

# LONDON COLLEGE OF ENGINEERING AND MANAGEMENT

STAFF HANDBOOK

2011

*Promising Academic Excellence*



# LONDON COLLEGE OF ENGINEERING AND MANAGEMENT

## STAFF HANDBOOK 2011

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## **1. Foreword**

It is a great pleasure to publish this London College of Engineering and Management Staff Handbook which I believe will be of considerable assistance to everyone who works for the College.

The College has grown rapidly during a short span of time and as a result, the College has developed a number of new policies and procedures to reflect this growth. The Handbook has made attempts to incorporate the matters relating to new legislation in respect of Employment Law and related matters.

Although this Handbook does not form part of the employment contract, it is binding on all employees of the College. Such policies may be changed by the College from time to time and employees will be informed in writing of any such changes.

This Handbook contains a range of policies, procedures, rules and other helpful information relating to employment at LCEM. It is very important that all employees familiarise themselves with its contents in order to discharge their duties and responsibilities accordingly.

If there are any queries with regard to any aspects of this Handbook, the employees are requested to take them up with the Principal or Vice Principal.

Shekhar Sharma, FCCA  
Principal,  
London College of Engineering and Management

## 2. Introduction

LCEM, located in Woolwich, was established by a team of enthusiastic academics, professionals and educational entrepreneurs. In a short span of time the College has grown to become a popular and exciting study destination, attracting both genuine overseas students and local students, as well as providing an exciting work place for the employees.

This Handbook is intended to give staff an overview of LCEM and how it functions. To give full details on all the topics covered in the various sections would make the document overwhelmingly large. The Handbook does, however, attempt to give answers to the questions most commonly asked. If it cannot answer your questions directly it will, hopefully, give you sufficient guidance as to where you can find the information. The Handbook should be seen as an adjunct to a number of manuals and policy documents where more detailed information can be found. They are indicated throughout this Handbook by italics. A list of useful reference documents is available within the Departments and all are on reference within the College Library and on our Website.

The College places great emphasis on having good channels of communication. In this Handbook you will find a number of groups and committees described through which you can put forward your views and ideas. The College believes that it will function far more effectively if it draws on the talents and expertise of its entire staff. Teamwork is vital. With the help of new technology in which the College is investing heavily, it is envisaged that the existing channels of communication will become even more effective.

The College is a dynamic institution which is constantly adapting to an ever changing environment and procedures are constantly evolving. The Handbook is updated annually in order to respond the changes in environment in which it operates.

## 3. Mission Statement

The mission statement of the College was unanimously adopted by the College Board on 10th December 2006. Our Mission Statement is:

***'Promising academic excellence'***

## 4. College Strategic Objectives

### 4.1 Working with our communities

To support our local and regional communities in the achievement of their core objectives by:

- contributing to the social and economic prosperity of the region through skills development and education;
- creating specialist vocational training facilities and courses which will support the local / regional economy and
- eliminating unfairness, discrimination and disadvantage through the active promotion and practice of equal opportunities in teaching, employment, and all service provision;

### 4.2 To generate new ideas

- Knowledge and skills that will help future managers transform management practice.
- To create and execute learning opportunities for current and future leaders and managers that will transfer their future to delve into the globe.

#### **4.3 Developing a responsive curriculum**

To provide an inclusive curriculum that enables people to realise their potential and equips them with the skills they need to succeed by:

- removing barriers to learning that may impede participation;
- eliminating unfairness, discrimination and disadvantage through the active promotion and practice of equal opportunities in teaching, employment, and all service provision;
- delivering appropriate support to all learners, irrespective of their mode of attendance or time spent in College;

#### **4.4 Striving for excellence**

To foster a culture where excellence is the only acceptable goal by:

- embedding a 'can do' culture through systems and relationships which provide empowerment underpinned by accountability;
- setting demanding but achievable targets, benchmarked to the standards achieved by the competitive Organisations
- developing internal management systems that help improve and maintain high professional standards

#### **4.5 Focusing on organisational effectiveness**

To provide effective and efficient services both internally and externally by:

- continuing the development of Business Information Systems to provide staff with accurate and useful data in a timely manner;
- implementing an internal budget system which motivates staff to achieve the business objectives thus ensuring the financial solvency of the College and the achievement of its mission;
- developing an environment which is fit for purpose and attractive to students;
- embedding a strong customer service ethos into all operations

### **5 The Board of the LCEM**

The Board meets at least once a month, and the Chairman of the Board of the Company is Mr Ghanashyam Paudyal.

#### **5.1 The Finance and General Purposes Committee**

The Committee is responsible for acting on behalf of the College on policy matters relating to the efficient use of resources [except Human Resources] and for ensuring the existence of financial and other systems necessary to facilitate effective management. Matters coming before this committee include the financial regulations, annual financial statements, three year financial plan, revenue and expenses budget, the capital programme, the scale of charges for College services and efficiency targets.

#### **5.2 The Strategic Planning Committee**

The Committee considers issues such as the College's Strategic Plan, student market information, marketing, the internal development of the College with reference to facilities and curriculum.

#### **5.3 The Quality Assurance Committee**

Assures the policies of the Board of the College are being effectively implemented. The Committee monitors the college's performance on issues including the quality of educational provision, student pass rates and achievement.

To do this it calls on the Departments and College Services to report to it and to account for current operations and future plans.

### 5.4 The Human Resources Committee

is concerned with the effective deployment of staff, oversees the terms and conditions of service for employees, the grading and salary of teaching and support staff, staffing structures, and Disciplinary and Grievance procedures. It also oversees all aspects of performance management, including Appraisal arrangements.

