



EXIT INTERVIEW POLICY

Formally adopted by the Governing Board of:-	Stoke Holy Cross Primary School
On:-	May 19
Chair of Governors:-	Steve Hurrell
Last updated:-	

1. Introduction

As part of our commitment to the wellbeing of our employees, and our drive to improve standards, we will monitor staff turnover and build a picture of emerging trends of exiting staff, paying particular attention to:

- personal development opportunities
- leadership and management and
- working conditions and terms and conditions of employment

In doing this, we offer all school staff an exit interview with the two Governors: the Chair of Governors and another from the Personnel Committee. Whilst some feedback may be general or superficial, we hope to highlight the school's strengths and weaknesses through consistent analysis of emerging issues.

1.1 Purpose

The purpose of the exit interview is to enable us to:

- determine the specific reason employees have for leaving
- understand employment practices from the employee's perspective and use this information to improve employment practices
- strengthen and maintain good workplace relationships
- thank employees for their valued service and contributions to the school

1.2 Scope

The exit interview process will be undertaken in the spirit of good faith in order to elicit honest feedback from the employee's perspective. Exit interviews will be conducted in a manner that is conducive to open dialogue, in a safe environment for the employee, and staff will be reassured that confidentiality will be safeguarded. Whilst feedback is obtained, the main aim of the process is to identify how the feedback can be developed into actions points which can be implemented and measured. Issues, themes and trends will be reported to the Head Teacher, along with an action plan to address any concerns as part of the HR update to Governors. Specific employee feedback will not be disclosed to the Committee, information will be anonymised. Action plans will be shared with the Personnel Committee.

2. Procedure

The process is as follows:

1. On receipt of a letter of resignation, an acknowledgement is sent advising the leaver that they will be invited to an exit interview during the last two weeks of their employment.

2. A copy of the exit interview form is included with guidance notes which explain that the meeting is with two members of the Governing Board. The leaver is also advised to think about the responses they would like to make to the questions and to consider examples which may illustrate their point of view. Individuals are informed that notes of the meeting are taken to help identify issues to improve the management of the school.
3. Staff will be reassured that the meeting will be conducted in the strictest of confidence and that the notes only will be shared with the Head Teacher. Staff are reminded that the practical benefit to the school is from having an agreed record of issues raised, which can then be addressed.
4. The interviewers will collect information to help improve the management of the school, not to pass judgement. They will ask the questions detailed on the exit interview form but may also ask supplementary questions to gain a full understanding of the point being made. The employee will be made to feel safe that they are able to give their feedback without fear of reprisal, and the school guarantees that their feedback will not impact on any future reference provided by the school.
5. The interview will take place at an agreed time and place where the employee will feel completely comfortable. The questions on the interview form are used as the basis for discussion.
6. Following the interview all documentation is returned to the Head Teacher. They will develop further action plans, as necessary. Action plans will be shared at the Personnel Committee.

3. Roles and Responsibilities

The responsibilities of the interviewers are to:

- safeguard confidentiality where agreed and appropriate
- make clear and accurate notes
- report comments in the third person
- ensure that the exit interview notes are kept only for the purposes for which they were obtained
- respond appropriately on behalf of the organisation

The responsibilities of the interviewee are to:

- provide information on their experience at Stoke Holy Cross Primary School to help the school develop
- have good grounds for any comments made or conclusions drawn, to illustrate their opinions with examples

The responsibilities of the Head Teacher are:

- The Head Teacher to develop an action plan, if necessary, as a result of the feedback given.
- The Head Teacher will feedback key actions to the Personnel Committee. This will ensure there is a joined up approach to employee feedback linking the views of current employees whose perceptions are measured during well-being surveys and past employee's perceptions through exit interviews.

Effective Date

This policy and procedure is a school based Policy which was adopted by Governors in May 2019.

The Head Teacher will periodically review this procedure with the Personnel Committee, following changes in employment law. This policy will be reviewed annually in the first instance.

