



Oxford Prospects Programmes

Guide for employees

Welcome to Oxford Prospects Programmes. We hope you enjoy working here, and will do all we can to support you.

We have a wide range of policies and procedures that apply to staff. A hard copy available in the Oxford Prospects Programmes office, and all the relevant documents are available online at <http://oxford-prospects.org/documents>, which you will be able to access once you have created a user account to log into the site. It is your responsibility to familiarise yourself with these policies and to adhere to them.

The **Information for staff** folder in the Oxford Prospects Programmes office replicates the relevant information. We would draw your attention to some key points.

Our structure

The Senior Management Team of Oxford Prospects Programmes consists of

- the Programme Director, who takes primary responsibility for overseas partnerships, student recruitment, marketing and building the business
- the Director of Teaching and Learning, who has overall responsibility for the development, administration and standards of our programmes

The Academic Director is assisted by the Operations Manager, who takes on much of the day-to-day management of our activities, including the supervision of helpers contracted on a temporary basis during programmes.

For day-to-day queries about the running of the organisation, please contact the Operations Manager. Up-to-date contact details are available in the document **Key contacts and responsibilities**. The Operations Manager can fill you in on the roles of other employees; you can also find information in the document **Oxford Prospects Programmes roles and responsibilities**. An organogram is available in the **Information for staff** folder and online.

Health and safety

We will provide a safe working environment for you. You are also legally required to take reasonable care of your own health and safety and that of other people who may be affected by what you do or omit to do. Please refer to the **Health and safety policy**.

Equal opportunities, disability, discrimination and harassment

Oxford Prospects Programmes (OPP) is an equal opportunities employer and maintains a working and studying environment that is free from unlawful

discrimination. Please refer to the **Equality, discrimination and disability policy**. You are protected by this policy. You must also apply the policy if you are involved in recruiting employees or students.

We will make reasonable adjustments for staff, contractors and students with disabilities. If you have a disability that you would like us to take into account and have not yet disclosed, you may disclose it at any time by writing in confidence to your line manager.

OPP does not tolerate bullying, abuse or harassment. Please refer to the **Harassment and bullying policy**.

Appraisal

OPP reviews its performance periodically with a view to a continuing process of improvement. As part of this process, every member of staff has an annual appraisal. This is an opportunity to reflect on your employment, how you feel you are doing, whether you feel you would benefit from any additional support, etc. Please refer to the **Performance review and appraisal policy**.

Regardless of your annual appraisal, you should feel free to discuss your employment with your line manager at any time, particularly if you have any concerns or requests.

Complaints

OPP regards complaints as opportunities to improve, and aims to deal with all complaints promptly, fairly and transparently. All staff responsible for handling complaints should bear these principles in mind; please refer to the **Complaints policy**. This policy will also apply if you wish to raise a complaint.

Data protection

OPP processes a considerable quantity of data relating to staff, students, tutors, etc. Data must be handled with appropriate safeguards and should not be shared within or outside the organisation. Please refer to the **Data Protection policy**.

Discipline

OPP expects high standards of professionalism from employees, and we anticipate that all staff will work conscientiously to help maintain these standards. In rare cases it may be necessary to take disciplinary action; please refer to the **Disciplinary policy (staff)**.

Insurance

OPP has employer's liability insurance cover to £10 million. The certificate of insurance is available for inspection in our office and online.



Oxford Prospects Programmes

Guide for teaching staff

Thank you very much for agreeing to teach on our forthcoming course. The excellence of our tutors is a hugely important aspect of our programmes, and we are grateful for your commitment.

Our organisation as a whole is called Oxford Prospects Programmes (OPP). Our short courses for overseas university students are called Oxford Student Programmes.

We have several policies that apply to tutors. A hard copy available in the Oxford Prospects Programmes office, and all the relevant documents are available online at <http://oxford-prospects.org/documents>, which you can access if you create a user account to log into the site. Please familiarise yourself with policies that are relevant to you.

Contacts

An up-to-date contact list is available online, and we will also email you a copy before the programme starts.

Administration

You will be notified individually where your teaching is taking place. Please come directly to the teaching room unless you have made arrangements to be met elsewhere.

Our **Tutor standards policy** includes some guidance regarding punctuality, dress, teaching materials, etc. – for the most part common sense and thoroughly familiar. Please note that in accordance with this policy, a member of our staff may observe your teaching with a view to learning more about your teaching style, assessing the suitability of a presentation for a particular student group, sharing educational ideas and offering constructive feedback. We will do our best to avoid any disruption or distraction.

If you have a PowerPoint presentation, please bring a memory stick and preferably your own laptop (to avoid compatibility issues). Our venues prefer PCs and PC-formatted memory sticks, so please avoid Mac formatting where possible and let us know in advance if this will be a problem. Likewise, please give us plenty of notice if you will need internet access during your talk: most of our venues offer this facility but it always helps to know in advance.

Our students have a very high academic standard and an intermediate to advanced level of English. Do feel free to introduce novel or conceptually difficult material, but please speak slowly and clearly, and explain any difficult or technical vocabulary.