### 5.5. The Remuneration Committee

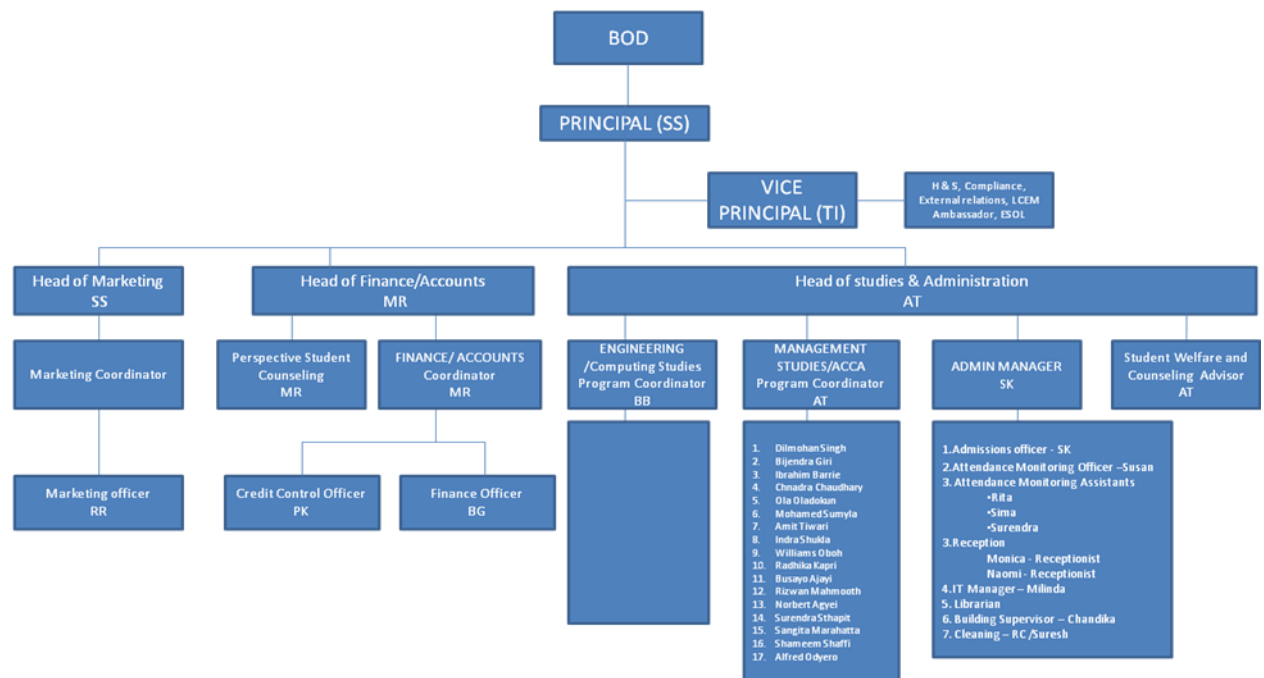
makes recommendations on matters relating to staff pay and conditions of service, which is reviewed on a regular basis.

### 5.6 The Audit Committee

advises the Board on the adequacy and effectiveness of the College’s Accounting & Internal Control systems and its arrangements for risk management, control and governance procedures. This advice is primarily formed through a consideration of the work of the College’s internal audit service, its financial statements auditors and funding auditor. The Principal is not allowed to be a member of this committee but is invited to be in attendance at each meeting.

## 6 The Management and Organisation of the College

Day-to-day management is the responsibility of the senior management team consisting of the Principal, Vice Principal, Finance, Human Resources, Student Services and Technical and Information Services with a cross college role.



## 7 The Principal

Mr. Shekhar Sharma was appointed Principal of London College of Engineering and Management in December 2006. He is responsible for:

1. Advising the Board of the College in their determination of the educational character and mission of the College and implementing the policies and decisions of the Board.
2. Ensuring that the College's operational objectives, plans and procedures are congruent with the College's Strategic Plan.
3. Ensuring that a clear direction is set which leads to continuous improvement of standards and high quality education and training.
4. Ensuring that the information needs of management and staff are met and that management information is used effectively to the benefit of learners.
5. Ensuring that the overall management, internal organisation and discipline meets the standards called for by the College Board and other regulatory authorities, including quality standards set for the programme and other services provided by the College.
6. Overseeing the Human Resources function of the Company which, subject to the general framework established by the Board, includes the appointment, assignment, grading, appraisal, suspension, dismissal, and determination of the pay and conditions of service of staff other than the holders of senior posts.
7. Determining, after appropriate consultation with the staff and the Academic Board, the academic activities of the College, thereby ensuring that those activities meet the needs of the College's stakeholders and in particular, students.
8. Ensuring timely and accurate preparation of annual estimates of income and expenditure for consideration and ultimate approval by the Board of the College and for the management of the approved budget.
9. Ensuring that there are explicit aims, values and strategies promoting equality of opportunity so that learners achieve their potential.
10. Representing the College on those external committees or other bodies at local, national and international level which are considered relevant and influential to the present and future needs of the College.
11. Maintaining student discipline and, within the rules and procedures provided for within the Articles, being responsible for the suspension or expulsion of students on disciplinary grounds and for implementing decisions to expel students for academic reasons.
12. Promoting and maintaining effective links with:
  - Directors
  - Staff and students
  - Other educational establishments
  - Industry, business and the professions
  - Other local community interests
  - Appropriate Government departments and local authorities
13. Fostering an innovative, flexible and responsive attitude towards changes in the College's environment to maintain the College in the forefront of education and training.
14. The effective design and working of College structures, strategies and systems.

## **8 The Senior Management Team**

### **8.1 Director Student Services**

This post is held by Mr. Mahesh Regmi who has overall responsibility for all student related matters. This includes the enrolment of students, their grievance handling, and matters related to any disciplinary action. Mr Arka Timisina, - Director of Academic Studies, manages this on a day to day basis.

### **8.2 Vice Principal**

This post is held by Thelma Iddenden, who has overall responsibility for the day to day running of the college and deputises for the Principal in his absence in all aspects of management, discipline and control.

## **9 Strategic Planning and College Development**

The Principal and all the Board of Directors are responsible for the strategic planning process and for the production and implementation of the Plan.

### **9.1 The College's Strategic Plan**

The College's Strategic Plan, which covers a three year period, sets out the College's key strategic objectives to be achieved during the lifetime of the plan. The main purpose of the Plan is to provide the basis for the effective management of the College.

