

Employee Welcome Pack And Handbook

Student Employment Services UK Ltd (SES) prides itself on finding the best students for the best placements, which is why your host company has picked you. But getting this far was the easy part, now you are about to start your placement the hard work begins.

Things to consider if you haven't done so already, we are sure you probably know all this already but we wouldn't be doing our job if we didn't tell you!

If your placement is not at home or University and you are still looking for accommodation <http://www.accommodationforstudents.com> is a good place to look with thousands of student accommodation all over the UK.

How are you going to travel to work? By car, is there ample parking, or is there good local public transport and if there is there will probably be a weekly or monthly ticket you can get as this will reduce your out-goings.

Any questions no matter how silly they may seem just ask us, we've been doing this for 15 years, so we've pretty much heard it all and if we can't answer your question we will know someone who can.

For all enquires please email: employ@sesltduk.co.uk or alternatively call: 0845 13 13 13 1. 24 hours a day 7 days a week (if we don't answer leave a message including your number and we will call you back ASAP)

Welcome to SES! We hope that your placement will be rewarding and fulfilling.

SES's Employee Handbook has been produced for your benefit and specifies procedures by which you should abide at all times. The Employee Handbook should be read in conjunction with your Contract of Employment.

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1 INTRODUCTION

It is important that you know that Student Employment Services UK Ltd (SES) is your employer for this period of employment although you will be based at the host organization. Any decisions regarding your employment are our responsibility but, where appropriate, will not be made without reference to the host organization.

We provide Equal Opportunities and we value diversity. We will apply employment policies which are fair, equitable and consistent with the skills and abilities of our employees. It is our policy as an employer to treat all people equally irrespective of race, ethnic origin, sex, marital or parental status, sexual orientation, creed, disability, age or political beliefs.

SES expects all employees to respect our Equal Opportunities Policy and to act in accordance with it at all times. Failure to do so will be treated seriously and dealt with at the highest level.

We ask that you study carefully the contents of this employee handbook.

2 SALARY

2.1 Pay Date: It is important for you to know on which day you will be paid. For all employees the pay month is the calendar month. Basic salaries are paid by the 30th of the current month but when the 30th is a weekend or bank holiday, the pay day will be the Friday before. All pay queries should be raised with SES.

2.2 Adjustment Forms: If you are entitled to claim any overtime payment or reimbursement of expenses, you should complete the appropriate form (please refer to section 24) which must be authorized by your Manager and submitted to SES by the payroll cut-off date specified below.

If you need to inform us of the number of hours you have worked, either weekly or monthly, then you should complete a timesheet form (found in section 24), ask your Line Manager to authorize it and return it to SES as soon as possible.

Last date for adjustment form submission

Month	Last date of submission	Pay Date
May 2011	Friday 20 th	Friday 27 th
June 2011	Friday 24 th	Thursday 30 th
July 2011	Friday 22 th	Friday 29 th
August 2011	Monday 22 nd	Friday 26 th
September 2011	Friday 23 rd	Friday 30 th
October 2011	Friday 21 st	Friday 28 th
November 2011	Wednesday 23 rd	Wednesday 30 th
December 2011	Wednesday 14 st	Wednesday 21 st

2.3 Pay slip: Every month you will receive a pay slip showing how the total amount of your pay has been calculated e.g. salary, overtime, bonus (if appropriate). It will also show the deductions which have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

2.4 Change in Personal Details: You must inform us immediately if there are changes to your address, next of kin, bank details or any other personal information. These details are most important and you should inform us as soon as any changes occur by fax, email or telephone.

3 INCOME TAX

3.1 Overview: The tax year runs from 6 April to 5 April of the following year. Everyone, including students' are liable to pay tax if they earn, from all sources, in a tax year, more than their Personal Allowance.

The government determines the Personal Allowance and the rates of tax each year in the budget.

For the tax year 6 April 2010 to 5 April 2011 the rates are as follows:

Personal Allowance (PA) £6,475 pa: anything above that is taxed at 20% up to £37,400, from £37,400 to £150,000 you will be taxed at 40%.

Many other details such as allowances for parents and higher rate bands can be obtained from the HMRC website.

The site www.inlandrevenue.gov.uk/pdfs/ir60.htm is specifically about students and the Inland Revenue.