We are very proud of our lecturers and tutors, and we include short biographies, photos and occasionally audio or video clips on our website. Please let us know if you do not wish such material to be published. We hope you are happy for us to post

PowerPoint presentations or other teaching materials, and would be grateful if you could send us a copy either before your teaching.

Disability

OPP will make reasonable adjustments for tutors with disabilities. If you have a disability that you would like us to take into account and have not yet disclosed, you may discuss it in confidence with the Academic Director at any time. Please see our **Equality, discrimination and disability policy** for more details.

Invoicing and payment

Please make out your invoice to Oxford World and email it to opp@regent.ox.ac.uk. Our preferred payment method is bank transfer, so it would be helpful if you could include your bank details with your invoice. For security, we do not hold bank details in the office, so you will need to re-send the details even if you have taught for us before. If you prefer to be paid by a different method, please let us know in advance.

We aim to pay within about a week of the programme's ending. Please tell us if you have not received payment by then.

You are self-employed for tax purposes. You will be paid gross and are responsible for declaring the income to HMRC.

Insurance

OPP has public liability insurance cover to £10 million. The insurance document is available for inspection in our office.



Oxford Prospects Programmes

Tutor Standards Policy

Oxford Prospects Programmes (OPP) attaches great importance to the professional and academic standards of its tutors and staff. This policy applies to lecturers, English teachers, tour guides and workshop leaders – collectively ‘tutors’.

General

1. OPP sets high standards of professionalism, approachability and academic rigour. Tutors have significant face-to-face contact with students and play a vital role in upholding this ethos.
2. Tutors are expected to treat students with respect and cultural sensitivity with a view to facilitating productive and enjoyable learning.
3. Tutors are representing OPP whenever they interact with our students, in or out of lessons. Particular care should be taken to maintain appropriate professional conduct during any informal interactions e.g. if tutors and students meet socially.
4. You are asked to arrive in plenty of time for sessions and to allow time before the session begins if you need to set up audiovisual equipment, prepare handouts for distribution, etc. The venue is always available at least 15 minutes before each session.
5. Tutors are asked to dress professionally – semi-formal or smart casual. Please avoid informal wear such as T-shirts, sweatshirts, sweatpants or trainers.
6. OPP encourages employees and tutors to reflect on their work so as to engage in a process of continual learning and professional development. As part of this process, OPP’s Director of Teaching and Learning (DTL) or another member of staff may observe your teaching with a view to learning more about your teaching style, assessing the suitability of a presentation for a particular student group, sharing educational ideas and offering constructive feedback. All new tutors should expect to have some teaching observed during their first programme with us. We will make every effort to avoid disruption or distraction. If you would like a member of staff to attend a particular session or to provide feedback on any particular aspect of your teaching, please let the DTL know.

Presentations, slides and handouts

7. Teaching and course materials should be prepared thoroughly and to a high standard.
8. Our classes are generally quite mixed, which makes for a rich learning environment and also presents some challenges. Tutors are asked to bear in mind that:

- our students are not native English speakers. Please speak slowly and clearly, and make sure that difficult or technical vocabulary is explained. The English level ranges between about lower intermediate and lower advanced (approximately IELTS 4.0–7.0), with most students above IELTS 5.0.
 - our classes frequently include students with a wide range of subject backgrounds
 - students will have different needs and expectations depending on their cultural and academic background. Tutors may find it helpful to state clearly at the outset what they expect in terms of class etiquette, degree of student participation, etc.
9. Handouts should be clear, legibly printed and free of errors. Slides should be clearly legible from the back of the classroom or lecture theatre. As a guide:
- We suggest no more than about five lines of text per slide, at a text size allowing around six words per line
 - Use clear and simple fonts
 - Use sentence case rather than all upper case
 - Text should be left-justified
10. Colour-blindness of one form or another is relatively common and makes certain colour contrasts difficult or impossible to see. Please bear this in mind when designing slides and handouts. As a guide:
- Good colours for text are black or dark blue on white, white on dark blue, and dark blue or black on yellow
 - Do not use colour alone to differentiate lines or blocks on graphs – distinguish them in some other respect as well. Useful contrasts include pale versus dark colouring, hatching versus solid colour, dotted or dashed versus solid lines, and blocks with borders versus blocks without

Extensive resources giving further details and guidance are available online.



Oxford Prospects Programmes

Equality, Discrimination and Disability Policy

Oxford Prospects Programmes (OPP) is committed to promoting an inclusive and welcoming environment free from discrimination for employees, contractors and students.

General

1. OPP does not discriminate unlawfully on the basis of the following 'protected characteristics' as defined in the Equality Act 2010:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation.
2. Discrimination includes for example differential treatment during staff recruitment and selection; applying rules, standards or levels of service differently to different people or groups; harassment; victimisation; or any other conduct that results in an individual or a group being treated less favourably on the grounds of a protected characteristic.
3. OPP recognises that discrimination can be lawful where it is a proportionate means of achieving a legitimate aim. Our guiding principle is that any discrimination that may arise must be proportionate and strictly relevant.
4. OPP keeps anonymised, aggregated statistics on the protected characteristics of students where these are known, in order to monitor the effective implementation of this policy and so that improvements can be made where necessary. OPP is too small to make use of similar statistics about employees.