### **9.2 The Planning Process**

Planning is a rolling process in which plans are regularly reviewed and updated. Everyone should be involved in that process at some stage to ensure common "ownership" of the College's strategic objectives and to provide an opportunity for all staff to contribute to the future development of the College. Involvement in the planning process also ensures that everyone is informed as much as possible about the direction of the College and the part they have to play in developments.

The "planning" round starts in Summer at the Staff Conference when the Principal and Senior Management Team set out the issues and opportunities for the college, and all departments and service units undertake self assessment. During the Autumn and Spring terms, the Senior Management Team and the Principal consider the College's priorities and objectives for the following three year period. They take account of the latest market information, other external factors which will affect the College, the outcomes of the college assessment of its own performance and the views of external stakeholders and staff.

During the Summer Term, a draft Strategic Plan and draft Development Plan is produced and considered by the Academic Board and the Strategic Planning Committee of the Board of the Company.

At the same time the Senior Management Group will be working on the draft College budget for the following financial year, taking into account to the projected levels of income based on planned student numbers and changes and developments identified during the planning process.

The final stage in the process is the approval of the College's three year Strategic Plan and Budget by the Board of the Company at their meeting in June.

The implementation of agreed plans is monitored on a regular basis by the Senior Management Team and the Strategic Planning Committee of the Company Board.

## **10 The Academic Board**

By law all colleges must have an Academic Board. The Academic Board is responsible for advising the Principal on the standards, planning, co-ordination, development and oversight of the academic work of the college, including arrangements for admission, assessment and

examination of students and the procedures for expulsion of students for academic reasons. The Board is chaired by the Principal and is made up of the following members:

- ✦ The Principal
- ✦ Vice Principal
- ✦ Director of Academic Studies
- ✦ Heads of Departments
- ✦ Programme Co-ordinators
- ✦ Permanent Teaching staff

A number of committees report to the Academic Board. The committees ensure that full discussion and debate on vital issues are held and this enables informed policies to be passed to the Academic Board for its approval. They also ensure that a larger number of staff contribute to informing and formulating College policy.

## **11 The Academic Departments**

There are currently two academic departments through which the management of teaching and learning is organised. ( In the future, the College also intends to establish an Engineering Department. )

These Departments are:

- Business Management studies
- Information Technology

Both teaching departments have a similar organisational structure. This enables a corporate approach to be taken on day to day issues and planning for the future. Within each Department, the structure is as follows:

### **11.1 Head of Department (HoD)**

The HoD is responsible for formulating the strategic development and objectives of the Department. He/she is responsible for learning programmes, and day-to-day student and resource management. The HoD reports to the Vice Principal.

### **11.2 Deputy Head of Department**

The Deputy Head is responsible to their respective Head of Department for the day-to-day management of agreed curriculum areas and leadership of teams of staff. They are responsible for assisting their HoD in all activities. The exact breadth of responsibilities varies across Departments depending on how many deputies there are and how they have decided to divide up the work.

### **11.3 Programme Leader (PL)**

The Programme Leader is responsible for the management of specific degree/diploma/certificate programme within a department. He/she makes a major input to curriculum development, the recruitment and management of students, leadership of staff and the efficient and effective use of resources.

## **12 Curriculum Development and Quality Improvement**

### **12.1 Curriculum Development Unit (CDU)**

The Curriculum Development Unit (CDU) is responsible for providing 'cross college' support for quality improvement. The curriculum structure for full time students is as follows:-

Full-time students undertake a programme of study which includes Key Skills, tutorial and enrichment activities in addition to their primary learning objectives. A range of complementary studies are offered to extend students' learning and qualifications.

New full time students undergo an initial assessment in the areas of communication / basic skills and numeracy before they enrol and during their first week in the College. This is to ascertain the level they should be seeking to attain while at the College, and to identify any additional support they may need.

### **12.2 New Programme Approval**

In order to respond to the needs of its community and to the implications of external developments, the College must constantly review its course offer and develop new programmes where needed. Proposals for new programmes are considered by the New Programmes Approval Panel which consists of the following members of the SMT:

- Principal
- Vice Principal;
- Director of Academic Studies

The development and introduction of new programmes are supported by the College Curriculum Development Manager and Staff Development Manager where appropriate.

### **12.3 Quality**

In order to avoid any deterioration in quality, the college will carry out the review of the relevant area of learning; reviewing retention and achievement rates and setting targets, benchmarked to national averages; questionnaires to students to obtain feedback on college services and provision; observations of teaching and tutorials with detailed feedback to teachers and tutors; Performance Review Boards at which a panel considers the reasons for successful and less successful provision and strategies for improvement, as well as the quality of target setting, and programme review by the programme team. In addition to these, the college will produce the SAR (Self Assessment Report) with remedial measures to correct the identified weaknesses.

## **13 College Finance and Financial Procedures**

Since incorporation the College has been responsible for its own finances. If income does not match expenditure then corrective action has to be taken. The Board members have particular responsibility for ensuring the solvency of the College and for safeguarding its assets.

### **13.1 Background to College Finance**

#### **13.1.1 Funding Methodology**

The College is funded via tuition fees, course fees and other sources.

##### **13.1.2.1 The Budget**

Every year the College is required to produce a draft budget which has to be approved by the Board. This is the responsibility of the Principal.

#### **13.1.3 Financial Procedures**

##### **13.1.3.1 Ordering Goods and Services (Stock Control Procedures)**

Staff wishing to obtain goods or services from the College resources must complete a "purchase order requisition" which can be obtained from Reception. The completed requisition will have to be forwarded to the Office Manager and Principal for approval.

After being approved such a purchase order requisition must then be entered onto the College purchase order system by someone other than the authorised signatory. Only thereafter, the purchase order will be placed via email to the chosen suppliers for delivery. When the goods have arrived, they are checked and the Delivery Note is attached to Invoice and all other documents. These are then forwarded to the Office Manager.

Invoices received from suppliers that relate to items not previously entered into the purchase order system will not be paid by Finance, unless prior written exemption has been given by the Director of Finance.

**Capital expenditure**, i.e. items costing over £200 including VAT and with an expected life beyond the year of account must first be approved via the capital expenditure authorisation procedure. These orders are placed by the Principal.

