**UNIVERSITY OF LIVERPOOL**

**FACILITIES, RESIDENTIAL AND COMMERCIAL SERVICES**

**CODE OF CONDUCT AND PERFORMANCE MANAGEMENT, RESIGNATION AND PDR GUIDANCE FOR RESIDENTIAL ADVISERS**

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## Introduction

Living as a Residential Adviser carries with it both privileges and responsibilities. It is a difficult role and one that requires both a professional approach to the functions and duties of the role as set out in the statement of terms and conditions, and a mature and sensible approach to the situations and issues that might arise.

This document addresses:

* The standards of conduct which are expected of you
* Guidance on issues which are associated with the role of Residential Adviser
* Performance Management, Resignation and PDR Guidance for Residential Advisers

It is also advisable to note that the Residential Adviser code of Conduct is in conjunction with your core position of either full time student (except for Part Time PGR students) or staff member. If you are a casual staff member, timesheets must be submitted as evidence that shifts are ongoing throughout your time as RA.

If you are a Student Residential Adviser, please ensure you have read and understood the Policy on Student Conduct and Discipline that can be found here: <https://www.liverpool.ac.uk/student-administration/policies-procedures/conduct-discipline/>

If you are a Staff Residential Adviser, please ensure you have read through the Equality, Diversity and Bullying and Harassment Policies that can be found here: <https://www.liverpool.ac.uk/hr/diversityandequality/policies/>

## Standards of Conduct

High standards of behaviour are expected at all times both on and off site, while on duty and also while off duty, and also when supporting the delivery of or attending social events organised for student residents. For example, Halls Life events, Formal Dinners, Hall Student Committee events, or events organised by the RA team.

### Behaviour while on duty/on call

The Residential Adviser role is Voluntary. If behaviour, conduct or actions are not deemed appropriate, on or off duty, the role can be discontinued by your Warden and Head of Accommodation. As RA, you are expected to take responsibility for your own wellbeing and workload. If you have any concerns or issues over wellbeing or workload, it is imperative that you escalate this to you Warden if you believe this may impact your ability to undertake your duties.

Being on duty at night is a vital part of your role and it can be difficult at times. The Residential Adviser provides the first response to student incidents; you may be called upon to ensure that the hall is quiet, to deal with students who are in distress, or to help to get professional assistance for a student who has been taken ill. Every situation is different but you must always:

* Respond promptly to any request for help.
* Treat students with respect: they are much more likely to do what you ask if you speak to them politely. A clearly-spoken request is much more likely to defuse a difficult encounter with a student than a shouted command.
* Conduct yourself in a professional manner. If a student is rude to you, resist the temptation to retaliate. Remember that you are in a position of authority and that no student will respect a Residential Adviser who shouts or uses offensive language.
* Resist any temptation to overstep your authority. Bullying and harassment of students is unacceptable.
* Respect students’ confidentiality. Whether on or off-duty, you should never discuss students, unless disclosing information to your Warden or other relevant support services.
* Ensure that you are in control of yourself. Emergencies are few and far between, but they do occur. While you are on duty it is vital that you are in full control–do not drink while you are on duty.
* Maintain boundaries and professionalism in day to day life including your online presence. Ensure opinions shared on Social Media are in line with the Social Media Policy issued to University of Liverpool staff: <https://www.liverpool.ac.uk/it/regulations/>

### Behaviour while off duty

Most halls will require a minimum number of Residential Advisers to be resident on any one night, so that they may be called upon for assistance in an emergency or in a difficult situation. You should always:

Remember that if you have had too much to drink you may be incapable of helping your colleagues.

Remember that students will recognise you and will notice inappropriate behaviour. Unprofessional behaviour, whether on or off the site, could seriously undermine the discipline of the hall and/or University.

Remember that you are part of a team. Adopt a professional attitude towards your colleagues and support them whenever necessary. Criticising Residential or other colleagues behind their backs is unprofessional and will have a detrimental effect on team spirit.

This is a dual role that sits alongside your core post as either a Full time Student (except Part time PGR students) or Staff member. Bear in mind that any disciplinary action in your core position can impact on your role as an RA and Vice-Versa.

Staff RAs can refer to the Disciplinary Procedure for their substantive post: [https://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/disciplinary/](http://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/disciplinary/)

Student RAs can refer to the Conduct and Discipline pages: <https://www.liverpool.ac.uk/student-administration/policies-procedures/conduct-discipline/>

### Alcohol and Drugs

You should not drink alcohol while on duty.

