

OPEN UNIVERSITY WORLDWIDE LIMITED

HUMAN RESOURCES DEPARTMENT

SERVICE LEVEL AGREEMENT

GENERAL ENQUIRIES

OBJECTIVE

To ensure that all customers receive a timely, accurate and professional response to their requests for information and advice.

SCOPE

This service covers all internal and external customers to the company.

PROVISION OF ADVICE

OBJECTIVE

The Human Resources Department will strive to provide accurate, quality and timely advice to all members of staff within the company.

SCOPE

The provision of advice is available to any member of staff within the company.

SERVICES PROVIDED

The Human Resources Department will provide advice on any of the following key functions:

- ◆ Recruitment and selection
- ◆ Issuing contracts of employment and associated paperwork in respect of employees
- ◆ Workforce information and planning
- ◆ Advice on employment legislation/terms and conditions of service
- ◆ Employee relations
- ◆ Support in conflict situations i.e. disciplinary and grievance advice
- ◆ Training and development
- ◆ Organisational development
- ◆ Help with communications
- ◆ Occupational health
- ◆ Health and Safety and Health at Work
- ◆ Job Evaluation and grading

SERVICE STANDARDS

The Human Resources Department will provide advice to any member of staff within reasonable timescales, given the nature of the enquiry. The Human Resources Department will advise members of staff when they can expect a response in relation to their query.

RESPONSIBILITY OF MANAGEMENT/STAFF

To ensure that the Human Resources Department is made aware of any issues that surface as soon as is reasonably practicable.

PAYROLL

OBJECTIVE

To ensure that all members of staff are paid correctly and on time.

SCOPE

This service covers all permanent and temporary members of staff in the company.

SERVICES PROVIDED

The Human Resources Department will ensure that all information relating to the payroll is received by the Staff Payments Office in time for the payroll run.

This includes: -

- ◆ Timesheets
- ◆ Alteration to pay/hours
- ◆ New starters
- ◆ Leavers
- ◆ Sickness details
- ◆ Maternity payments
- ◆ Increments/special awards

RESPONSIBILITY OF MANAGEMENT/STAFF

Each section must ensure that the Human Resources Department receives any payroll associated information by the 10th of each month, unless notified to the contrary. Any information received beyond this date cannot be guaranteed to be implemented in that current month's payroll run. Management must also ensure that all paperwork is correctly authorised in accordance with company's procedures.

HEALTH AND SAFETY AND HEALTH AT WORK

OBJECTIVE

To ensure that all employees of Open University Worldwide Limited are provided with a safe and healthy place to work, and access to information regarding their own health and the health of others at work, as is required under the Health and Safety at Work legislation. This service will be provided in conjunction with the University's Health and Safety Department.

SCOPE

This service is provided to every member of staff within the company.

SERVICES PROVIDED

The Human Resources Department, in association with the University's Health and Safety Department will ensure:

- ◆ A clear set of policies and procedures for the effective management of Health and Safety.
- ◆ There is a clear understanding by managers and staff of both their individual and corporate responsibilities in respect of Health and Safety matters.
- ◆ Ongoing monitoring, audit and review of Health and Safety policies, procedures and practices.

- ◆ Ensure the company promotes a healthy workplace and lifestyle and thereby contributes to the health and general wellbeing of its staff.

SERVICE STANDARDS

To provide a prompt response, where possible to any Health and Safety, or Health at Work matter within the company.

RESPONSIBILITY OF MANAGEMENT

The Formal Operating Board will be responsible for the Health and Safety and Health at Work of each individual member of staff within their area. There is a requirement to comply with Health and Safety legislation, therefore all members of the Formal Operating Board must ensure that their staff attend any training sessions provided, and that they are aware of their legal obligations.

RESPONSIBILITIES OF INDIVIDUALS

Each individual member of staff is responsible for their own Health and Safety and should not perform any act which would endanger the Health and Safety of others. Each individual should be aware of their obligations under current legislation, and should attend training where necessary.

SICKNESS/ABSENCE CONTROL

OBJECTIVE

To provide effective

- ◆ Recording and monitoring of the company's sickness/absence – short and long term
- ◆ Annual reports for the Formal Operating Board

SCOPE

This service is available to members of the Formal Operating Board and managers within the company.

SERVICES PROVIDED

The Human Resources Department will provide:

- ◆ General sickness/absence information and advice.
- ◆ Legal advice for solutions to long-term and persistent short-term sickness/absence.

RESPONSIBILITIES OF MANAGEMENT/STAFF

Each section will be expected to observe the following:

- ◆ That all persons responsible for recording and reporting sickness/absence do so in a consistent manner.
- ◆ Any queries regarding an individual's sickness/absence must be reported to the Human Resources Department.
- ◆ Any additional information, which may affect an individual's sickness/absence must be reported to the Human Resources Department.

RESPONSIBILITIES OF INDIVIDUALS

Individuals have the responsibility to:

- ◆ Report their absence before 9am (or as soon as possible thereafter) on the first day of absence from work.
- ◆ Provide the Human Resources Department with a Sickness Certificate once the absence has exceeded more than 4 calendar days.

RECRUITMENT PROCEDURE

OBJECTIVE

To provide an effective and efficient recruitment and selection service to all staff in Open University Worldwide, ensuring that employment legislation and internal procedures are complied with. The recruitment process also aims to ensure that the company employs quality staff in the right place at the right time.

SCOPE

This service is available to each section within the company.