**Special revenue expenditure**, i.e. items costing over £500 of a non-routine nature and with an expected life beyond the year of account must first have been approved via the special revenue authorisation procedure.

Small items may be purchased via a **petty cash system** where it is not appropriate to place an official order. In general such items will be one-off expenditure of under £25 in value. Appropriate approval must be obtained before such purchases are made.

### **13.1.3.2 Ordering goods and services for private use**

This is not encouraged. Where prior agreement has been obtained from the Principal, the Finance Manager must be notified before the order is placed. The Financial Manager will arrange for the member of staff to be invoiced (including VAT) and payment by return is essential. Only when payment has been made to the College can the order be placed.

### **13.1.3.3 Mileage Claims**

Salaried staff will be entitled to claim mileage for authorised journeys undertaken on behalf of the College, in the course of their employment. ALL travel must be approved in advance by your Head of Department or College Service Manager and such travel must be wholly, exclusively and necessarily for the purpose of the College work and must not be of a recurring nature.

All mileage must be for extra miles only, over and above the miles usually spent travelling to work.

The underlying principle is that you should not profit by the need to travel to an alternate place of work. So, for example, if you travel to a meeting instead of coming to work, you would deduct your usual home to work mileage before arriving at any extra miles claimed. It is an Inland Revenue requirement that we cannot reimburse home to work travel as this would be a "taxable benefit".

Mileage should be claimed on a calendar month basis, on the standard mileage claim form, and should be authorised by a manager. Authorised Claims should be submitted to Finance at the end of the month for payment.

Mileage claims represent a significant budgetary expense to the College and staff are asked to keep their claims to a minimum. For example, journeys into London and surrounding districts may be cheaper by rail. Intercity travel is a large part of the mileage budget and where possible staff should combine travel to and from home to work with intercity visits where this reduces or negates the need for a mileage claim. Sharing transport can also reduce claims.

### **13.1.3.4 Handling Student Money**

This can occur, for example, when student trips are being organised or a set of books is being purchased. Experience shows that arrangements in these circumstances run more smoothly when money is collected from the students *before* orders etc are placed. When handling students' money you must keep accurate accounts, issue receipts and pay the money immediately into the appropriate College account.

### **13.1.3.5 Loans of College Equipment**

In general, the College does not support the private use of College equipment. However, in exceptional circumstances which have been agreed in writing by a member of the Senior Management Team, a form is available for authorisation of staff to borrow College equipment for private use. The borrower will be responsible for all insurance cover, third party claims and also for replacing any damaged equipment. Supplies of the authorisation forms are available from the Finance Office – please contact the Director of Finance or Finance Manager.

## **13.2 Insurance**

### **13.2.1 Employers' Liability**

A copy of the Employers' Liability certificate is displayed in the main reception areas of the college. Copies are also held by all members of the Senior Management Team and the Finance Manager.

### **13.2.2 Motor Insurance**

Members of staff using their own vehicles on College business should ensure their own insurance covers business use. The College does not have a "blanket" policy.

Use of College vehicles out of hours is not covered by our insurance unless prior approval has been given by the Finance Manager. Use of a College vehicle for hire or reward is specifically excluded from our insurance cover.

### **13.2.3 Damage to Personal Property**

The personal property of staff and students is not covered. Claims can only be made if the College has been negligent in some way. Any member of staff or student who wishes to make a claim should do so through the Finance Manager.

### **13.2.4 Burglaries, Thefts and Criminal Damage**

A written report should be made immediately to the Finance Manager. The cost of insurance in this area is prohibitive and therefore the College carries an excess on its policy. Therefore, staff are asked to be particularly vigilant regarding security. Prevention is the best policy. Given the tight budget the College is working to, it may be that stolen equipment, essential to teaching, will not be replaced for a considerable period of time.

Theft is only covered where there has been a forced entry to otherwise secure premises. Please ensure that valuable items are not left unattended in an unlocked area. Ideally, all valuable items of equipment, such as laptops, should be locked away when not in use.

## **14 Marketing**

The College's marketing agency has been contracted to design, manage and produce a complete programme covering all aspects of our annual marketing campaign.

The Marketing Coordinator is the main link with the agency and is responsible for developing and implementing a coherent marketing strategy for the whole College. The Marketing Coordinator can assist with market research, the promotion of courses and press coverage of good news stories and events.

The Community Information Officer organises all outreach activity including literature displays, presentations, exhibitions, events and links with schools, community groups, employers etc.

### **14.1 Advertising**

The annual marketing campaign currently targeted includes newspaper advertising for key recruitment dates and open evenings, posters on buses and trains, and adshell posters.

### **14.2 Promotional Literature**

The following promotional literature is currently produced:

#### **14.2.1 Full-time Prospectus**

This is published in October for courses starting the following September and is distributed to schools, careers offices and libraries. It gives details of all full-time courses and descriptions.

#### **14.2.2 Course Information Sheets**

Individual Information sheets are produced by Departments for every course in accordance with the College Charter. They provide more detailed information regarding the syllabus, specialist equipment needed and costs.

#### **14.2.4 Other promotional literature**

Occasionally specific leaflets, fliers and advertisements are produced. These should all conform to the agreed corporate identity. The Marketing Department arranges for the design and production of all promotional materials and can assist with copywriting and distribution.

### **14.2.5 Website**

The College website, [www.lcoem.com](http://www.lcoem.com), provides livelier, up to date information about the College, including the prospectus and directory, a searchable database of courses, course information sheets, news and events. The Marketing Coordinator is the editor of the website. Any information for the website or ideas about its development should be sent to the Marketing Coordinator.

### **14.2.6 Exhibitions, Careers Conventions & Open Events**

The Marketing Co-ordinator organises College representation at various external exhibitions, including a number of school careers conventions and employer events. Three main College Open Events are also held each year in February, May and November. In addition, individual academic Departments also organise Information Evenings about specific subject areas.

### **14.2.7 Liaison with schools and businesses**

The Community Information Officer maintains a database of schools, careers offices, job centres and local community organisations and can arrange for mail shots.

### **14.2.8 Press releases and media relations**

In order to attract students to our programmes and gain recognition of our value as an organisation, the College must maintain a high profile in the community through the local media.