Disability

5. During recruitment and selection, OPP will proactively give prospective employees, contractors and students opportunities to tell us in confidence about any disability that they would like us to know about. You may also disclose a disability at any later time if you wish. We will treat any information and discussions relating to disability as confidential, in accordance with our Data Protection Policy.

6. OPP will make reasonable adjustments for employees, contractors and students who require them on the grounds of disability. Please note that we cannot take account of a disability unless we know about it.



Oxford Prospects Programmes

Harassment Policy

Oxford Prospects Programmes (OPP) does not tolerate bullying, harassment or victimisation in any circumstances.

General

1. For the purposes of this policy, harassment is any unwelcome comment or conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Unwelcome comments may constitute harassment whether they are made orally or in writing and whether or not they are made face to face.
2. Examples of conduct that fall foul of this policy include among others:
 - making intimidating or threatening remarks
 - repeatedly undermining a competent worker
 - making derogatory personal comments
 - making unwelcome sexist, racist or homophobic jokes
 - inappropriate touching
 - stalking
 - making malicious allegations of harassment or other wrongdoing.
3. OPP expects all staff, contractors and students to help to prevent harassment by:
 - being sensitive to the needs and reactions of others and making reasonable efforts to avoid causing offence
 - making it clear to others where necessary that harassment is not acceptable
4. All OPP staff, contractors and students have a right to be protected from harassment under this policy. Any allegation of harassment – regardless of whether the alleged victim and the alleged perpetrator are staff, contractors or students – should be directed to the Programme Director or the Academic Director and will be dealt with according to our Discipline Policy.
5. OPP reminds its staff, contractors and students that harassment is against the law where it relates to characteristics protected by the Equality Act 2010. Anyone guilty of unlawful conduct may face court action as well as being subject to our internal disciplinary procedures.

Victimisation

6. Victimisation occurs when somebody is bullied or receives less favourable treatment as a result of making an allegation of harassment or other wrongdoing.
7. OPP regards victimisation as a form of harassment and will treat it accordingly.



Oxford Prospects Programmes

Medical Policy

Oxford Prospects Programmes (OPP) takes its duty of care to students very seriously, and has robust arrangements in place in case of medical need.

General

1. OPP's appointed GP surgery is Banbury Road Medical Centre, 172 Banbury Road, Oxford, OX2 7BT. Students who require the attention of a general practitioner while in Oxford will be accompanied to the surgery by a member of OPP staff or if necessary by a temporary helper.
2. Any student who is unwell must inform a member of staff in a timely fashion, whether or not medical attention is needed. This is an important safety rule to protect your welfare and that of other students.
3. Any matter requiring medication or the need to visit a doctor must be referred to the Operations Manager before action is taken, except in an emergency.
4. OPP makes a 24-hour telephone number available to students while they are on one of our programmes.
5. OPP's accommodation and teaching venues in Oxford colleges have a first aider on site at all times.
6. OPP organises block travel insurance cover for students. In the unfortunate event of accident or illness, the student is strongly encouraged to contact the insurer. Contact details can be provided by the OPP Programme Director.
7. Students are strongly encouraged to take out their own insurance as appropriate.
8. We recognise that, as legal adults, our students are entitled to take over-the-counter medication that they may consider appropriate. However, we **strongly encourage** students to check with a senior member of staff before taking any medication purchased in the UK, since labelling, doses, etc. may be unfamiliar to our overseas students.

Liability

9. OPP is insured by Hiscox Insurance Company Limited for public liability claims of up to £10 million.



Oxford Prospects Programmes

Student Welfare Policy

Oxford Prospects Programmes (OPP) is absolutely committed to providing a welcoming, nurturing and safe environment for all its students.

General

1. OPP will select its venues and activities with due regard for student welfare, and will conduct risk assessments where appropriate. In accordance with our Health and Safety Policy, risk assessments for accommodation, teaching venues and activities including external trips are available for inspection by staff, contractors and students on request.
2. OPP expects its staff and contractors to work to create a welcoming atmosphere that helps students to
 - learn productively
 - interact positively with staff and with each other
 - enjoy their time in Oxford
 - return home with happy memories
3. During induction and in the student handbook, OPP will make clear to students whom they should approach if they have any pastoral or welfare concerns about themselves or fellow students. OPP will ensure that staff or temporary helpers of both sexes are available to deal with pastoral questions.
4. OPP will make available a 24-hour telephone number that students may contact in case of emergency, and will ensure that this number is always monitored while students are attending one of our programmes.
5. Any serious welfare concern must be reported promptly to the Director of Teaching and Learning (DTL).
6. OPP recognises that, as legal adults, its students share responsibility for their own welfare. We expect students to take reasonable care of themselves while attending our programmes, and we will support them in doing so. In particular, we draw students' attention to our Health & Safety and Medical Policies.