles set out here and to ensure that measures are taken to protect the data security. The Course Director must be notified if this policy has not been followed, or if it is suspected this policy has not been followed, as soon as reasonably practicable.
3. Staff are responsible for helping the Employer keep their personal data up to date.
4. Individuals who have access to personal data are required:
 - a) to access only personal data that they have authority to access and only for authorised purposes;
 - b) not to disclose personal data except to individuals (whether inside or outside of the Employer) who have appropriate authorisation;

- c) not to remove personal data, or devices containing or that can be used to access personal data, from the Employer's premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device; and
 - d) not to store personal data on local drives or on personal devices that are used for work purposes.
5. Any breach of this policy will be taken seriously and may result in disciplinary action up to and including dismissal. Significant or deliberate breaches, such as accessing Staff or student personal data without authorisation or a legitimate reason to do so, may constitute gross misconduct and could lead to dismissal without notice.

What personal data do we process about Staff?

1. We collect personal data about you which:
 - a) you provide or we gather before or during your employment or engagement with us;
 - b) is provided by third parties, such as references or information from suppliers or another party that we do business with; or
 - c) is in the public domain.
2. The types of personal data that we may collect, store and use about you include records relating to your:
 - a) home address, contact details and contact details for your next of kin;
 - b) recruitment (including your application form or curriculum vitae, references received and details of your qualifications);
 - c) pay records, national insurance number and details of taxes and any employment benefits such as pension and health insurance (including details of any claims made);
 - d) telephone, email, internet, fax or instant messenger use;

- e) performance and any disciplinary matters, grievances, complaints or concerns in which you are involved.

How we use your personal data

In general, we will use information to carry out our business, to administer your employment or engagement and to deal with any problems or concerns you may have, including, but not limited to:

- a) Staff Address Lists: to compile and circulate lists of home address and contact details, to contact you outside working hours.
- b) Sickness records: to maintain a record of your sickness absence and copies of any doctor's notes or other documents supplied to us in connection with your health, to inform your colleagues and others that you are absent through sickness, as reasonably necessary to manage your absence, to deal with unacceptably high or suspicious sickness absence, to inform reviewers for appraisal purposes of your sickness absence level, to publish internally aggregated, anonymous details of sickness absence levels.
- c) Monitoring IT systems: to monitor your use of e-mails, internet, telephone and fax, computer or other communications or IT resources.
- d) Disciplinary, grievance or legal matters: in connection with any disciplinary, grievance, legal, regulatory or compliance matters or proceedings that may involve you.
- e) Performance Reviews: to carry out performance reviews.
- f) Equal Opportunities Monitoring: to conduct monitoring for equal opportunities purposes and to publish anonymised, aggregated information about the breakdown of the Employer's workforce.

Accuracy and relevance

1. We will:

- a) ensure that any personal data processed is up to date, accurate, adequate, relevant and not excessive, given the purpose for which it was collected.
 - b) not process personal data obtained for one purpose for any other purpose, unless you agree to this or reasonably expect this.
2. If you consider that any information held about you is inaccurate or out of date, you should inform the Course Director immediately.
 3. Personal data will be kept securely in accordance with our Privacy Policy.

Subject request rights

- a) You have the right to make a subject request on the following:
 - i. rectify inaccurate data;
 - ii. stop processing or erase data that is no longer necessary for the purposes of processing;
 - iii. stop processing or erase data if your interests override our legitimate grounds for processing the data (where we rely on our legitimate interests as a reason for processing data);
 - iv. stop processing data for a period if data is inaccurate or if there is a dispute about whether or not your interests override the Employer's legitimate grounds for processing the data.
 - v. whether or not your personal data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from you;
 - vi. to whom your personal data is or may be disclosed, including to recipients outside of the European Economic Area (EEA) and the safeguards that apply to such transfers;
 - vii. for how long your personal data is stored;
- b) To make a subject request, contact us at exchanges@oge-programmes.org.
- c) We will normally respond to your request within 28 days from the date your request

is received. If such date cannot be met, we will respond within 28 days of receiving your original request to explain why and indicate a new timeframe.