You must remember that if you do drink alcohol you should do this sensibly.

You must adhere to the University’s regulations on the use of illegal substances and never introduce

them to the site.

Please refer to the University of Liverpool Drug and Alcohol Policy for more information.

Staff: [https://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/alcohol/](http://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/alcohol/)

Students: [https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/StudentAlcoholandDrugsPolicy.pdf](http://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/StudentAlcoholandDrugsPolicy.pdf)

### University Equal Opportunity and Harassment Policies

You are expected to adhere to University policies and to respect all students, staff and visitors regardless of age, class, religion, disability, ethnic origin, gender, nationality, marital status or sexual orientation. You are expected to help create a culture which protects the dignity of all. The University regards all forms of harassment and bullying as most serious matters.

Bullying and Harassment Policy: [https://www.liverpool.ac.uk/hr/diversityandequality/policies/](http://www.liverpool.ac.uk/hr/diversityandequality/policies/)

### Absences from the Hall

Any absence from the hall during term-time must be by prior arrangement with the Warden and this includes absences at weekends and/or occasional nights away. Should you need or wish to be absent from hall during term-time, you must request permission, in writing, from the Warden before making any arrangements. Permission is at their discretion and will not be given if, as a result of your absence, duty night cover would be inadequate.

Over periods where few students are on site – Summer and vacation periods, your Warden will implement a limited rota to ensure there is opportunity for time off. If you are on rota over this period, you must be on site and present.

Frequent absences, both requested and unauthorised may result in your role being discontinued.

### Employment

You must consult with the Warden if you plan to take any other part-time employment whether paid or voluntary, in addition to your role as a Residential Adviser.

### Attendance at Annual Residential Adviser Training Conference

You are required to attend the annual Residential Adviser’s conference normally held in September. Requests to be excused attendance must be made in writing through the Halls Life Team to the University’s Head of Accommodation. You should copy the Warden into your request. Requests to be excused attendance will only be granted in exceptional circumstances.

The Residential Adviser Conference is an opportunity to attend key sessions to enable you to succeed in the role. Interactive and engaging, you will find the conference will equip you with the key skills to take on the role of first response, as well as learn how you can positively impact on student wellbeing through your role in supporting the delivery of a social programme targeted at engagement, prevention and early intervention. This is an opportunity for team building, and for experienced senior individuals to share experiences with new members of the team.

In addition to the conference, there will be a Continuous Professional Development Programme for you to follow throughout the year. There is a mix of compulsory and developmental courses for you to join.

### Residential Adviser Line Management and duties

The role of Residential Advisers are divided into three main areas – Student Welfare, Building Community and Supporting the Halls Management Team.

The **Warden** is your line manager. They are in place to take the lead on Pastoral Care and student disciplinary issues. You should seek guidance from them in all aspects of this part of the role.

The **Halls Student Experience** Manager is in place to take the lead on Halls Community building, social media, marketing and events. You should seek guidance from the Halls Life Team in all aspects of this part of the role.

The **Hall Manager** is responsible for the safety and welfare of all residents in the property. As RA, you will provide assistance in supporting residents wellbeing, as well as complying with any safety and other requests they issue you with.

### Participation on Arrivals, Open Days, ADDs and Departures

Welcoming students into our accommodation for the first time is an exciting and fast paced period. Residential Advisers are expected to assist the Halls Management Team in assisting with move in.

Duties can include:

* checking in and issuing keys
* showing students up to rooms
* monitoring the car park
* handing out trollies
* assisting with welfare related matters

Our Open Days and Applicant Discovery days are vital to the successful recruitment of students coming to study at the University of Liverpool. RA participation may be required over Open Days and ADDs to assist with supervising the Open Day Helpers, as well as showing prospective students and parents around the hall.

## Guidance On Issues Associated with The Role Of Residential Adviser

### Student Disciplinary Issues

Ideally, your work will concentrate on the positive aspects of developing the student community and offering guidance and assistance to individuals. If these arrangements work properly and the group of students under your charge gets on well together, then they will appreciate the responsibilities of living in a community sufficiently for internally generated self-discipline to be sufficient to deal with any behavioural problems that might occur.

However, this is the ideal situation and it is often necessary for there to be some intervention from outside the group when problems do occur, such as excessive noise or other lack of consideration for friends and neighbours. You have a key role in this process and a friendly word of advice, or even a swift but fair rebuke, will, more often than not, deal effectively with the situation.

