
NEW CITY COLLEGE

STAFF HANDBOOK

This staff handbook has been developed to provide new starters and existing members of staff with useful information about working at New City College.

It includes details on where to find key policies, procedures, statements and other general information.

The College reserves the right to review, revise, amend or replace the contents of this Staff Handbook together with any associated policies and procedures as necessary.

For further information please speak to your line manager or the Human Resources department.

Absence Reporting

All employees are required to be available for work during their normal working hours and are expected to make every effort to attend work. Irrespective of the length of time you expect to be unable to attend work and the reason for your non-attendance, if you are going to be absent, you must make every effort to speak to your manager or a designated person (if agreed) in your department at least 30 minutes before you are due to start work on the morning of the absence. Please note that it is not acceptable to only send an email or text message to report any absence. You must speak to a manager in your area. Please refer to the sickness absence policy by clicking the link [here](#).

Academic Calendar

The academic calendar is publicised annually. A copy of the current academic year planner can be found on SharePoint [here](#)

Access to Work

Access to Work provides support to disabled people to help them overcome work related obstacles resulting from their disability. Access to Work applies to any paid job, part-time or full-time, permanent or temporary. For further information on Access to Work or to discuss whether you may be eligible, please contact Human Resources or click [here](#).

Accident Reporting

All accidents, near misses and incidents must be reported via the College's online report form, located under the 'Report it' section on the intranet home page. Any significant accidents/incidents, should also be reported to the Duty Manager where hospital/medical treatment is required or if the person needs to go home following the incident. The first aider will normally do this where first aid is required. However, if first aid is not required, then you must ensure the incident is reported. For further information see the accident reporting policy, [here](#)

Adoption Leave

This policy describes the right to adoption leave, which is available to all employees of the College who are adopting a child. Employees who are matched with a child for adoption are entitled to paid adoption leave, subject to service and notification requirements. Please see the **Adoption Leave Policy** for full details [here](#).

Annual Leave

All members of staff are entitled to annual leave. Please check your terms and conditions of employment to confirm your entitlement. Only in exceptional circumstances will your manager authorise your annual leave during term time. Annual leave is booked via the **ITrent self service** module on SharePoint. Please contact the HR team if you are unsure about your entitlement.

Authorised Absence

There may be circumstances other than holiday or sickness where absence from work can be agreed and paid for by the College. For full details see the College's policy on authorised and unauthorised absence [here](#).

Car Parking

Epping Forest, Redbridge and the Havering campuses have free onsite parking. Our Hackney campus has an onsite car park, however spaces are limited and cannot be booked, these are distributed on a first come first serve basis every day. There are no car parking facilities at our Tower Hamlets Campus. Public car parking is available in the areas surrounding Tower Hamlets on a pay and display basis. It is advisable to use public transport if working from Tower Hamlets or Hackney Campuses.

Childcare Tax free scheme

You could get up to £2000 per year for each of your children to help with costs for childcare. If you get tax free childcare the government will pay £2 for every £8 you pay your childcare provider. This is paid via an online childcare account. More information about the **Childcare Tax-free scheme** is available [here](#).

College Gyms

The College has a number of gyms which are free to use for staff and students but are also open to the public at the following campuses: Hackney, Redbridge, Epping and Havering Six Form. The Workhouse is situated next to the Poplar Campus. It has two floodlit all weather football pitches available for hire as well as a sports hall. The Workhouse offers discounted prices to College employees. For further information, please contact the Workhouse Manager on 107711.

College ID

Each member of staff has a College ID badge which must be shown when entering each of the College sites. If you lose your staff pass you must go to Human Resources to collect a new one. ID badges need to be worn at all times whilst on any of the College's premises.

College Sites

The College has 11 sites; Poplar, Arbour, Hackney, Epping, Redbridge, Ilford, Ardleigh Green, Rainham, Wingletye Lane, Quarles and Westbourne Academy. The opening hours for all College sites are from 8.00 am to 9.00pm. Site opening times vary from day to day and from campus to campus.