- d) If your request is manifestly unfounded or excessive, we are not obliged to comply with it.

Data security

1. We will use appropriate technical and organisational measures to keep personal data secure, and in particular to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage.
2. Maintaining data security means making sure that:
 - a) only people who are authorised to use the information can access it;
 - b) where possible, personal data is pseudonymised or encrypted;
 - c) information is accurate and suitable for the purpose for which it is processed; and
 - d) authorised persons can access information if they need it for authorised purposes.
3. By law, we must use procedures and technology to secure personal information throughout the period that we hold or control it, from obtaining to destroying the information.
4. Personal information must not be transferred to any person to process (e.g. while performing services for us on or our behalf), unless that person has either agreed to comply with our data security procedures or we are satisfied that other adequate measures exist.
5. Security procedures include:
 - a) Any desk or cupboard containing confidential information must be kept locked.
 - b) Computers should be locked with a strong password that is changed regularly or shut down when they are left unattended and discretion should be used when viewing personal information on a monitor to ensure that it is not visible to

- others.
- c) Data stored on CDs or memory sticks must be encrypted or password protected and locked away securely when they are not being used.
 - d) The Marketing Manager must approve of any cloud used to store data.
 - e) Data should be regularly backed up in line with the Employer's back-up procedure.
6. Telephone Precautions. Particular care must be taken by Staff who deal with telephone enquiries to avoid inappropriate disclosures. In particular:
- a) the identity of any telephone caller must be verified before any personal information is disclosed;
 - b) if the caller's identity cannot be verified satisfactorily then they should be asked to put their query in writing;
 - c) do not allow callers to bully you into disclosing information. In case of any problems or uncertainty, contact the Marketing Manager.
7. Methods of disposal. Copies of personal information, whether on paper or on any physical storage device, must be physically destroyed when they are no longer needed. Paper documents should be shredded and CDs or memory sticks or similar must be rendered permanently unreadable.

International data transfers

In the course of carrying out our business, we may need to transfer your personal information to outside the European Economic Area (EEA). Oxford Global will arrange agreements with overseas partners to ensure that data is processed to a similar standard of data protection as required by UK legislation.

IT and Communications Systems Policy

Statement of the Policy

Oxford Global's IT and communications systems are intended to promote effective communication and working practices as well as the safety and welfare of students. For staff a breach of this policy may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

This policy does not form part of any Staff Member's contract and the Company may amend it at any time.

Equipment Security and Passwords

1. You are responsible for the security of the equipment allocated to or used by you, and you must not allow it to be used by anyone other than in accordance with this policy.
2. You should use passwords on all IT equipment, particularly items that you take out of the office. You should keep your passwords confidential and change them regularly.
3. You must only log on to our email systems using your own username and password. You must not use any other person's username and password or allow anyone else to logon using your username and password.
4. If you are away from your desk you should log out or you're your computer. You must log out and shut down your computer at the end of each working day.

Systems and Data Security

1. Staff members should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of their duties).
2. Staff members must not download or install software from external sources without authorisation from their Line Manager. Downloading unauthorised software may interfere with our systems and may introduce viruses or other malware.
3. Staff members must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to the organisation's systems without

authorisation from their Line Manager.

4. Oxford Global monitors all e-mails passing through the system for viruses. Staff members should exercise particular caution when opening unsolicited e-mails from unknown sources.
5. Inform your line manager immediately if you suspect your computer may have a virus.

Email

1. Adopt a professional tone and observe appropriate etiquette when communicating with third parties by e-mail. Staff should also include the organisation's standard e-mail signature and disclaimer.
2. Staff members who have an Oxford Global email address should use it to communicate with students.
3. Staff Members that lack an Oxford Global email address should copy in exchanges@oge-programmes.org into all email communication. Failure to do so will be regarded as breach of contract.
4. Staff must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate e-mails.
5. Staff should not:
 - a) Send or forward private e-mails at work which you would not want a third party to read;
 - b) send or forward chain mail, junk mail, cartoons, jokes or gossip;
 - c) contribute to system congestion by sending trivial messages or unnecessarily
 - d) copying or forwarding e-mails to others who do not have a real need to receive them; or
 - e) send messages from another person's e-mail address (unless authorised) or under an assumed name.
 - f) Permanent staff should not use their own personal e-mail account to send or

receive e-mail for the purposes of the business. Staff should only use the e-mail account provided by Oxford Global.