Activities and events of any type provide a chance to enhance the image of the College and it is therefore important that the Community Information Officer is made aware of what is happening at each centre. The Community Information Officer can arrange for copywriting and photographs in addition to the production and distribution of a press release to local newspapers and radio.

Other good news stories should be sent to the Marketing Coordinator who will arrange for distribution to the press.

## **15 Information Centres and Enrolment**

### **15.1 The Enrolment and Learning Agreement Forms**

#### **15.1.1 Full Time Students**

Students wishing to enrol with the college can download the enrolment form from our web page and forward to us. We will respond to the student as soon as it is received. Alternatively, students can visit the College where our administrative staff are always ready to provide help. In addition to these we have appointed some agents out side the UK and students can obtain the application form from them and forward it to us.

#### **15.1.2 Tuition and other Fees**

Fees are set by the College senior management subject to Board approval. It is very important that unauthorised staff do not have any rights to raise students' expectations of concessions, waivers and refunds that do not conform to the College policies. Staff are reminded that overseas (non EU) students have to pay fees significantly higher than those routinely published. For all issues relating to fees, please contact a member of the administrative team.

### **15.2 Register System**

LCEM currently operates a manual register system and is planning to introduce a biometric fingerprinting system in the future.

It is available upon request through your Head of Department or line manager. A Register should be provided for you for each class that you teach accompanied by a colour-coded file for the relevant day of the week. Your Register file (containing marked Register(s)) should

then be placed in a collection box when you have finished teaching and will be returned to your pigeonhole (please liaise with Department administration staff) in time for the next class. Your Register file will contain guidance notes on completion inside the front cover. Some paper registers for off-site provision are collected every month or once a term.

### **15.3 Withdrawal of Students and Students Changing Course**

It is important that the Student Registry is informed of **all** changes to a student's learning programme including withdrawals, transfers and any change to a student's learning programme.

## **16 Examinations Services – Student Achievement & Records Department**

The Examinations Services is responsible for all processes relating to students' achievements whilst at LCEM. This includes:

- registration for awards, entry for examinations, submission of results, distribution of certificates
- informing and advising academic staff on procedures related to a qualification, including;- closing dates, changes to awards and fees, correct paperwork, awarding body regulations;
- rooming arrangements, written examinations and appointing invigilators
- all procedures related to on line examination testing

Departments are advised about entry dates and the costs of exams so that the information can be passed to students. Students must be enrolled before they can be registered or entered for examinations.

The collection and processing of all qualification outcomes is a rapidly increasing responsibility of the Examinations Services. It is vital that:

- the qualification the student is aiming to achieve is the same as that held on that student's record;
- any changes for individual students are notified to Examinations and Registry, as soon as possible. This includes changes in the level of qualification being pursued; address, name, withdrawal or transfer from qualification;
- any changes in qualifications for a course are notified to the Student Achievement and Records Manager as soon as possible. Such changes must be made on the appropriate documentation and with regard to any funding implications;
- Outcomes are notified to the appropriate Examinations Office as soon as they are known.
- 

## **17 Student Services**

The College recognises the importance that a supportive and caring environment plays in the success of all learners.

Student Services plays a lead role in this. It is responsible for the following;

### **17.1 Careers Education and Guidance**

Mr Arka Timsina provides confidential careers guidance and information, individual and group interviews, help with higher education and university applications, job seeking and possible course transfer.

The Guidance Service also offers professional vocational guidance to adult members of the public. This includes personal consultations, and the use of computer aided guidance programmes.

## **17.2 The Tutorial System**

The tutorial system is fundamental to the supportive study environment provided by the College. Student Services has an important input into it through “in service training” and the provision of the backup services described above. All full time students have tutor and tutorial sessions written into their weekly timetable.

Students should use the student handbook and start-up checklist to help prepare their induction to students.

## **17.3 Student Discipline and Dealing with Poor Performance**

Tutors should make sure that all students are aware of the standards expected by the College at the beginning of the course.

Whilst there is a formal procedure to deal with cases where students fail to reach these standards it should only be used as a last resort. Most problems can be dealt with by tutors on an informal basis.

Disciplinary action will be taken against students who do not comply with the College rules & Code of Conduct. This may result in removal from the College Register, which will be reported to UKBA.

### **Students Disciplinary and Grievance Procedures**

Tutors are advised to consult with the Vice Principal if they are placed in a position of having to use the procedure.

## **18 Health and Safety and Emergency Procedures**

### **18.1 Health and Safety Policy Statement**

The board of the College and the Senior Management Team are committed to providing and maintaining a safe and healthy working environment for all employees, students, visitors, contractors and other persons having access to our premises. We recognise our statutory duties under modern safety legislation, in particular:

- The Management of Health & Safety Regulations
- The Fire Precautions (Workplace) Regulations
- The Personal Protective Equipment at Work Regulations
- The Health & Safety (Display Screen Equipment) Regulations
- The Health & Safety (First Aid) Regulations

Compliance with these regulations represents the minimum safety standards we must all strive to achieve and it is the College’s intention to introduce any industry/best practice safety systems and procedures as may be deemed necessary to ensure, so far as is reasonably practicable, the health, safety and welfare of everyone involved.

A copy of this Safety Policy Statement will be given to every employee and will appear on all Notice Boards and the student and staff intranet.

#### **18.1.1 Organising for Safety**

The Vice Principal is responsible for the strategic development and implementation of safety systems, procedures and policies.

Employees must recognise that they have safety responsibilities also, to take reasonable care of themselves and others with whom they work, and to co-operate with managers and Safety Representatives on health and safety matters. Any safety instructions, procedures or safe

working practices communicated to them, either verbally or in writing must be followed. Personal Protective Equipment, where provided, must be worn/used as instructed. staff net.

## 18.2 Fire Alarm and Evacuation Procedures

### 18.2.1 General

In the case of fire or other emergency **all staff** (teaching, admin, technician, maintenance and others) are responsible for the safety of visitors and students regardless of Department.