Communication

The College Marketing department regularly send out staff briefing and post news and information on SharePoint. If you have some information that you would like to be communicated to the rest of the College please contact the Marketing department at Marketing@ncclondon.ac.uk

Consensual Relations

All staff, directly or indirectly, have a professional duty to support the development of students' abilities and a responsibility to safeguard students' welfare. Given the imbalance of power between staff and students, any abuse of this relationship by staff will be viewed with concern [and may lead to dismissal]. Staff are strongly advised not to enter into a relationship with any student. Please see the College's policy on Consensual Relations for full details click [here](#)

Corporation

The Corporation is responsible for the overall functioning of the College. It is made up of volunteer members, drawn from a range of occupations. Some members are appointed directly by the Board and some are elected by the staff and students of the College. The Corporation, also known as the governing body, is responsible for setting and overseeing the strategic direction of the College. For further information about the college's Governing body, please contact the college Clerk to the corporate Elsa.Wright@NCCLondon.ac.uk

Data Protection (GDPR)

The Data Protection Act and GDPR gives individuals the right to know what information is held about them and sets out rules to make sure that this information is handled properly. The Act requires anyone who handles personal information to comply with a number of important principles. It also gives individuals rights over certain personal information. The College's Data Protection Officer is Roger.Cottam@NCCLondon.ac.uk. For further details on Data Protection and GDPR please click [here](#).

Disciplinary Procedure

The disciplinary procedure applies to all employees. The College has duties and commitments to staff, students, clients and the Corporation. Rules are needed to ensure the College operates fairly and successfully. This procedure is to be followed when it is considered that there has been a breach of the established rules, procedures or regulations as set out in your terms and conditions of employment and/or the staff handbook (and associated policies and procedures) and/or any other behaviour that gives rise to concern which runs counter to generally recognised and well-established standards of conduct. For a full copy of the disciplinary procedure, please click [here](#).

Dress Code

The College does not have a formal dress code or policy. All members of staff are expected to dress and look professional whilst at work.

Electronic Communication

New City College's communication facilities are provided by the IT Support Team and made available to users for the purposes of the business. This policy covers all forms of electronic communication, including email, internet, intranet, telephones and mobile devices (mobile phones, smartphones and tablets), provided by the College. This therefore extends to personal devices (mobile phones, computers, smartphones, tablets) connected to the College network both within College and remotely and to social media (such as Facebook and Twitter) used in connection with the College's business. For full details of the Communications policy, click [here](#)

Equality & Diversity

The College aims to create an environment where individuals have the opportunity to achieve their full potential with a sense of pride and self-esteem. The College is opposed to all forms of inequality and discrimination. For access to the Single Equality Scheme click [here](#).

Employee Assistant Programme

The College's employee assistant programme offers confidential independent help. Information and guidance on a variety of matters including finance, legal, relationships, family, work and health. Supporting equality and diversity in all aspects of its work. The service can be accessed by telephone and is completely confidential. The helpline is available 24 hours a day, 365 days a year to employees and their immediate families (Some of the advice is limited for family members). To contact the EaP call freephone 0800 107 6145. Information is also available online and can be accessed [here](#)

You will need to Enter the following: Username: 72135 Password 72135.

Financial Regulations & Procedures

The Financial Regulations and Financial Procedures set out the rules for dealing with financial matters. These rules exist to protect staff from allegations of financial misconduct, to protect the College from financial loss and to deter anyone connected with the College (staff, students, customers, suppliers etc) being tempted to act fraudulently. The regulations and procedures are also in place because College money is public money and as taxpayers, we all expect reassurance that public money is being properly managed and can be accounted for. If you would like to read the regulations and procedures in full, please contact Jamie.stroud@ncc london.ac.uk.

Fire & Emergency Procedures

In the event of a fire or other emergency, the fire alarm will sound and you are expected to evacuate the building using the nearest safe exit. This may not necessarily be the entrance or exit that you are used to using. Please follow the fire action signs and any instructions from fire marshals. Once you have vacated the building you should make your way to the designated assembly point to the exit you have used. Please ensure that you are familiar with emergency exits from your place of work and assembly points. Do not attempt to re-enter the building until the alarm ceases sounding and you are asked to do so. Staff must familiarise themselves with the specific fire emergency plan for your campus click [here](#).

