



[London School of Executive Training]

Employees Attendance and Absence

All employees are expected to comply with the rules for notification of absence as set out in this Attendance and Absence Policy.

- Employees are required to arrive at work promptly, ready to start work at their contracted starting times, and are required to remain at work until their contracted finishing times.
- Employees must obtain management authorisation if for any reason they wish to arrive later or leave earlier than their normal start and finish times.
- LSET reserves the right not to pay employees in respect of working time lost because of poor timekeeping.
- Where in place, employees are solely responsible for their time recording. Any errors or omissions must be notified by the employee to management who will then authorize or endorse any amendment.
- Persistent poor timekeeping will result in disciplinary action.

Unauthorized Absence

- All staff must give reasonable notice and valid explanation for absence supported by a written document such as sickness note when applicable.
- If a sponsored employee or a work permit holder fails to report to work without notice for three consecutive days, the following procedure applies:
- The first demand for explanation is sent out after the third day through Royal Mail special delivery.
- Should the employee fail to report, the 2nd and the 3rd explanation letters are issued on regular intervals after 2 contact days each, followed by a final job termination letter which is issued on the 10th consecutive contact days, and then the matter is reported to the authorities as per the published guidelines. A copy will also be sent to the next of kin.

Code of Conduct

- The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. The code includes LSET rules, which all employees are required to comply with and examples of misconduct which the LSET normally regards as gross misconduct. A breach of the rules will render an employee liable to disciplinary action following the Disciplinary Procedure. An instance of Gross Misconduct will render an employee liable to dismissal without notice.
- LSET Rules and the examples of misconduct are not exhaustive. Employees are always under a duty to comply with the standards of behaviour and performance required by the LSET and to behave reasonably.

All employees are expected to observe the following standards:

- Maintain satisfactory standards of performance at work and a high level of quality, accuracy and diligence.
- Co-operate fully with their colleagues and with management to ensure the maintenance of acceptable standards of politeness.
- Take all necessary steps to safeguard the LSET'S public image and preserve positive relationships with learners, colleagues and the members of the public.
- Ensure that they do not behave in a discriminatory manner.
- Comply with all reasonable management instructions.
- Comply with the LSET's Policies and Procedures.
- Only employees who are specially authorised by the management to do so may handle cash or receive payments from students on behalf of LSET.
- Employees are not permitted to make use of LSET or its participants telephone, fax, or postal facilities and services for personal purposes without management permission.
- An employee's employment with LSET may in some circumstances be conditional on the approval of third parties at whose premises he or she either works at or visits. If the Third-Party withdraws permission for that employee to be on its site, LSET will consider all alternative arrangements which can be made to maintain the employee's continued employment by LSET. If, however, in the sole opinion of the organization, no alternative arrangements can be made LSET reserves the right to terminate the employee's employment.

Disciplinary Procedure

- The primary objective of the disciplinary procedure is to ensure that all cases of disciplinary are dealt with fairly and consistently, and where there has been a breach of discipline, to encourage an improvement in individual conduct or performance.
- Management is under a duty to establish standards of discipline; employees are entitled to expect fair, just and consistent treatment.
- All offences dealt with under the Disciplinary Procedure will be investigated to establish the facts. At each stage of the procedure, the individual will be given the opportunity of stating his or her case at a disciplinary meeting before any decision is reached about action to be taken. Employees will be given prior notice of any requirement to attend a disciplinary hearing, to allow them to prepare for the disciplinary hearing.
- Employees are entitled to be accompanied by a fellow employee or by a Trade Union official at any stage in this procedure and are encouraged to make use of this facility.
- It may be necessary to suspend an employee whilst an investigation is taking place. Any suspension will be kept to a minimum and will be on full pay. In these circumstances, the suspension itself will not constitute disciplinary action.

Disciplinary action will fall into one of the following categories:

- **Verbal Warning:** The employee will be advised that his or her standard of conduct or performance has been unacceptable. The required standard will be outlined. The warning will be given verbally and subsequently confirmed in writing.
- **Written Warning:** The procedure followed will be the same as for a Verbal Warning.
- **Final Written Warning:** The procedure followed will be the same as above. On this occasion, the employee will be advised, in writing, that a failure to improve the standard of conduct or performance will result in dismissal.

- **Dismissal:** A dismissal occurs when the School terminates the contract of employment, either with or without notice.
- The disciplinary action taken will be determined by the severity of the offence. For relatively minor offences the procedure will normally commence with a Verbal Warning and progress through the stages, eventually arriving at dismissal.
- LSET may decide, however, to commence the procedure at the Written Warning stage or even the Final Written Warning stage if the offence is serious enough.
- In cases of gross misconduct, LSET will normally move directly to the dismissal stage of the procedure.
- LSET reserves the right to terminate an employee's employment without having used the Disciplinary Procedure where the employee has completed less than one year's continuous service.
- Employees have the right to appeal against any disciplinary action taken against them following the Appeal Procedure.

Right of Appeal

- Employees have the right to appeal against any disciplinary action taken against them.
- All appeals must be in writing no later than the end of the third working day after the disciplinary decision was notified in writing to the employee. The first of these three working days is the day on which the employee received written confirmation of the disciplinary decision.
- The written appeal should be submitted to the Chairman unless stated otherwise in the employee's written Statement of Particulars of Employment.
- An appeal hearing will be organized and held as quickly as possible and, in any event, within seven working days of the date on which the appeal was submitted. The employee will be entitled to attend the appeal hearing and will be allowed to state his or her case.
- The findings of the appeal hearing will be notified to the employee within three working days of the hearing, and the decision will be final.
- Employees are entitled to be accompanied by a fellow employee at all stages of the procedure.