



**EMPLOYEE EXIT INTERVIEW POLICY**

<b>Approved</b>	
Signature of CEO	
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Signature of Chair of Board	
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**This policy is a mandatory policy for all BEST schools and must be implemented with no amendments.**



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## 1. POLICY OVERVIEW

Exit interviews provide valuable feedback on how well we are performing as an employer. They help us identify where change is necessary to improve the employment experience with us.

This policy provides a framework to receive feedback from employees leaving the Trust.

## 2. POLICY BRIEF & PURPOSE

Our employee exit interview policy presents our method of gathering useful information about our Trust from employees who leave. When employees leave our Trust, they may feel more comfortable sharing experiences they had while working for us.

Specifically, we want to discover:

- Why an employee is leaving.
- What an employee liked or disliked about their school and our Trust.
- What we can improve to make our workplace more efficient and pleasant.
- Any trends requiring attention or any opportunities for improving the Trust's ability to respond to employee concerns; and to allow the trust to improve and continue to develop recruitment and retention strategies aimed at addressing these issues.

## 3. SCOPE

This policy covers the procedures to be adopted regarding exit interviews when employees leave the Trust's employment.

## 4. POLICY ELEMENTS

### What is an exit interview?

Exit Interviews are discussions with employees who are leaving the Trust aimed at exploring their reasons for leaving and to discover areas we can improve in.

In-person interviews (including via video platform) help us gather more granular insight. We may use questionnaires or phone interviews, if employees find those more convenient.

We use an external provider called Schools' Choice HR to conduct exit interviews on the Trust's behalf.

The school's HR officer is responsible for informing the nominated person at Schools' Choice that there is a leaver and an exit interview is required. The nominated person will then contact the leaver via email to invite them to attend an exit interview at a mutually convenient time. Immediate supervisors/line managers will not participate in these interviews.

The nominated person at Schools' Choice for our Trust is Sam Painter, HR Consultant.

### Exit interviews are voluntary

There won't be any repercussions for employees who choose not to participate. If an employee chooses to participate in an exit interview, they will be encouraged to be honest, candid, and constructive in their responses. The information received through exit interviews will be confidential. No specific information that could possibly be traced back to an ex-employee will be disseminated or discussed.

How are the exit interviews conducted?

The discussions will focus on gathering information from employees and understanding their perspectives. The exit interviewer will not:

- Negotiate or persuade an employee to stay.
- Get defensive when employees share negative experiences.
- Focus only on getting negative feedback.

### **5. INTERVIEW FORMAT**

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

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

### **Exit interview questions**

The exit interviewer will use a template exit interview questionnaire. The questions are divided between the following headings:

- 1. Job history and overall evaluation**
- 2. Training, Reviews, Support and Career Goals**
- 3. Job Improvements, Feedback and Suggestions**

### **Serious issues that may be uncovered during exit interviews**

If interviews unearth serious incidents (e.g. harassment, discrimination, grievance), the nominated Schools' Choice Exit Interviewer should act immediately and according to Trust policy. They should inform employees that they may have to disclose some of their feedback to the Trust.

### **6. CONFIDENTIALITY**

Everything discussed during exit interviews must be kept confidential. The exit interviewer should assure exiting employees that interview records are confidential except for in the above circumstance. The exit interviewer should tell employees how they will present the findings to the Trust. It has been agreed that this will be in the form of an anonymous report and will be shared with the Senior Leadership team, Governors and Trustees.

### **7. TIMESCALES**

Ideally, interviews should take place before employees' final week of work. The exit interviewer should avoid scheduling interviews for an employee's last day unless there's no other opportunity.

### **8. ANALYSIS AND REPORTING**

Schools' Choice HR is responsible for analysing data from exit interviews and sharing insights and recommendations with senior management, governors and trustees. They may report on results annually or more frequently if needed (e.g. if a large number of employees leave within a certain period).

The analysis and review will include appropriate statistical information regarding the number and distribution of employee departures during the preceding year and their reasons for leaving; an analysis and discussion of any trends or common themes which are suggested by the exit interview feedback; and any actions the exit interviewer feels are required in order to address any concerns or opportunities which are identified through exit interview feedback.