### 18.2.2 Fire Alarm System

The fire alarm is activated by pressing the buttons housed in glass-fronted red boxes mounted on the wall (usually in corridors) at strategic points.

### 18.2.3 Preparatory Action

All staff:

- Locate the fire alarm activation points in every building which you use
- Always report fire hazards
- Stop anybody you see smoking in any College building

Teaching staff:

- Draw the attention of students in each group you teach to the Fire Notices in each room. Explain the contents to them. Do this at the beginning of each course
- Show students the exit route from the room and the location of the designated Assembly Point
- Emphasise to students the importance of orderly evacuation without waiting to collect personal belongings, of not running and of remaining at Assembly Points until dismissed.

### 18.2.4 If you discover a Fire

1. Activate the fire alarm at one of the break-glass call points.
2. Phone the Switchboard using the emergency extension (ext 777) or send a reliable messenger to the switchboard operator in the Main Reception to report details of the fire.
3. If practicable, attempt to extinguish the fire with the correct type of extinguisher, but **do not** take risks.

### 18.2.5 When the Alarm Sounds

Teachers in charge of classes at the time.

1. Tell students:
  - i) that they must immediately evacuate the building using the nearest fire exit route, without stopping to collect belongings
  - ii) which Assembly Point they are to proceed to
  - iii) to make their way to the Assembly Point waling in single file and in an orderly fashion i.e. without running
2. Take the class register and go to the Assembly Point.
3. Assemble students at the designated Assembly Point. Check:
  - i) that all are present
  - ii) that they remain at the Assembly Point until the All Clear is given
  - iii) that they do not obstruct access to the buildings
4. If any student is missing, immediately inform a Fire Marshal.
5. Report to the Senior Fire Marshall that all students are present.

Teachers and other staff not in charge of classes should assist in evacuation by clearing escape routes and directing stragglers.

### **18.2.6 All Clear**

Everyone should remain at the Assembly Point until the Senior Fire Marshall or Fire Brigade confirm that it is safe to return to the building.

## **18.3 Accident Procedures and First Aid Arrangements**

### **18.3.1 General**

In cases of illness or accidental injury that occur in the classroom, laboratory or workshop the class teacher has the responsibility for deciding what action should be taken. In places other than the above, members of staff have a general responsibility to investigate and take appropriate action.

### **18.3.2 Deciding What Action To Take**

The member of staff responding to the accident has to decide whether the accident is to be considered:

- A A minor injury or illness which they or a trained First Aider in the immediate vicinity can deal with or
- B A minor injury or illness requiring first aid support or
- C A serious injury or illness requiring attention beyond first aid.

Having made this decision a member of staff should follow the appropriate procedure as follows:

#### **Procedure A – Minor injury/illness dealt with locally**

1. Deal with the minor injury/illness as appropriate following any guidelines available. If in doubt before or after dealing with the injured/sick person call for qualified first aid support by putting Procedure B into operation.
2. Arrange for a record of the minor injury/illness to be made in the Department's Accident Record Book.

#### **Procedure B – Minor injury/illness requiring first aid support**

1. Contact reception or delegate someone to contact Reception and give all the necessary details. Reception will then arrange for a First Aider to attend the injured/sick person.
2. Stay with the injured/sick person or arrange for someone to stay with the injured/sick person until the First Aider arrives. The First Aider will complete the appropriate Accident Report Form and send it to the Health and Safety Coordinator.
3. If the injured/sick person does not return to work/study that day, inform your Line Manager.

#### **Procedure C – Serious Injury/illness**

1. If the injured/sick person is in a teaching area stop all work in the classroom, laboratory or workshop (where there are machines this will involve electrical isolation).
2. Contact Reception or delegate someone to contact Reception and give all the necessary details. Reception will then arrange for an ambulance to take the injured/sick person to hospital and for immediate first aid support within the College. The First Aider will complete the appropriate Accident Report Form and send it to the Health and Safety Coordinator.

3. Classes must not be left unsupervised. If it is necessary to accompany the injured/sick person to the hospital then the departmental secretary of the Duty Principal should arrange for another suitable person to accompany him/her to hospital.

#### **18.4 No Smoking / Drugs / Alcohol**

The College has a "no smoking/drugs/alcohol" policy throughout all College buildings, including staff rooms. Please help to enforce these rules.

## **19 The Human Resources Department & Employment Matters**

### **19.1 The Human Resources Department**

The Human Resources Department is managed by the Vice Principal and terms and conditions of employment. A computerised record of personnel's contract details, holidays and sickness is maintained. The Department is available to staff who may wish to discuss concerns in confidence.

### **19.2 Terms & Conditions of Employment / HR Policies & Procedures**

This section gives an overview of the terms and conditions of employment. However, your contract of employment gives specific detail on these.

Any queries you have over the terms and conditions of service which cannot be answered by your manager should be referred to the Human Resources Department. The HR Director for the College is Mr Shekhar Sharma and his office is based at the principal's office in the college.

### **19.3 Collective Agreements and Trade Union Membership**

Within the College there is a good climate of industrial relations. The principle of solving industrial relations problems through discussion and negotiation is fundamental to the College's approach to the management of human resources. Staff are encouraged to join the appropriate trade union in order to make that union's view as representative as possible. However, that staffs who are not members of a union are still covered by the terms and conditions negotiated through the usual channels.

### **19.4 Salary and Allowances**

#### **19.4.1 Salary scales**

Salary and allowances will be based on qualifications and experience and will be reviewed every year on the basis of performance and other professional matters.

#### **19.4.2 "Spot rates"**

Some staff are paid an all inclusive annual salary which is not related to one of the national scales. If you are paid in this way your salary will be reviewed by the HR Committee of the Board of the College. If you are paid an hourly rate and claim for the hours worked in any month, this hourly rate will be reviewed each year in August.

#### **19.4.3 Payment procedure**

Salaried staff are paid one twelfth of their annual salary each month and payment is made on the last banking day of each month.

Every effort will be made to ensure you are paid in the month in which you join, although for people joining very late in the month this may not be possible. If this gives you particular difficulty, please contact the Human Resources Department.

Claims for overtime, or for payment for hours worked, should be submitted by the end of the first week of the month following the month to which the claims relate.