First Aid

If you or someone else requires First Aid, then a first aider can be summoned from any classroom by lifting the handset and waiting for the first option. You must provide the location and the urgency and nature of the first aid need. From other college phones follow instructions at the bottom of the Fire Action Notice, located by the door of most rooms. For the First aid policy click [here](#). **If you are interested in becoming a trained first aider, please contact Staff Development for full details of posts available and training courses. There is a remuneration for those who are duty first aiders.**

Grievances

The College places considerable emphasis upon good relationships with its staff. Nevertheless, problems will arise from time to time and there are recognised procedures to enable employees to raise questions about issues affecting their work. For a copy of the College's grievance procedure, please click [here](#).

Harassment & Bullying

The College's harassment and bullying procedure recognises that complaints of this nature need to be handled in a sensitive manner and seeks to ensure minimal stress for the complainant, timely resolution of complaints and a degree of flexibility appropriate to individual circumstances. If you are concerned about harassment and bullying, please contact Human Resources to discuss the issue confidentially. Full details can be found in the harassment & bullying procedure available [here](#).

Health & Safety

The College will communicate matters to health and safety to all employees and as necessary to students and visitors. All staff are responsible for bringing any health and safety matters to their manager's attention. The Health & Safety Committee, whose members comprise of managers and safety representatives, meet each term.

iTrent

This is the College's human resources and payroll system. The iTrent system has a self-service function where you can update personal information, qualifications, book annual leave as well as access your payslip. To access iTrent please click [here](#).

Job Evaluation

Salary grading for managers and business support staff is determined by job evaluation, using the Greater London Provincial Council job evaluation scheme. Changes to job descriptions should form part of the PDR process and sent to Human Resources. A decision will then be made about whether or not the job description needs to be re-evaluated. Requests for a job to be evaluated must be made through an individual's line manager.

Jury Service

Employees required to serve on a jury will be granted leave with pay on the days they are on duty. Staff are expected to claim the maximum allowance from the jury office, which will then be deducted from their salary. A copy of the July summons should be given to Human Resources when it is received.

Loans and Manual Payments

The College offers loans to members of staff who have a regular income (over 12 months) to purchase their season ticket. Staff wishing to apply for a loan in these circumstances should complete a loan request form. The loan must be repaid over a maximum of twelve months and must not exceed £10,000 for it to remain tax free. If the employee leaves the organisation while in receipt of such a loan, the outstanding balance will be recovered through deduction from their final salary or direct repayment.

Management Structure

The College's most senior member is the Chair of the Corporation who leads the governing body. The Group Principal & CEO has overall responsibility for the operational aspects of the College supported by the Senior Management Team. A copy of the College's current management structure can be found [here](#).

Maternity

All female employees, regardless of length of service and number of hours worked, have the right to statutory maternity leave provided that the certain conditions are satisfied. Maternity leave and pay will depend on your length of service and your salary. Full details of the College's policy on maternity leave and pay are available [here](#).

Medical Appointments

Routine medical and dental appointments should be made wherever possible outside of the working hours. Time should be made up for non-urgent routine GP appointments attended during working hours. For further details see the College's policy on authorised absence.

Occupational Health

Occupational Health aims to help protect and promote physical and psychological well being in the workplace. The College works with an independent OH Advisor and referrals are made by your line manager through Human Resources.

Parental Leave

Both mothers and fathers whether natural or adoptive parents, can qualify for parental leave. The purpose of parental leave is to care for a child. This means looking after the welfare of the child and can include making arrangements for the good of the child. You must have a minimum of one year's continuous service with the College by the date on which you want to take parental leave. Parental leave is unpaid and is for an agreed period of time. The College's policy on Parental leave can be accessed by clicking [here](#)

Paternity

If you have or expect to have responsibility for your baby's upbringing and are either the biological father or partner of the mother, you are entitled to one week's paternity leave with pay (Pro rata) for part time staff). Depending on your length of service you may be entitled to two week's paternity leave. The Additional Paternity Leave Regulations 2010 allow mothers to transfer part of their maternity leave to the father giving them a right to take a maximum of 26 week's additional paternity leave before the child's first birthday. This right is only available where the employee's spouse/civil partner/partner has gone back to work with some of their statutory maternity leave untaken. For full details please see the College's Paternity Leave Policy [here](#).