Occasionally, more serious situations will arise which cannot be dealt with informally by you alone. In such cases, it is essential that the Warden is involved as soon as possible so that they can either offer advice on how to proceed or deal with the matter themselves. If necessary, the formal disciplinary procedures that exist both within the Residences and the University itself may need to be invoked and it is important to note that the powers of summary jurisdiction under these procedures are vested in the Warden and the University’s Head of Accommodation. In this context, Residential Advisers have no formal powers but you may be called upon to assist the Warden in investigating complaints or allegations prior to any hearing of the case against a student or group of students.

### Boundaries and Relationships

Any interactions with students should be formally recorded through our online incident management programme. You will be given full training on how to use this system, as well as how to write consistent and quality reports. The reports are shared with the Hall Warden, RA Team (unless confidential), Hall Management, Head of Accommodation, Accommodation Manager, Operations Manager, Halls Life Team and Student Services. This ensures quick action and follow up.

Boundaries and Relationships

Often described as being a support system, a Residential Adviser must indeed be friendly and approachable but they must also be clear that there are boundaries that will need to be set to such friendships. The necessity for such boundaries arises because Residential Advisers must ensure that they retain sufficient distance and impartiality to carry out their role, which is one that has elements of authority and discipline as well as social support and pastoral care. It could also be argued that the student residents themselves will benefit if you give them both space and independence to develop in their own way and at their own pace.

Setting the boundaries may not always be easy, especially if you are also a student, and your Warden and Senior Residential Adviser may need to offer advice and guidance from time to time. Whilst hard and fast rules are not appropriate, the following general questions might be helpful in setting some guidelines:

* could the relationship adversely affect your ability to carry out your role?
* might other students see you as being biased in favour of one particular student or group of students?
* might you have a conflict of interest when dealing with complaints or discipline?
* is there any danger that there could be allegations that you are abusing your position of authority?
* what might happen if there was a breakdown in the friendship/relationship?

These questions relate to issues about relationships in general. More specifically, they will become even more important in the context of a possible sexual relationship. It is the University’s considered view that any such relationship between a Residential Adviser and a student resident is likely to make it impossible for the Residential Adviser to carry out his or her role effectively and you must notify your Warden to ensure full transparency of any such relationship. This may mean that you continue your duties by transferring to another hall within University Accommodation.

Failure to adhere to appropriate and safe boundaries that are required to carry out the role of Residential Adviser may result in your role being discontinued.

There is a clear and defined policy on personal relationships relevant to both staff and student Residential Advisers: [https://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/relationships/](http://www.liverpool.ac.uk/intranet/hr/my-hr/information/policies/working/relationships/)

### Couples Accommodation

Residential Advisers live in the Halls of Residences in and amongst the students. There are a number of options available ranging from single non-ensuite bedrooms with a shared kitchen and bathroom through to a 1 bedroom apartment. With 7 Halls and over 4,400 rooms, there is an option to suit most people.

We have some availability for Residential Advisers to bring partners with them into the accommodation in our Studio Apartments and 1 Bedroom Apartments. These are limited and available on a first come, first served basis.

The partner of the Residential Adviser will be required to sign a copy of the Student License and agree to the University Code of Conduct. Inappropriate behaviour, conduct or actions of a partner of a Residential Adviser may result in your role being discontinued.

Unfortunately, we do not have accommodation suitable for families with children, or for pets.

### Health and Confidentiality Issues

You are expected to be vigilant and responsive in cases of illness amongst students. Procedures may vary between the halls but all Residential Adviser should act quickly, especially where serious illness such as meningitis is suspected.

Please report any concerns you may have about students, whose behaviour may suggest that they are experiencing mental health problems, to the Hall Warden, following the Guidelines on Supporting Students with Mental Health Problems which are available on the Student Support webpages and in training. In crisis or emergency situations it may be necessary to call the emergency services whose staff have the expertise and authority to take appropriate action.

Try to avoid being forced into a situation where a student confides information to you and asks you not to divulge what they have told you. It is advisable to explain to the student that, if they do confide in you in this way, you will have to share the information with senior colleagues.

Dealing with Parents

When first-year students come to the University it is probably the first time that they have left home for any significant period and this can be a very traumatic time for both them and their parents. Whilst the student has the excitement of a new venture to look forward to, the emotional consequences for the parents may be more about feelings of loss and anxiety than about celebration and freedom. These factors, coupled with the increasing need for parents to support their children financially, mean that they may well feel the need to intervene in the relationship between the student and the University, even if their child is over 18. In the majority of cases, this intervention is benign and can be a source of both reassurance and practical assistance.