Next review due: May 2020



- Exit interviews should be actively encouraged. Participation in an exit interview, however, is an entirely voluntary practice, and not a requirement at the end of the employment contract.
- Exit interviews are informal – interviews should promote honesty by encountering a good exchange of information that highlights both the strengths and weaknesses of the schools' practices and procedures;
- Exit interviews must ensure confidentiality where possible – it is important that guarantees of confidentiality are well publicised alongside the value placed on exit interviews. This will help gain the leaving employee's co-operation;
- Exit interviews are taken seriously – the schools must be seen to be supportive of the procedures put into place and, more importantly, take a proactive stance on acting on the findings of the interview;
- Exit interviews must be structured - to ensure consistency in the quality and detail of the information given at the exit interviews it is advisable for the employee to be asked questions that relate to the various sections of the exit questionnaire, as it will allow the employee to expand on the reasons why they have a certain opinion.
- Exit interviews must ensure accuracy of information recorded – at the end of the interview session, or soon after, the employee should be given the opportunity to view the information recorded and sign to agree that the information recorded.



EXIT INTERVIEW FORM - Confidential

Employee's name:	
Job title	
Start Date:	Finish Date:
Interviewers' names	

1. What initially attracted you to Stoke Holy Cross Primary School?

Has the job lived up to your expectations?

2. Whilst at Stoke, how did you find –

Induction and training provision?

Conditions of employment; working hours and work-life balance?
Do you have any comments about workload?

Quality of working environment (incl. health and safety)?

Opportunities for personal development?

Opportunities for CPD and career advancement?

3. Communication & Relationships in the School.

Do you have any comments regarding the Vision, Values and Culture at Stoke?

Did you find changes occurring within the school were well managed?

How did you feel that you got on with Parents and Pupils?

Colleagues ?

SLT ?

4. How has your time at Stoke Holy Cross Primary been?

What were the best aspects of the job?

And the worst aspects of the job!

Have you felt valued & appreciated ?

Are you aware of any workplace bullying or harassment occurring whilst employed at the school?

DEPARTURE

In order of importance, what were three factors which influenced your decision to leave our School

(a)

(b)

(c)

Could anything more have been done to support you in your job?

Do you have any suggestions for improving the job?

Any other points you would like to raise during the interview?



Exit Interview Feedback Action Plan

Personal Development Opportunities	SLT agreed actions
Key points:	Specific actions:
Leadership and Management	SLT agreed actions:
Key points:	Specific actions:
Working conditions / terms and conditions of employment	SLT agreed actions
Key points:	Specific actions:



Letter inviting employee to the exit interview

Confidential

Date

Dear xxxxxx.

Following your recent resignation I would like to invite you to an Exit Interview. The purpose of the interview is to enable you to talk about the reasons why you are leaving and to identify any improvements in employment practice that could be made to school. All Exit Interviews are conducted by two members of the Governing Board, Please can you email me to confirm you would like to participate in the interview. I will then approach the Chair of Governors in order that they can arrange a convenient date and time for the meeting.

The interview will follow the format of the attached questionnaire and I would appreciate it if you took some time to consider the questions in advance of the interview. It is also really useful if you could give examples that help illustrate any point you wish to make. Please note that your interview will be treated in the strictest of confidence, the information will only be shared with the Head Teacher, who will develop an action plan based on your feedback. The action plan will be shared with Governors on the Personnel Committee but it will not be obvious that this is a result of your individual exit interview. Please also be reassured that we welcome open and honest feedback and I confirm that any comments you make will not influence future references you may request from the school.

In summary, the information you give will be used to produce an Action Plan to help us develop the schools' employment and wellbeing practices and we would appreciate your honest views.

If you have any queries regarding the process, please do not hesitate to contact me.

Yours sincerely

Miss J Chaney

Enc: Exit Interview Form