



Exit Interview Policy & Procedure

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Our Christian ethos and values

Our academies are open to all and accepting of all regardless of faith. Our passion and ambition are to see children and young people in all our academies achieve excellent educational outcomes alongside developing and growing into their potential as individuals made in the image of God.

Our culture is one of high aspiration for all. This is rooted in our Christian values as demonstrated in the life and teachings of Jesus Christ. We have a desire to see our academies acknowledged as places of aspiration, high quality learning, achievement and hope making a significant contribution to the communities they serve.

All policies within St Benet's Multi Academy 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.

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 Governance Committee and the Headteacher. The Headteacher 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.

Contents

1. INTRODUCTION	3
2. POLICY ELEMENTS	3
3. PROCEDURE.....	4
APPENDIX A – EXIT QUESTIONNAIRE	5

1. INTRODUCTION

1.1 Our employee exit interview policy outlines the Trust’s process to gather useful information 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 their School Business Manager/Secretary. Any completed exit questionnaires will then be forwarded by the school to the Trust Central Team via info@stbenets.org. Employees may choose to complete the online exit questionnaire which is found on the Resource Hub area of the Trust website; this is automatically forwarded to the Trust Central Team.

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;
- 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 school/Trust to discover areas (if any) that can be improved upon.

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

2.1.3 The Line Manager 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 decline 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 or positive 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 is not covered within Appendix A at the end of the form/interview.

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 an appropriate person within the Trust and designated HR Officer as required.

2.7 Confidentiality

- 2.7.1 The content of exit interviews will remain confidential within the senior leadership of the school and St Benet's MAT, 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, their Line Manager will offer them the opportunity to have an exit interview verbally or in writing. Employees may choose the interview 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 PA to the CEO is responsible for collating data from exit interviews once it has been forwarded by the school/DoNESC HR department and sharing this with Trust senior management.

APPENDIX A – EXIT QUESTIONNAIRE

Employee Details – optional			
Name		Job title	
School/Department		Line manager	
Location			
Start date		Leave date	
Date of exit interview		Exit interviewer	

1. Why did you decide to leave?	
2. What are you going to do next?	
3. What did you like about your role?	
4. Did you feel valued and appreciated in your role?	
5. What would you change about your role?	
6. What are your thoughts about CPD for your role?	
7. What are your thoughts about communication within your school?	
8. Were you comfortable talking to your line manager about any work problems?	

9. How would you describe your workload/working hours?	
10. Is there anything we could have done differently that would have made you stay?	
11. Would you recommend us as a place to work?	

Is there anything else you wish to discuss?

Signature - <i>optional</i>	
Date	