## **19.5 Hours of Work**

### **19.5.1 Support Staff**

Normal College hours are 9:30 am to 5.00pm Monday to Friday. These are the hours you will normally work unless your contract of employment specifies otherwise.

### **19.5.2 Teaching Staff**

Teaching hours are time-tabled in consultation with each individual Lecturer. In addition to the contract of employment, the Determination of the Duties of Lecturing staff gives practical help in arriving at Personal Programmes which has to be agreed each year and cover weekly workload, annual workload and leave.

## **19.6 Absence**

Department Administrators have a supply of the appropriate forms but in case of difficulty contact the Human Resources Department.

### **19.7 Sickness**

If you are absent due to sickness or injury you should notify your Line Manager as soon as possible and, in any case, no later than 9am on the first day of absence. It is important that forms are completed immediately upon your return to work in relation to any period of sickness absence, as the entitlement to sick pay is conditional upon compliance with the reporting procedures.

As a responsible employer, the College monitors absence to see whether any action may be necessary on its part. If you have a high level of sickness absence, your manager may wish to discuss the situation with you to see whether you need support and help.

If you need to attend a planned doctor or dental appointment your absence must be authorised by your Line Manager, using the Special Leave of Absence system.

#### **19.7.1 Discretionary Leave**

The College may, at its discretion, grant compassionate leave to staff. This would normally be in cases of death or serious illness of a close relative (defined as parent, partner or child). Such leave may be granted with or without pay.

Staff who may need compassionate leave should apply through their Head of Department/Service or Line Manager who will pass the supported request to Human Resources Department. A schedule detailing types of special leave of absence and time given can be found on the HR website.

### **19.7 Holiday**

All staff are required to book annual holiday using the Holiday Card issued to each individual. Once approved by your line manager you should pass your card to the annual leave coordinator in your department so that your holiday can be recorded. You should take all the holiday owing to you in any holiday year as you cannot be paid for holiday not taken except when you leave the College and the ability to carry forward holiday to the next holiday year is restricted.

Holiday entitlement varies for individuals and groups of staff and is specified in the contract of employment. At the end of each leave year staff are asked to return their leave card to the HR Department and new ones are issued at the beginning of each academic year.

## 19.8 Maternity

All pregnant employees are entitled to a minimum of 24 weeks leave around the birth of their child and may be entitled to Statutory Maternity Pay. Length of service may increase these entitlements. If you are pregnant you should contact the Human Resources Department in order to clarify how the rules apply to your own particular circumstances and also what is required of you.

You may take time off for ante-natal care appointments made on the advice of a registered Medical Practitioner, registered midwife or registered health worker. After the first appointment you may be asked for proof of further appointments. (also see the Maternity, Paternity and Adoption Policies on Staff net)

## 19.9 Leaving arrangements

### 19.9.1 Notice

The notice period which you are required to give is specified in your contract. You should give your letter of resignation to your manager, who may need to discuss with you such things as whether you take any outstanding holiday.

Your manager will pass your letter of resignation together with any other relevant information to the Human Resources Department. When your final date of service, holiday outstanding etc. have been clarified, you will receive a letter confirming details of these.

### 19.9.2 Retirement

#### Age

The College retirement age is 65 for men and 60 for women. A few months before you reach this age you will receive a letter for the HR department asking you about your intentions on whether you wish to retire or apply to continue to work at the college. HR will also contact your Pension provider (if applicable), once we know what your final salary will be, in order to complete any necessary paperwork relating to your retirement and payable benefits.

#### Ill health Retirement

Should your health be such that you find it very difficult, or even impossible to work, you may be eligible for retirement on the grounds of ill health. Decisions on ill health retirement are made by the pension administrators on the advice of their medical officers. Pensions payable may be enhanced depending on length of service.

If your health means that you are unable to fulfil your contract, the College may have to terminate your employment. It is likely that in such circumstances you would be eligible for an ill health pension.

## 19.10 Job Evaluation

Business support roles within the College are evaluated so that their relative importance and comparative value can be established. We use the Hay system of job evaluation which is also used by many hundreds of employers in the UK and world-wide.

The Hay Evaluation System assumes that a job holder:

- needs a specific **know - how** to carry out the job;
- uses the know-how for **problem solving**;
- has accountability for the action taken in carrying out the job or for the decisions made.

## **19.11 Grievance and Disciplinary procedures**

All new members of staff are given copies of the "Disciplinary Rules and Procedures" and "Grievance Procedure". The Human Resources Department and your union representative hold additional copies. You should be aware of their contents. .

## **19.12 Expenses**

### **19.12.1 Travel**

Travel expenses incurred on College business including staff development can be reclaimed and will be paid through the payroll. Authorised expenditure on small claims can be reimbursed from Petty Cash.

### **19.12.2 Professional Fees**

The College will only consider paying professional fees for staff where:

- The payment of the subscription or fee is necessary for the employee to carry out his/her required duties. Any tax liability resulting from such payments is the responsibility of the individual.
- Membership of the Society can be shown to be of benefit to the College and the membership is in the College's name or an individual is the member by virtue of their office.

Membership of a Professional Body which is not a requirement of the job is seen as benefiting the individual as much as the College and should therefore be funded by the employee. Such expenses are tax deductible in most cases.

## **19.13 Dress code**

You are expected to dress appropriately for the duties you are undertaking and to maintain the professional image of the College.

## **19.14 Staff Development**

LCEM is committed to clear and consistent planning for the development of its unique resource, its staff. Without good staff development the College fully recognises the fact that changes in curriculum, technology and responsibilities will not be achieved efficiently and effectively. .

There is a clear aim to increase:

- the flexibility of, and access to staff development opportunities
- the cost effectiveness of these activities
- staff development support towards the achievement of the College's strategic objectives.

Staff development activity includes attendance on short updating courses or longer programmes leading to qualifications.

## **19.15 Appraisal**

The College operates an appraisal scheme for all staff. The scheme aims to provide a two way communication system and developing an individual's ability to perform their role. Please contact to the HRD.

