



Exit Interview Procedures

Adopted by the Trust Board of
Aspire Learning Trust
on 22nd March 2021

Policy reference:	A54
This policy is to be reviewed:	3 Yearly
The next review date is:	March 2024
Review is the responsibility of:	FIHR Committee

Review History

Review ratified:	-----
Review ratified:	-----
Review ratified:	-----

Signed: -----
Chair of Trustees



1 Introduction

1.1 Employees are the trust's most valuable resource. As a result, it will strive to **recruit** people with the skills, knowledge and experience to be able to deliver high quality services. However, recruiting new employees is only one aspect of managing personnel and the ability to **retain** good employees is equally important. The following procedure sets out an approach to identifying why people decide to leave the trust.

1.2 People choose to leave their employer for many different reasons. Whatever the reason, the Trust Board will be interested to know how the trust and its schools are viewed and information will be gained upon staff leaving by means of an Exit Interview or Questionnaire.

1.3 The information gained from this will help to inform policy making for the future. The school can use data gained from exit interviews and questionnaires to:

- Identify any 'hidden' reasons for leaving e.g. unresolved grievances, workload imbalances, lack of career development, etc.
- Identify themes in reasons for resignation and then develop strategies to minimise labour turnover
- Identify morale issues and/or concerns about management style or organisational culture
- Review the job role and accountabilities
- Monitor and review the effectiveness of the school's recruitment and selection policy
- Assess pay and benefits packages offered by other employers
- Promote the image of the school as a good place to work
- In some circumstances, seek to persuade the employee to re-think his/her decision to leave the school.

2. Objective

2.1 This procedure aims to provide:

- A consistent approach to the use of exit interviews across the trust
- Guidance on how to conduct an exit interview.

3. Scope

3.1 The procedure applies to all trust employees who leave voluntarily.

3.2 The procedure will not be applied to employees who:

- have been dismissed on capability or disciplinary grounds
- leave as a result of redundancy or ill health retirement.
- who are pursuing a complaint under the School's Grievance Procedure (for which a separate investigation will be carried out)

4. Procedures

When an employee's resignation is received the CEO (for central team personnel)/Headteacher (for school personnel) will send a letter acknowledging and accepting the resignation, thanking the employee for their service. The letter will invite the employee to complete an exit questionnaire (see [Appendix One](#)), which will be enclosed along with a return envelope.

The completed questionnaire shall remain on the employee's confidential personnel file. A copy of the questionnaire may be provided to the employee upon request. At the employees request some information disclosed in the questionnaire may remain confidential, although in general, the purpose of gathering the information is for the trust to use it to inform and improve policy, procedures and management.

Participation in this exercise is voluntary and staff should not be compelled to complete it.

Recommendations arising from the questionnaire will be referred in the first instance to the CEO/Headteacher, by whom they shall be referred to the Senior Leadership Team and/or the Trustees/Governing Body HR committee for action as deemed appropriate.

The questionnaire gives the exiting employee the opportunity to request a meeting to discuss their questionnaire further. Should such a meeting be requested, it will be undertaken by a member of the Senior Leadership Team, who is not the employee's line manager. The meeting will be conducted according to the agenda shown at [Appendix Two](#). A record of the meeting will be made on the Exit Interview Record – see [Appendix Three](#).

Appendix One



EXIT QUESTIONNAIRE

Please complete and return this questionnaire in the envelope provided at your earliest convenience.

Name:

Role(s):

Line Manager:

Section One:

Your current job	
1. Do you feel that: a. The duties of your job were clearly defined	
b. The job description was accurate and relevant	
c. Your salary reflected your duties and level of responsibility	
2. What did you enjoy most about your job?	
3. What did you dislike most about your job?	
4. Other comments:	

Section Two:

Working relationships	
1. How would you describe your working relationships with: a. Your line manager	
b. Colleagues in your team	
c. Other employees	
d. Trustees/governors	

Section Three:

Training and Development	
1. Were appropriate training and development opportunities made available to you?	
2. Other comments:	

Section Four:

Career Progression and Development	
1. How would you describe your career progression and development?	
2. Do you have regular supervision meetings with your line manager?	
3. How would you describe the opportunities provided to you to discuss your career progression and development	
4. Other comments:	

Any Other Comments:

Disclaimer:

In accordance with the Exit Interview Procedure, a copy of this questionnaire shall remain on the employee's confidential personnel file and a copy may be provided to the employee upon request.

The purpose of the questionnaire is for the Trust to use the information provided to inform and improve policy, procedures and management, and as such it is intended for the information in this meeting record to be shared with key personnel, including senior leaders and governors/trustees

Please tick the box(es) below to confirm consent.

The contents of this questionnaire:

- May be shared internally without restrictions.
- May be shared internally after I have left the Trust's employment.
- May be shared with the following personnel/groups:
-

Employee Signature:.....

Dated:.....

Should you wish to discuss this questionnaire and/or your reason for leaving with a senior leader, please tick this box.

Appendix Two

EXIT INTERVIEW AGENDA

1. Welcome and thank you for requesting this meeting
2. Outline purpose of meeting [see Exit Interview Policy]
3. Review of exit questionnaire
4. Discussion of issues highlighted by leaver

Appendix Three



EXIT INTERVIEW RECORD

Name:

Role(s):

Line Manager:

Review of exit questionnaire:

Issues highlighted by leaver:

Disclaimer:

In accordance with the Exit Interview Procedure, a copy of this meeting record shall remain on the employee's confidential personnel file and a copy may be provided to the employee upon request.

The purpose of the meeting is for the Trust to use the information provided to inform and improve policy, procedures and management, and as such it is intended for the information in this meeting record to be shared with key personnel, including senior leaders and governors/trustees

Please tick the box(es) below to confirm consent.

This meeting record:

- May be shared internally without restrictions.
- May be shared internally after I have left the Trust's employment.
- May be shared with the following personnel/groups:
-

Employee Signature:.....

Dated:.....

Exit Interviewer Signature:.....

Dated:.....

Exit Interviewer Print Name:.....