3.2 Tax Codes: Your tax code is related to the amount of tax free income you can earn and hence to your Personal Allowance. For most of our employees it will be their Personal Allowance with the last number removed and replaced with a letter i.e. 647L.

If your code is BR then you are being taxed at the Basic Rate of 20% on all your income and you are not receiving any allowances. This could be because you are using your allowances against some other income or because the tax office is not sure whether you have been employed previously in this tax year.

If your code has an M1/W1 after it, then this gives you your Personal Allowances but does not adjust your tax to account for previous income received and tax paid in previous employment in this tax year.

3.3 Inland Revenue: If, for any reason, the Inland Revenue needs to adjust the amount of tax you are paying they will achieve this by changing your code and sending the new details both to you and to us. We cannot influence this process and we are obliged to use the codes provided by the Inland Revenue. Your tax code is a matter between you and the Inland Revenue and if you want to discuss any aspect of this topic then please contacts them.

4 NATIONAL INSURANCE

Even though you are a student, you are still obliged to pay income tax and employee's national insurance contributions and they will be deducted from your salary as applicable.

If you do not have a UK NI number you will need to telephone Job Centre Plus National Insurance Allocation service helpline on 0845 600 0643.

5 TAX END YEAR

If you are still employed by SES at the end of the tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11 showing non-salary benefits. You should keep these documents in a safe place. The law does not allow us to issue duplicate copies.

6 CLAIMING A REPAYMENT OF TAX

We have a sister company that can do just that visit: www.studentsrus.org.uk

7 STUDENTS AND COUNCIL TAX

Providing your placement is a recognized part of your course you will not need to pay council tax, however you should check with your institution and the council in which you will reside for the duration of your placement.

Examples:

If **all** the adults living in a property are registered full time students and **all** have an exemption certificate from their university, the property will be exempt. However if a mixture of full time students and, either non-students or part time students inhabits the property, the property will **not** be exempt.

Sandwich students on placement are full time students provided that they are registered. This means that by having part time or non students living in a property with full time students, there will be a liability to pay council tax.

Example: If three full time students live in a house with one non-student or a part time student, the property will be liable for council tax. The overall bill however will be reduced, because there is only one person who is eligible. The level of charge depends on the personal circumstances and legal status of the non-student.

For more information on council tax and liability you should contact your local authority.

8 PUNCTUALITY/ABSENTEEISM

You must attend work punctually at the specified time(s) agreed as part of your contract of employment and you are required to comply strictly with any time recording procedures relating to your area of work. All absences must be notified in accordance with the procedures of the host organization.

9 HOLIDAY ENTITLEMENT

9.1 Individual Holiday Entitlement: The number of days annual holiday you are entitled to is noted in your Contract of Employment. You should comply with any procedures of the host organization and have holiday requests approved by them, before you make any firm booking.

Your entitlement to public/bank holidays is also shown in your Contract of Employment.

If your contract is for longer than 12 months, or you have extended your contract, then you will receive a pro rata number of days holiday, if you are unable to work out your entitled holiday days please do not hesitate to contact a member of SES.

9.2 Holiday Day Requests: Once a holiday request has been approved by the host organization, you must notify SES using the appropriate holiday form (section 24).

9.3 Holiday Pay: You are not automatically entitled to payment of holidays not taken at the end of your placement; this is at the discretion of the host organization, if agreed payment will be at your normal basic rate of pay.

10 SICKNESS

We require regular and reliable standards of attendance and expect employees to take all reasonable steps to keep absence to a minimum.

10.1 Notification of Incapacity for Work: You must notify both SES and the host organization on the first day of incapacity. You should try to give some indication of your expected return date. Notification should be made personally, or if you are unable to do so, then by a relative, neighbour or friend.

10.2 Evidence of Incapacity: Doctor's certificates are not issued for very short term incapacity. In these cases of incapacity (up to the number of days indicated in your Contract of Employment) you must provide a self-certified absence form on your return to work.

If your sickness has been for longer than the indicated number of days you should see your doctor and make sure he/she gives you a medical certificate and forward this to SES without delay. Subsequently you must supply SES with consecutive doctor's medical certificates to cover the whole of your absence.