## **19.16 Confidentiality Regarding Personal Details**

It is College policy to maintain high standards in the storage and use of information about individual members of staff. Information is kept secure and disclosed only to those within the College with a genuine need to know (normally your manager or Head of Department). If you

are asked for such information you should refer the enquiry to the Human Resources Department.

Personal files are kept in the Human Resources Department. There is also a computerised database containing some personal details of staff. If you wish to see your personal file or the data which is held on you within the database, you should apply to the Human Resources Department. The Data Protection Act gives you access to any information stored about you in a relevant filing system.

Personal information will not be disclosed to persons or organisations outside the College except with the consent of the individual concerned or where disclosure is required by law or some other valid reasons.

If you are asked for a personal reference on a colleague, you will presumably have been approached by the individual to act as a referee. You need to be aware that you have a duty of care as a referee and also that if you answer on College headed paper your reference becomes an official one from the College unless you make it clear that it is given on a purely personal basis. Requests for references in respect of mortgages should be passed to the Human Resources Department for response.

Please remember to notify the Human Resources Department of any change in your personal details.

### **19.17 Hourly Paid Lecturing Staff**

Contracts of Employment are issued to tutors in respect of class teaching. The terms and conditions of employment are issued with the contract.

Hourly paid contracts are issued when demand exceeds the capacity of the salaried staff and continue while the condition which gave rise to their issue exists, or until a time which will minimise disruption to the students.

Hourly paid teaching contracts state the time, duration and location of the assignment. If, when you receive the contract these are accurate, you should return the appropriate copies to the College and retain a copy for reference.

#### **19.17.1 Pay Claims**

A computerised pay system is operated. The College issues monthly timesheets to enable you to claim. It is essential that you use the stationery provided by the payroll section of the Finance Department. As a general guide pay claims should be submitted by the 3<sup>rd</sup> of the month following the period claimed. If the 3<sup>rd</sup> of the month is a non-working day, the pay claims should be submitted on the first working day following the 3<sup>rd</sup>. Claims are usually paid on the last banking day of each month.

### **19.18 Equality & Diversity & Race Relations Policies**

LCEM is committed to a comprehensive policy of equal opportunity and anti-discrimination for all staff and students. It seeks to develop positive practices to promote equality of opportunity and take steps to eliminate unfair and unjustified discrimination.

It is the responsibility of all members of staff whether directly employed by LCEM or hired as a self employed person or consultant to read and abide by these policies.

It is your legal duty and responsibility to implement these policies in every aspect of the College operation.

### **19.19 Disability**

The College and all its employees, contractors and consultants are legally required not to discriminate against disabled people. The provision for employers and service providers are specified in the Special Educational Needs and Disability Act 2001 and the Discrimination Act 1995. The College is committed to a policy of non-discrimination against disabled people and all staff, self employed persons or consultants are required not to discriminate disabled people.

## **19.20 Telephone, E-Mail and Internet Usage**

The ability of staff to use external e-mail and to access the Internet provides new opportunities for the College as it facilitates the gathering of information and communication with fellow employees, customers and other contacts

### **19.20.1 General Points**

Use of e-mail and the Internet is primarily for work-related purposes. The College may monitor any aspects of its telephone and computer system that are made available to staff, and may also monitor, intercept and/or record any communications made, including telephones, e-mail or Internet communications. The College will ensure compliance in line with the Regulation of Investigatory Powers (RIP) Act 2000, and the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000. In addition, the College wishes to inform staff that Closed Circuit Television (CCTV) is in operation for the protection of staff and students.

Telephone, computers and e-mail accounts are the property of the College and are designed to assist in the performance of your work. Staff should, therefore, have no expectation of privacy in any e-mail sent or received, whether it is of a business or personal nature.

It is inappropriate use of e-mail and the Internet for staff to access, download or transmit any material which might reasonably be considered to be obscene, abusive, sexist, racist or defamatory. Staff should be aware that such material may also be contained in jokes sent by e-mail. Such misuse of electronic systems will be considered as misconduct and will, in certain circumstances, be treated by the College as gross misconduct. The College reserves the right to use the content of any employee e-mail in any disciplinary process.

### **19.20.2 Use of e-mail**

E-mails should be drafted with care. Due to the informal nature of e-mail, it is easy to forget that it is a permanent form of written communication and that material can be recovered even when it is deleted from your computer.

Staff should not make derogatory remarks in e-mails about employees, students, competitors or any other person. Any written derogatory remark may constitute libel. Try not to create e-mail congestion by sending trivial messages or unnecessarily copying e-mails. Staff should regularly delete unnecessary e-mails to prevent over-burdening the system. Make hard copies of e-mails which you need to retain for record keeping purposes.

Staff may want to obtain e-mail confirmation of receipt of important messages. You should be aware that this is not always possible and may depend on the external system receiving your message.

Reasonable amount of private use of e-mail is permitted but should not interfere with your work. The contents of personal e-mails must comply with the restrictions set out in these guidelines. Excessive private use of the e-mail system during working hours may lead to disciplinary action and may in certain circumstances be treated by the College as gross misconduct.

By sending e-mails on the College's system, you are consenting to the processing of any personal data contained in that e-mail and are explicitly consenting to the processing of any sensitive personal data contained in that e-mail. If you do not wish the College to process such data you should communicate it by other means. The use of the 'All Staff' e-mail account is restricted to business purposes only.

Any e-mails sent outside the College will be accompanied by the College's standard disclaimer notice which currently contains the following statement:

"The information or opinions in this message (including any attachments) are those of the author and are not necessarily those of London College of Engineering & Management, which disclaims responsibility for loss or damage arising from its use to the maximum extent permitted by law. E-mail messages sometimes go astray. If you have received this message in error, we'd be grateful if you would notify the originator immediately and delete the message without copying, altering or disclosing its contents. E-mails to or from London College of

Engineering & Management may be monitored by the College in accordance with its current policy”

## **20 College Hours**

**20.1 Reception**      From 8:30 am to 6:00pm

### **20.2 Class Times**

Classes are normally scheduled between 9.30 AM to 5.30 PM from Monday to Friday. Professional training courses runs on Saturday between 10 AM to 3PM.