Diocese of Norwich Education and Academies Trust

Exit Interview
Policy & Procedure

Policy Type:	**Trust Policy**
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Approved By:	**Executive Team**
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Person Responsible:	**HR Director**

Our Christian Ethos and Values

All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as "the Trust"), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

Overall accountabilities and roles

The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation for each academy it sets out the responsibilities of the Trust, its Executive Officers, the Local Governing Body and the Principal / Head Teacher. The Principal / Head Teacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust's policies.

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1. INTRODUCTION

1.1 Our employee exit interview policy outlines the Trust's process to gather useful information about our Trust from employees who resign from their roles within academy schools or within the Central Team. We would like to encourage employees to share their working experience through the exit interview process.

1.2 Employees will receive an initial exit questionnaire attached to their letter of resignation acceptance to voluntarily complete and return to the School Business Manager.

The purpose of the exit interview process is to enable the Trust to gather information in relation to:

- why an employee is leaving;
- what an employee liked or disliked about working within our Trust;
- whether job descriptions accurately reflect an employees' role;
- what we can improve to make our Trust and academy schools a better place to work.

1.3 This employee exit interview policy refers to employees who leave our Trust voluntarily.

2. POLICY ELEMENTS

2.1 What is an exit interview?

2.1.1 Exit interviews are an opportunity to have discussions with employees who resign aimed at exploring their reasons for leaving the Trust to discover areas (if any) that can be improved upon.

2.1.2 In-person interviews help to gather more granular insight. Exit questionnaires or phone interviews can be an alternative option if employees find those more convenient.

2.1.3 The School Business Manager/Headteacher/Executive Headteacher/AGEP is responsible for organising and conducting exit interviews.

2.2 Exit interviews are voluntary

2.2.1 It is important that employees are made aware that exit interviews are voluntary and therefore there won't be any repercussions for employees who refuse to participate (e.g. references won't be affected).

2.3 How do you conduct exit interviews?

2.3.1 As a general rule, these discussions should focus on gathering information from employees and understanding their perspectives. People who conduct exit interviews shouldn't:

- negotiate to persuade an employee to stay;
- get defensive when employees share negative experiences;
- focus only on getting negative feedback.

2.4 Interview format

2.4.1 Interviews may be held in-person or over the phone. The length of each interview may vary, but it should generally last approximately 30 minutes.

2.4.2 The exit interviewer should close interviews on a positive note, thanking employees for their time and feedback.

2.5 Sample exit interview questions

2.5.1 It is important that exit interviewers use Appendix A as the basis for the questions being asked of the employee to ensure consistency and usefulness of information for Trust purposes to consolidate answers. The employee should be encouraged to share any additional information that are not covered within the Appendix A.

2.6 Serious issues that may be uncovered during exit interviews

2.6.1 If during an interview a serious issue is uncovered or an issue that causes the interviewer to be concerned (e.g. harassment, discrimination, conduct), the interviewer should act immediately and inform employees that they may have to disclose what they have shared to appropriate person within the Trust and designated HR Officer as required.

2.7 Confidentiality

2.7.1 The content of exit interviews must remain confidential, and exiting employees must be made aware of this. The employee should be assured that results of exit interviews may be presented to management or HR without any direct attribution to an individual source.

2.7.2 Under the General Data Protection Legislation and Data Protection Act we must remind employees of their confidentiality responsibilities post-employment. This should be confirmed during the exit process and recorded on the exit interview proforma.

3. PROCEDURE

3.1 Once an employee submits a notice of resignation, the School Business Manager/Headteacher/Executive Headteacher (for all staff in school other than the Headteacher) or AGEP (in the case of the Headteacher/Executive Headteacher) will offer them the opportunity to have an exit interview. Employees may choose the interview's format or decline to participate.

3.2 Ideally, interviews should take place before an employees' final week of work. Exit interviews should not be scheduled for an employee's last day unless there's no other opportunity available.

3.3 The Trust Office and Project Manager is responsible for collating returned exit interview forms (which should be emailed to info@dneat.org with subject of 'exit interview form') . Any concerning information or disclosures from the forms should be shared with AGEPs and

HR as appropriate. The Trust Office and Project Manager will meet with HR data representatives termly to identify any data trends. They will share insights with the HR Lead to report on appropriately and as necessary to Trustees.

APPENDIX A – EXIT QUESTIONNAIRE

Employee Details – optional			
Name		**Job title**	
Department		**Line manager**	
Location			
Start date		**Leave date**	

Date of exit interview		**Exit interviewer**	

Why did you decide to leave?	
What are you going to do next?	
Why did you begin looking for a new job? (if applicable)	
What ultimately led you to accept the new position? (if applicable)	
What did you like about your role?	
Did you find the job rewarding? Did you find the job challenging? Why?	

Did you feel valued and appreciated in your role?	
How would you describe the culture of the organisation? Can you give specific examples?	
What would you change about your role?	
Do you feel the pay is fair for your role and responsibilities?	
Did you feel you had the tools and skills that enabled you to do your job well? What could have been improved?	
What are your thoughts on CPD at DNEAT?	
What are your thoughts on communication at DNEAT?	
Were you comfortable talking to your line manager about any work problems?	

What are your thoughts on the leadership of DNEAT?	
Did you feel you were kept up to date on new developments and policies?	
How would you describe your workload/working hours?	
Is there anything we could have done differently that would have made you stay?	
Would you recommend us as a place to work?	

Is there anything else you wish to discuss?

SIGNATURE - ***optional***	
DATE	