Using the Internet

1. Internet access is provided solely for business purposes. Staff and students should not access any webpage or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral.
2. We may block or restrict access to some websites at our discretion.

Personal Use of Our Systems

1. We permit the incidental use of our systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions. We may withdraw permission for it at any time or restrict access at our discretion. Internet access is provided solely for business purposes.
2. Personal use must meet the following conditions:
 - a) It must be minimal and take place exclusively outside of normal working hours (that is, during your lunch break, and before or after work), common sense applies.
 - b) if you have a personal emergency;
 - i. personal e-mails should be labelled "personal" in the subject header;
 - ii. it must not affect your work or interfere with the business;
 - iii. it must not commit us to any marginal costs; and
 - iv. it must comply with our policies including the Equal Opportunities Policy, Anti - Harassment and Bullying Policy, Data Protection Policy and Disciplinary Procedure.

Prohibited Use of our Systems

1. Misuse or excessive personal use of our telephone or e-mail system or inappropriate internet use will be dealt with under our Disciplinary Procedure.

Misuse of the internet can in some cases be a criminal offence.

2. Creating, viewing, accessing, transmitting or downloading any of the following material will usually amount to gross misconduct (this list is not exhaustive):
 - a) pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
 - b) offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
 - c) a false and defamatory statement about any person or organisation;
 - d) materials which are discriminatory, offensive, derogatory or may cause
 - e) embarrassment to others (including material which breaches our Equal Opportunities Policy or our Anti-Harassment and Bullying Policy)
 - f) confidential information about us or any of our Staff or students (except as authorised in the proper performance of your duties);
 - g) unauthorised software;
 - h) any other statement which is likely to create any criminal or civil liability.
 - i) music or video files or other material in breach of copyright.

Social Media Policy

Statement of the Policy

1. This policy is in place to minimise the risks to our organisation, its staff and students through the use of social media. This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Google+, Wikipedia, Instagram, WeChat, Webo, and all other social networking sites, dating apps, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect Oxford Global in any way.
2. This policy does not form part of any Staff Member's contract and the Company

may amend it at any time.

3. This policy applies to the above matters before, during and following termination of the employment.

Personal Use of Social Media

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity and complies with this policy.

Prohibited Use

1. Staff must avoid making any social media communications that could damage Oxford Global's business interests or reputation, even indirectly.
2. Staff must not interact with students attending any of the Oxford Global courses using dating apps.
3. Staff must not use social media to defame or disparage Oxford Global, other Staff, students, parents or any third party; to harass, bully or unlawfully discriminate against other Staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.
4. Staff must not express opinions on Oxford Global's behalf via social media, unless expressly authorised to do so by their line manager. Employees may be required to undergo training in order to obtain such authorisation.
5. Staff must not post comments about sensitive business-related topics, such as the Employer's performance, or do anything to jeopardise confidential information and intellectual property. Staff must not include Oxford Global logos or other trademarks in any social media posting or in their profiles on any social media.
6. Staff should not use social media platforms to communicate with parents or students without prior consent from the Course Director.
7. Staff may choose to use an 'Oxford Global' profile during course running periods

- allowing them to add students without exposing their personal and private online profiles to them–this may only happen with the authorisation of the Course Director.
8. Any communication with students by staff using electronic media should be via a method which provides for the exporting of the conversation history (such as WhatsApp or WeChat) so as to ensure the safety of both staff and students.
 9. Any misuse of social media should be reported to the Staff member's line manager.

Taking Photographs and Videos

1. All students have consented to having their photo taken and to its use by Oxford Global by signing the Student Agreement before they arrive.
2. When recording activities, trips and other moments at Oxford Global Programmes, Staff members could use their personal cameras and ensure that the media created is transferred to Oxford Global System and then erased from the personal device as soon as possible. All content should be uploaded to the marketing OneDrive and then deleted off of personal devices.