SERVICES PROVIDED

The Human Resources Department will:

- ◆ Provide information and assistance for producing job advertisements, job descriptions and person specifications.
- ◆ Send out application forms, write to invite candidates for interview, write to unsuccessful candidates, request references and write to the successful candidate.
- ◆ Provide information to all staff involved in the recruitment process on employment legislation and the importance of compliance.
- ◆ Arrange all interviews and provide the panel with interview packs. A representative of the Human Resources Department will be on the interview panel to ensure equal opportunities is maintained and to answer any employment related questions.
- ◆ Issue a letter to the successful candidate confirming terms and conditions of employment.
- ◆ Ensure all new employees complete a medical questionnaire which is cleared by the University's Occupational Health Department before they commence employment with OUW.
- ◆ Induct the candidate

SERVICE STANDARDS

- ◆ Staff Requisition form
- ◆ *Performance target – 48 hours*

- ◆ Sending application forms to candidates
- ◆ *Performance target – By next available post*

- ◆ Closing date for receipt of applications
- ◆ *Performance target – 2 weeks*

- ◆ Preparing applications for shortlisting
- ◆ *Performance target – Half day*

- ◆ Arrange interviews
- ◆ *Performance target – 3 days*
- ◆ Writing to inform successful candidate(s)
- ◆ *Performance target – 24 hours*

RESPONSIBILITIES OF MANAGEMENT/STAFF

- ◆ To ensure that the recruitment and selection procedure is correctly followed, thus resulting in no time wastage.
- ◆ In order for there to be little or no interruption of events, the shortlisting process should be completed as soon as possible.
- ◆ Providing details to the Human Resources Department with respect to the makeup of the interview panel and an outline of the day. If, for example there will be a test or presentation which is an integral part of the interview, full details must be provided along with the duration.

RESPONSIBILITIES OF INDIVIDUALS

- ◆ Any individual who is, or will be, involved in the recruitment and selection process has a responsibility to attend the appropriate courses provided by the University.
- ◆ Individuals are also obliged to ensure that the recruitment and selection procedure is followed at all times, and any deviation from this could result in unnecessary time wastage.

STAFF ADVERTISING

OBJECTIVE

To provide a professional service that meets the specific needs of the various sections within the company who require staff advertising, and ensuring that this is done quickly, efficiently and within budget.

SCOPE

This service covers all sections within the company who are advertising for a new member of staff.

SERVICES PROVIDED

The Human Resources Department will provide:

- ◆ Information on the deadlines for submitting an advert in selected media.
- ◆ Information on the cost of the advertisement.
- ◆ Assistance with the design and wording of the advertisement, if required.
- ◆ Assistance for deciding the best media for advertising, if required.

SERVICE STANDARDS

- ◆ To prepare the advert and send it to University's Personnel Division who will then in turn place it with the University's advertising agency.
- ◆ *Performance target - 2 days*
- ◆ Provide a cost for the advertisement
- ◆ *Performance target – 2 days*

RESPONSIBILITIES OF MANAGEMENT/STAFF

Each section in the company will be expected to observe the following:

- ◆ If an advertisement is to be placed in a specialist publication there may be a delay, as most specialist publications are issued on a fortnightly or monthly basis.
- ◆ Advertisements cannot be brought to the Human Resources Department on a Friday afternoon with the expectancy that it will be in a paper or magazine by Monday.
- ◆ Where possible, advertisements should be e-mailed as an attachment in a document produced in Word. This will reduce the time taken.
- ◆ In order for a post to be advertised, there must be a staff requisition form signed, a copy of the advert, a job description and person specification, and any other particulars which are to be sent out along with application forms.
- ◆ There will be no alteration to the procedures, except in extreme cases which are decided at the Managing Director's/HR Consultant's discretion.

RESPONSIBILITIES OF INDIVIDUALS

Individual members of staff who have the authority to pursue staff advertising will be expected to follow the above.

TRAINING AND DEVELOPMENT

OBJECTIVE

This service definition describes the services offered by the Human Resources Department in supporting the training and development needs of all OUW staff.

SCOPE

The service definition covers the systems and procedures that are used in the day-to-day operation of Staff Training and Development.

Training and Development covers all staff – whether full or part-time, and both internal and external training provision.

SERVICES PROVIDED

The Human Resources Department will provide:

- ◆ Information regarding training and development opportunities, internally and externally.
- ◆ Booking of training events.
- ◆ Generation of payment from the training budget for courses attended.
- ◆ Evaluation forms for staff to complete after attending course.
- ◆ Maintenance of the training budget for the company
- ◆ Personal training records for each member of staff, held on staff database.

SERVICE STANDARDS

- ◆ Booking of training events
- ◆ *Performance target – Within 3 working days of receipt of signed training request form.*
- ◆ Generation of payment from the training budget for courses attended
- ◆ *Performance target – Within 3 working days of receipt of invoice*
- ◆ Evaluation forms
- ◆ *Performance target – To be returned by individuals within one week of attending course.*

RESPONSIBILITIES OF MANAGEMENT/STAFF

- ◆ To respond to requests for training and development promptly.
- ◆ To ensure that where mandatory training is implemented, all staff within the section are informed and booked onto events.
- ◆ To inform the HR Administrator of any internal events that staff have attended, where not directly organised through the Human Resources Department.

RESPONSIBILITIES OF INDIVIDUALS

- ◆ Book all internal and external training through the Human Resources Department, using the appropriate form.
- ◆ Advise the HR Administrator as soon as possible if they are unable to attend an event – whether internal or external.
- ◆ Complete evaluation forms for both internal and external training events.
- ◆ Complete training request forms at least 3 weeks before the event.

**Please note that this procedure document has been edited for publication.
The names and e-mail addresses of staff have been removed.**