Payment of Salaries and Deductions

Salaries are credited into the employee's bank account on the last working day of each month. The College reserves the right to recover any outstanding monies owed by you to the College, including but not limited to, overpayment of salary, overpayment of sick pay or loans or advances, which will be deducted from your salary and from your final salary payment if your employment is terminated. A deduction will also be made to offset any annual holiday leave taken in advance of entitlement. For further information about the payment of salaries, please contact the College's payroll team on payrollqueries@ncclondon.ac.uk

Pay Scales

The college currently has three types of pay scales for different groups of staff. Details of current scales can be found by clicking [here](#).

Pensions

All College lecturers and all support members of staff automatically become members of the **Teachers Pension Scheme** and the **Local Government Pension Scheme** (LPFA). Both schemes are contracted out of the **State Earnings Related Pension Scheme**. Staff who do not wish to be in these schemes may opt out by completing the appropriate form which can be obtained from Payroll. With both schemes it is possible to top up their pension with **Additional Voluntary Contributions** (AVC's) and, or buy added years. To find out more about the LPFA please click [here](#).

To find out details about the Teachers Pension Scheme, see [here](#). There is also a NEST scheme for staff employed in our wholly owned subsidiary.

Personal Safety

Each individual member of staff has a personal responsibility for ensuring, as far as possible his/her own safety at work and that of others within the College or affected by the activities of the College. Staff are also required to cooperate with health and safety procedures and to recognise the requirement of the Health & Safety at Work Act, which states that no one shall intentionally or recklessly interfere with or misuse anything provided in the interests of health safety and welfare.

Professional Development Review

The purpose of the professional development review (PDR) is to provide a supportive framework to enable employees to achieve their objectives. It provides a process for the manager and the employees to achieve their objectives. It provides a process for the manager and the employee to agree and review priorities including training and development priorities both (organisational and personal) within the context of the College's strategic objectives, the Education Inspection Framework, other quality assurance frameworks, Faculty/Curriculum and Department plans. Please see the College's guide on PDR's which can be obtained by clicking [here](#)

Probation

All newly appointed staff are required to undergo a formal probationary period as set out in their individual contracts of employment. The probationary procedure is designed to provide support, guidance and encouragement for new employees, as well as providing a mechanism for reviewing performance and confirming the suitability of staff for the posts to which they have been appointed. For a copy of the College's probationary procedure, Please click [here](#).

Pro Solution

Pro Solution is a College system which accesses information on students and courses. Pro Solution can be found by clicking [here](#).

Religious and Cultural Observation

Although the College is a secular organisation, it wishes to be sensitive to the needs of individual staff. Staff who celebrate a particular religious holiday should discuss the possibilities of taking annual leave or making up the time with their line manager. Any request for a period of leave for religious observance should be directed to the employee's line manager and Human Resources.

Removal of College Property

An employee who wishes to remove College property from the premises must obtain written permission from the appropriate College management.

Risk Assessments

A risk assessment is a careful examination of what in the process of carrying out your work could cause harm to people so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. All staff have a responsibility for their own safety and that of other staff and learners. Professional standards of conduct are key in preserving a safe and healthy environment. For further information about carrying out risk assessments, please contact Gary Woodrow, Group H&S Manager Gary.Woodrow@NCCLondon.ac.uk

Safeguarding & Prevent

New City College recognises that it has a moral and statutory duty to safeguard the welfare of children and vulnerable adults who attend the college and prevent any possible abuse. In addition, it has a duty to put the safety and security of all members of the college at the heart of what it does. Staff and students both have a key role to play in this. The college is committed to ensuring that it:

- Provides a safe environment in which its students can learn and its staff can work.
- Identifies students who are suffering, or who are likely to suffer, significant harm.
- Takes prompt and appropriate action to see that its students are kept safe both in and wherever possible, outside the college.
- Provides appropriate training for all staff and awareness raising for all students.