Breach of this Policy

1. Any member of Staff suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details, as well as removing any social media content that we consider to constitute a breach of this policy.
2. Breach of this policy may result in disciplinary action up to and including dismissal.

Performance Appraisal Policy

Statement of Appraisal Policy

Oxford Global is committed to supporting every employee to reach their potential and achieve their personal goals, which in turn will assist the organisation to achieve its objectives.

The performance appraisal policy supports the Performance Improvement Plan. The Plan is a formal process centred on an annual meeting of each employee and the Course Director to discuss his/her work. The purpose of the meeting is to review the previous year's achievements and to set objectives for the following year. These should align individual employees' goals and objectives with organisational goals and objectives.

Performance Appraisal Implementation

1. Performance appraisal discussions will be held over a designated 4-week period on an annual basis. They will be arranged by the Course Director.
2. The discussion will be held in private. Information shared during the appraisal will be shared only with senior management. The exception is training needs, which will be used to determine appropriate improvement activity through the year as appropriate. Confidentiality of appraisal will be respected.
3. All appraisal documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare.
4. A time and venue for the discussion will be advised at least one week before the meeting takes place.

The Appraisal Discussion

1. The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the appraisee in his/her role.
2. The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the organisation and of the individual.
3. The discussion should be a positive dialogue and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.
4. The appropriate forms will be completed and signed by both parties. The appraisee

will be given the opportunity to note any comments that he/she does not agree with and complete a self-assessment.

5. The appraisee and line manager should agree on a Performance Improvement Plan for the appraisee for the following year. This will reflect the appraisee's aspirations and Oxford Global's requirements and should align personal and organisational goals. The organisation and the line manager will support each staff member to achieve these goals during the forthcoming year.
6. Any training needs, future training requirements, planned qualifications, development opportunities and career planning should be discussed in the light of the Performance Improvement Plan.

Training and Monitoring

Senior Management are responsible for the appraisal process and will ensure that appraisers and appraisees are adequately equipped and trained to undertake the performance appraisal.

Alcohol and Drugs Misuse Policy

Oxford Global is committed to providing a safe, healthy and productive working environment. This includes ensuring that all staff are fit to carry out their jobs safely and effectively in an environment which is free from alcohol and drug misuse and that students are aware of, and abide by, the rules relating to alcohol and drugs.

Key Principles:

1. All Staff and students are aware of their responsibilities regarding alcohol and drug misuse and related problems.
2. Staff who have an alcohol or drug-related problem are encouraged to seek help, in confidence, at an early stage.
3. Staff or students who have an alcohol or drug-related problem affecting their work

are dealt with sympathetically, fairly and consistently.

4. This policy applies to incidents or offences caused by alcohol or drug misuse at or outside work which may damage our reputation, and where staff are likely to be dealt with under our Disciplinary Procedure.
5. We will not accept Staff arriving at work under the influence of alcohol or drugs, and/or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol (out-with organized events) or take drugs (other than prescription or over the counter medication, as directed) on the College site.
6. Oxford Global aims to ensure that the confidentiality of any Member of Staff experiencing alcohol or drug-related problems is maintained appropriately. However, it needs to be recognised that, in supporting Staff, some degree of information sharing is likely to be necessary.

Staff Consumption and Possession of Alcohol

1. Staff members, being over the age of 18 are all legally allowed to possess and consume alcohol. No Staff member should be incapacitated at work due to alcohol. This would constitute gross misconduct under the Disciplinary Procedure.
2. It may be appropriate for staff of over 18-year-old students to consume a small amount of alcohol at a scheduled event of activity, such as graduation receptions and formal dinners. This is limited to two glasses of wine and there will always be a designated member of staff who will not consume any alcohol.
3. Incapacity due to alcohol should be avoided by residential Staff at all times – even outside of normal working hours.
4. Consumption of alcohol by non-residential Staff outside of their working hours should be limited to avoid being in an unfit state to work.
5. Staff working with students over the age of 18 should not under any circumstances engage with them socially outside of the working day and outside of the College

Site or accommodation site unless there is a clear reason for doing so, permission has been sought by the Course Director and other staff are present.