10.3 Payments: You are entitled to Statutory Sick Pay (SSP) if you are absent because of sickness or injury provided you meet the criteria in the current SSP regulations. SSP is treated as gross salary and is subject to the normal deductions. Any payment in addition to SSP will be at the discretion of your host organization.

10.4 Return to Work: You should notify both SES and the host organization as soon as you know on which day you will be returning to work.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

11 Safeguards

11.1 Confidentiality: All information that:

- (a) Is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence,
- (b) Relates particularly to our business or that of the host organization, or that of other persons or bodies with whom we or the host organization have dealings of any sort, and
- (c) Has not been made public by, or with our or the host organization's authority, shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our or the host organization's written consent.
- (d) You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us or the host organization any such material in your possession.

11.2 Copyright: All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is either our or the host organization's property and copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us or the host organization any such material in your possession.

11.3 Inventions/Discoveries: An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our or the host organization's property if it was made:-

- (a) In the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- (b) Outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these;
- (c) During the course of any of your duties and at the time you had a special obligation to further our interests arising from the nature of those duties and your particular responsibilities.

11.4_ Virus Protection Procedures: In order to prevent the introduction of virus contamination into software systems the following must be observed:-

- (a) Unauthorized software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
- (b) All software must be virus checked using standard testing procedures before being used.

11.5 Statements to the Media: Any statements to reporters from newspapers, radio, television, etc. in relation to our business or that of the host organization will be given on behalf of SES by a Director and on behalf of the host organization by a nominated person.

12 Standards

It is important that you present a professional image with regard to appearance and standards of dress. You should wear clothes appropriate to your job responsibilities.

13 Health & Safety

You should make yourself familiar with the host organization's Health and Safety Policy and your own health and safety duties and responsibilities.

You must not take any action which could threaten the health or safety of yourself, other employees, customers or members of the public.

Protective clothing and other equipment, which may be issued for your protection because of the nature of your job, must be worn at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities.

14 GENERAL TERMS OF EMPLOYMENT AND PROCEDURES

- 14.1 Changes in Personal Details:** You must notify both SES and the host organization of any change of name, address, telephone number, etc, so that we can maintain accurate information on our records.
- 14.2 Other Employment:** If you have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.
- 14.3 Employee's Property:** Neither SES nor the host organization accepts liability for any loss of, or damage to, property which you bring onto the host organization's premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.
- 14.4 Other Rules/Procedures:** You are required to comply with any rules/procedures of the host organization not covered in this handbook.

15 CAPABILITIES

SES recognizes that during your employment your capability to carry out your duties may deteriorate.

- If at any time SES or the host organization have concerns regarding your capability, every effort will be made to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision.
- If your standard of performance is still not adequate you will be forewarned in writing that a failure to improve could lead to your dismissal.
- If there is still no improvement after a reasonable time, you will be issued with a final reminder that you will be dismissed unless the required standard of performance is achieved. If such improvement is not forthcoming you will be dismissed.
- Personal circumstances may arise in the future which do not prevent you from attending for work but which prevent you from carrying out your normal duties. If such a situation arises, SES and the host organization will normally need to have details of your medical diagnosis and prognosis. When SES and the host organization have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with SES.
- There may also be personal circumstances which prevent you from attending work, either for a prolonged period or periods or for frequent short periods. SES and the host organization will need to know when to expect your attendance record to reach an acceptable level. When SES and the host organization have obtained as much information as possible regarding your condition, a decision will be made about your future employment with SES.

16 DISCIPLINARY RULES AND PROCEDURES

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

- 16.1 Disciplinary Rules:** It is not practicable to specify all disciplinary rules or offences which may result in disciplinary action, as they may vary depending on the nature of the work. SES expects all employees to abide by the standards which apply to the area in which they are working. Failure to comply will result in appropriate disciplinary action.
- 16.2 Disciplinary Authority:** Your Line Manager is responsible for day to day discipline, and where necessary SES will be kept informed of any verbal warnings given.
- 16.3 Disciplinary Procedure:** If a disciplinary penalty is imposed it will be in line with SES's and the host organization's procedures, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
- 16.4 Gross Misconduct:** Offences which constitute gross misconduct will result in dismissal without notice.