The college is committed to working closely with all external agencies involved in safeguarding, with particular reference to the Local Safeguarding Children Board, Local Authorities, Social Services and the Police. The College understands the need to co-operate fully with these bodies but accepts that it is not its responsibility to investigate allegations or suspicions of abuse. Details of the college's safeguarding policy and procedure can be found [here](#)

Prevent is part of the Home Office and the Police counter-terrorism strategy and aims to stop people from becoming terrorists or supporting terrorism by working with individuals and communities to prevent the radicalisation of people and to stop people moving from extremism into terrorist-related activity. New City College has developed internal support mechanisms and referral procedures to address **Prevent**.

Salaries

The college pays most salaries on a spine point within a pay scale. Senior roles are paid on a spot rate. It is College policy to pay at least the minimum spine point of the grade. New staff may be paid at higher rates if they have previous relevant experience. This is determined through our salary assessment process. Most employees are eligible to progress up the scale annually until they reach the top of their grade.

Season Ticket Loan

The College offers season ticket loans to members of staff who have a regular income (over 12 months) in order to facilitate travel to work. If you would like a season ticket loan please see the HR section on SharePoint.

SharePoint

SharePoint is the College's intranet site which can be found by clicking [here](#)

Sickness Absence

The purpose of the sickness absence policy is to minimise disruption to work while at the same time treating all employees fairly and compassionately. The College aims to be supportive to employees who are absent due to ill health and operates an occupational sick pay scheme, amongst other policies and practices, to provide this support. For full details of the College's sickness absence policy, please click [here](#).

Smoking

The College has a legal obligation to comply with the Health Act 2006 which became law in July 2007. It also has a duty under the Health and Safety at Work Act 1974 to ensure so far as is reasonably practicable that the working and studying environment is healthy. Smoking including Vaping, is prohibited on all College premises. The College supports smokers who wish to give up smoking by providing advice and support through Occupational Health. For more info click [here](#).

Staff Development

The college requires that staff are fully qualified to undertake their role. The staff development programme and courses will reflect the College's needs as identified in its Strategic intent and through staff individual professional development reviews. Please contact the Quality department to access any Staff Development activities or for more info click [here](#)

Telephone Directory & Usage

The College's telephone directory can be found [here](#).

The College provides access to telephones for all staff to assist them in the performance of their jobs. For full details of the College's policy on telephone usage, please click [here](#).

Trade Unions

The College is a member of the Association of Colleges which has been established to consult and negotiate with trade unions nationally. New City College is committed to national negotiation as a means of resolving major issues. The following trade unions are recognised by the College for the purposes of collective bargaining: UCU, NEU and UNISON.

Travel

Staff are entitled to claim excess travel expenses if they are required, as part of their employment at the College, to travel from their normal place of work to another business destination. Staff should use the cheapest form of public transport and where applicable second-class travel should be claimed. All claims should be made through ITrent. For further information click [here](#).

Unpaid Leave

The College recognises that there may be instances that could warrant staff requesting a period of unpaid leave. All reasonable requests for unpaid leave will be given consideration. Unpaid leave for a considerable period, e.g. six months to a year would normally only be granted once during the course of an employee's employment. Applications citing the reason for the request should be made in the first instance to your line manager who will discuss the request with Human Resources.

Visitors on Site

All external visitors should first report to the front reception. The receptionist will inform the person being visited and a temporary pass will be issued which should be returned at the end of the visit. Visitors should be collected and accompanied at all times by a member of staff. Staff must inform the reception of any visitors.

Whistleblowing

Members of staff are very often the first to see or suspect misconduct of some kind that may, in the minority of cases, turn out to be serious malpractice, fraud or corruption. The College encourages members of staff to raise genuine concerns about malpractice at the earliest practicable stage. For full details of the whistleblowing policy, please click [here](#).

You at Work – Flexs Me

You at Work – Flexs Me is an employee benefits package comprising of various elements including a cycle to work scheme, an employee assistant programme and lifestyle discounts package. For further information please click [here](#).

The college also offers a health cash plan, where staff can receive money back on every day health activities. For further information please click [here](#).

If you require this publication in an alternative format please contact the Human Resources Department.