6. Staff must not, under any circumstances, supply any student at Oxford Global Programmes with alcohol outside of un-timetabled activities and never for under-18-year-olds.
7. Oxford Global expects all Staff to demonstrate responsible behaviour at work, work-related functions and work-related social events and to act in a way that will not have a detrimental effect on the Employer's reputation.
8. If you represent us at external events where alcohol is served, you are considered to be "at work" regardless of whether you do so outside normal working hours.
9. Consequently, we will expect you to remain professional and fit for work at all times.

Smoking Policy

Oxford Global is committed to protecting the health, safety and welfare of all staff and students by providing a smoke-free environment. All of our workplaces are smoke-free in accordance with the Health Act 2006 and associated regulations. This policy does not form part of any Employee's contract and it may be amended at any time.

Where is Smoking Banned?

Smoking is not permitted at any time anywhere in the workplace, on the college site or (for course-delivery staff) in the presence or sight of students. The ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.

Where is Smoking Permitted?

On-course staff and students over 18 years of age may only smoke outside, outside of College or accommodation grounds and not in the presence of students during breaks. When smoking outside, staff must dispose of cigarette butts and other litter appropriately.

Breaches of this Policy

Breaches of this policy by any Staff member will be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

Smoking in smoke-free premises or vehicles is also a criminal offence in the UK and may result in a fixed penalty fine and/or prosecution.

Programme Coordinator debrief system

We are thrilled to welcome you to the team as a Programme Coordinator. Your role is highly important to ensure the overall operation and quality of the course. Prior to the start of the work week, you will receive an electronic work debrief package in your email. The debrief, will clearly outline your work for each day of the week. Before the commencement of the course, the Course Director will arrange a meeting to go through the first week debrief altogether as well as, the health and safety procedures. Thereafter, it is crucial that you take the time to review it at the start of each work week and before each workday, if you have any questions, please speak with the Course Director. Please refer back to it regularly throughout the duration of the course and if you have any questions during the workday, please contact the Course Director immediately via phone call or text message.

Disability

Oxford Global will make reasonable adjustments for tutors with disabilities. If you have a disability that you would like us to take into account and have not yet disclosed, you may discuss it in confidence with the Academic Director at any time. Please see our Equality, discrimination and disability policy for more details.

Invoicing and payment

1. Please make out your invoice to Oxford Global Exchanges CIC and email it to finance@oge-programmes.org.
2. Our preferred payment method is bank transfer, so it would be helpful if you could include your bank details with your invoice. For security, we do not hold bank details in the office, so you will need to re-send the details even if you have taught for us before.
3. If you prefer to be paid by a different method, please let us know in advance.
4. We aim to pay within about a week of the programme's ending. Please tell us if you have not received payment by then.
5. You are self-employed for tax purposes. You will be paid gross and are responsible for declaring the income to HMRC.

Insurance

Oxford Global has public liability insurance cover to £1 million. The insurance document is available for inspection in our Head Office.

Course Tutors' Guide

Thank you very much for agreeing to teach on our forthcoming course. The excellence of our tutors is crucial for our programmes, and we are grateful for your commitment.

We have several policies that apply to tutors. A hard copy available in the Oxford Global office. Please familiarise yourself with policies that are relevant to you.

Contacts

An up-to-date contact list is available online, and we will also email you a copy before the programme starts.

Administration

1. You will be notified individually where your teaching is taking place. Please come directly to the teaching room unless you have made arrangements to be met elsewhere.
2. Our Tutor standards policy includes some guidance regarding punctuality, dress, teaching materials, etc. – for the most part common sense and thoroughly familiar.
3. Please note that in accordance with this policy, a member of our staff may observe your teaching with a view to learning more about your teaching style, assessing the suitability of a presentation for a particular student group, sharing educational ideas and offering constructive feedback. We will do our best to avoid any disruption or distraction.
4. If you have a Power Point presentation, please bring a memory stick and preferably your own laptop (to avoid compatibility issues). Our venues prefer PCs and PC formatted memory sticks, so please avoid Mac formatting where possible and let us know in advance if this will be a problem. Likewise, please give us plenty of notice if you will need internet access during your talk: most of our venues offer this facility but it always helps to know in advance.
5. Our students have a very high academic standard and an intermediate to advanced level of English. Do feel free to introduce novel or conceptually difficult material, but please speak slowly and clearly, and explain any difficult or technical vocabulary.