16.5 Examples of Gross Misconduct: The following are examples only of gross misconduct and are not an exhaustive list. You will be liable to summary dismissal if you are found to have acted in any of the following ways:

- (a) Grossly indecent or immoral behavior, deliberate acts of unlawful discrimination or serious acts of harassment;**
- (b) Dangerous behavior, fighting or physical assault;**
- (c) Incapacity at work or poor performance caused by intoxicants or drugs;**
- (d) Possession or use of illicit drugs;**
- (e) Deliberate falsification of any records (including time sheets, absence records and so on, in respect of yourself or any fellow employees;**
- (f) Undertaking private work on the premises and/or in working hours without express permission;**
- (g) Working in competition with either SES or the host organization;**
- (h) Taking part in activities which result in adverse publicity to SES or the host organization, or which cause SES or the host organization to lose faith in your integrity;**
- (i) Theft or unauthorized possession of money or property, whether belonging to SES, the host organization, another employee, or a third party;**
- (j) Destruction/sabotage of SES's or the host organization's property, or any property on the premises;**
- (k) Serious breaches of the health and safety rules which endanger the lives of employees, or any other person;**
- (l) Gross insubordination and/or continuing refusal to carry out legitimate instructions; abuse of the personal harassment policy; down loading inappropriate material from the internet.**

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned.

17 DISCIPLINARY APPEAL PROCEDURES

- 17.1** These disciplinary rules and procedures which form part of your Contract of Employment incorporate the right to lodge an appeal, to a Director of SES, in respect of any disciplinary action taken against you.
- 17.2** You may be accompanied at the appeal hearing by an employee of your choice of either SES or the host organization, and the result of the appeal will be made known to you in writing within five working days after the hearing.

18 GRIEVANCE PROCEDURES

- 18.1** It is important that if you feel dissatisfied with any matter relating to your work you should have an immediate means by which such a grievance can be aired and resolved.
- 18.2** Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. If you wish your grievance to be formally recorded and investigated, please make this clear to SES and the host organization at the outset.

19 Personal harassment policy and procedure

19.1 SES deplors all forms of personal harassment and seeks to ensure that the working environment is sympathetic to all employees.

19.2 Complaining About Personal Harassment

- (a) Informal complaint: If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behavior is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser.
- (b) Formal complaint: Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of SES and the host organization as a formal written complaint, and a thorough investigation in accordance with disciplinary procedure will be carried out.

19.3 General Notes

- (a) If the report concludes that the allegation is well founded, SES will recommend to the host organization that the harasser be subjected to the disciplinary procedure.
- (b) If you bring a complaint of harassment you will not be victimized for having brought the complaint. However if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

20 END OF CONTRACT OF EMPLOYMENT

- 20.1** Your Contract of Employment gives the date you will finish your employment and no notice will be given. (If you want to work beyond that date, you should refer to our notes on Extending Your Contract)
- 20.2** If, for whatever reason, you want to terminate your employment before the date on your contract, then you are obliged to give SES notice, in writing, the appropriate amount of notice and, as a matter of courtesy, you should inform your Line Manager. It is also advisable (if you are an undergraduate on an internship) to let your Placement Tutor know.
- 20.3** There may also be circumstances when SES has to give you notice and that will be done, in writing, in accordance with your Contract of Employment and after consultation with your Line Manager.
- 20.4** When you do leave your employment with SES, we will pay you for the appropriate amount of time you have worked in the month you are leaving and provide you with a P45. It may be the case that you will be eligible to reclaim some tax back in which case you should refer to our notes regarding reclaiming tax.

21 EXTENDING YOUR CONTRACT

Your Contract of Employment states when your employment will finish. However, as the end of your contract draws near, you and/or your Line Manager may want to extend the contract so that you can work longer. It may be that your Line Manager wants you to train your replacement before you leave.

In any event, we can only accept an extension to your contract of employment if we are instructed to do so by your Line Manager. It is preferable that we are aware of any extension before you reach your original finish date to avoid any discrepancies.

22 Termination of employment

22.1 Terminating Employment without Giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

22.2 Return of Property

On the termination of your employment you must return all property belonging to the host organization which is in your possession or for which you have responsibility.

23 CONTACT DETAILS

If you are unsure or require further information about anything in this brochure, Please do not hesitate to contact us:

Telephone: 0845 13 13 13 1

Fax: 0845 13 13 13 2

Website: www.studentemploymentservices.co.uk

Email: employ@sesltduk.co.uk.