6. We are very proud of our lecturers and tutors, and we include short biographies, photos and occasionally audio or video clips on our website. Please let us know if you do not wish such material to be published.
7. PowerPoint presentations or other teaching materials and would be grateful if you could send us a copy before your session.

Disability

Oxford Global will make reasonable adjustments for tutors with disabilities. If you have a disability that you would like us to take into account and have not yet disclosed, you may discuss it in confidence with the Academic Director at any time. Please see our Equality, discrimination and disability policy for more details.

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10. You are self-employed for tax purposes. You will be paid gross and are responsible for declaring the income to HMRC.

Insurance

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Standard of Teaching

Oxford Global attaches great importance to the professional and academic standards of its tutors and staff. This policy applies to lecturers, tour guides and workshop leaders – collectively “tutors.”

General

1. Oxford Global sets high standards of professionalism, approachability and academic rigour. Tutors have significant face-to-face contact with students and play a vital role in upholding this ethos.
2. Tutors are expected to treat students with respect and cultural sensitivity with a view to facilitating productive and enjoyable learning.
3. Tutors are representing Oxford Global whenever they interact with our students, in or out of lessons. Particular care should be taken to maintain appropriate professional conduct during any informal interactions e.g. if tutors and students meet socially.
4. You are asked to arrive in plenty of time for sessions and to allow time before the session begins if you need to set up audio-visual equipment, prepare handouts for distribution, etc. The venue is always available at least 15 minutes before each session.
5. Tutors are asked to dress professionally – semi-formal or smart casual. Please avoid informal wear such as T-shirts, sweatshirts, or sweatpants.
6. Oxford Global encourages employees and tutors to reflect on their work so as to engage in a process of continual learning and professional development. As part of this process, Oxford Global’s Course Director or another member of staff may observe your teaching with a view to learning more about your teaching style, assessing the suitability of a presentation for a particular student group, sharing educational ideas and offering constructive feedback. All new tutors should expect

to have some teaching observed during their first programme with us. We will make every effort to avoid disruption or distraction. If you would like a member of staff to attend a particular session or to provide feedback on any particular aspect of your teaching, please let the Course Director know.

Presentations, slides and handouts

1. Teaching and course materials should be prepared thoroughly and to a high standard.
2. Our classes are generally quite mixed, which makes for a rich learning environment and also presents some challenges. Tutors are asked to bear in mind that:
 - a) our students are not native English speakers. Please speak slowly and clearly, and make sure that difficult or technical vocabulary is explained.
 - b) The English level ranges between about lower intermediate and lower advanced, with most students above IELTS 5.0.
 - c) our classes frequently include students with a wide range of subject backgrounds
 - d) students will have different needs and expectations depending on their cultural and academic background. Tutors may find it helpful to state clearly at the outset what they expect in terms of class etiquette, degree of student participation, etc.
3. Handouts should be clear, legibly printed and free of errors. Slides should be clearly legible from the back of the classroom or lecture theatre. As a guide:
 - a) We suggest no more than about five lines of text per slide, at a text size
 - b) allowing around six words per line
 - c) Use clear and simple fonts
 - d) Use sentence case rather than all upper case
 - e) Text should be left-justified
4. Colour-blindness of one form or another is relatively common and makes certain

colour contrasts difficult or impossible to see. Please bear this in mind when designing slides and handouts. As a guide:

- a) Good colours for text are black or dark blue on white, white on dark blue, and dark blue or black on yellow
- b) Do not use colour alone to differentiate lines or blocks on graphs – distinguish them in some other respect as well. Useful contrasts include pale versus dark
- c) colouring, hatching versus solid colour, dotted or dashed versus solid lines, and blocks with borders versus blocks without