Nevertheless, we are sometimes faced with a more negative approach from parents, which often involves complaints and threats, and these can be very difficult to handle, especially if we are to protect the interests and confidentiality of the students themselves. Whilst you will undoubtedly meet parents from time to time, especially when new students arrive and at the beginning and end of each term, it is advisable that any other approaches from parents are directed to the Warden, who is best placed to deal with such potentially sensitive matters.

Unless you have received clear written or verbal consent from a student resident, you cannot share information with a parent regarding their child. You cannot confirm if a child lives here, nor answer any question the parents may have regarding their child.

Further training will be provided as part of the Residential Adviser Conference surrounding Safeguarding and Confidentiality.

Students with a Disability and/or Support Needs

The equality act (2010) requires the University to make reasonable adjustments to accommodation for any students with either a registered disability or specific support needs.

### Students with a Disability or Support Needs

It is important that students who have a disability or require other support needs are given opportunities to disclose these in order that appropriate academic and non academic support arrangements can be put in place. Please refer any students in halls who may discuss these issues with you to talk to their personal/academic tutor or Head of Department and also to make contact with the Disability Support Team (DST) who can work with the student to create a personalised support plan.

More information can be found on Disability Support from the University Website: <https://www.liverpool.ac.uk/studentsupport/disability/>

### Supporting the delivery of the social programme for Halls

The Halls Life team develop a programme of events, activities and communications across the year for residents to support them during their time in our accommodation. This programme is designed to help students engage with and settle into life in Halls and plays a key role in supporting the welfare of our students through this engagement along with messages around prevention and early intervention.

As a Residential Adviser you will be expected to support the delivery of this events programme. This will involve assisting with event promotion, providing staffing for activities organised by the Halls Life Team, as well as working with your wider RA team with support from Halls Life staff to develop your own events for students in your Hall. Training is provided at the Residential Adviser Conference regarding this aspect of your role, which will also introduce you to the Halls Life team. They will communicate with you regularly throughout the year about your duties here, and you should maintain a responsive relationship with them.

Students reside in and arrive into our accommodation year round meaning activities will be taking place across the calendar year. You should therefore also expect to be asked to support activities outside of core term times.

## Performance Management

### Introduction

Performance management is the application of a structured process to deliver organisational strategy through the selection and monitoring of appropriate measures, and management action against agreed targets. If this is to be worthwhile, it should also have the aim of creating a climate of continuous improvement.

As part of your role as a manager/leader it is important to make sufficient time for performance management which involves activities such as: agreeing objectives; workload planning; exploring developmental and other support that might be necessary to maintain or enhance performance; providing individual feedback. This can be done by regularly allocating time for 1:1 discussion, coaching conversations (planned or unplanned), and team meetings.

Performance management works best when individuals and teams understand what is expected of them, how they will be supported to achieve expectations, given feedback on their progress, appropriate development opportunities and given sufficient opportunity to engage in performance related discussions.

For the purposes of this guide, Residential Advisors are categorised as “voluntary workers” and as such performance management in context of Residential Advisors will not replicate the University staff policy and procedures specifically relating to Capability, Disciplinary and Performance Development Review. However, where appropriate principals and good practice will be applied.

Equally, where the Residential Advisor is a student and it is found that there maybe misconduct or health and wellbeing considerations that are affecting the performance of the Residential Advisor, progress should be considered via the Student Conduct Policy or Fitness to Practice routes and in collaboration with the Head of Accommodation who will engage the appropriate Student Services.

### Informal Performance Procedure

Where poor performance is occurring as opposed to addressed through the normal interaction between a Residential Advisor and the Hall Warden, then the matter should be addressed through the informal procedure.

The informal procedure is intended to address poor performance with the aim of identifying a strategy that will enable the Residential Advisor to achieve a satisfactory and consistent level of performance and should be conducted in a supportive and constructive manner.

The Hall Warden should invite the member of staff to a meeting, clearly indicating that the meeting is an informal meeting in relation to their performance and outlining the performance areas for discussion.

During the meeting the Hall Warden should explore with the Residential Advisor any circumstances, including working environment, work systems or personal circumstances, which may have contributed to poor performance; identify any instances of poor performance; and determine if appropriate, what external assistance can be provided.

If, in conducting this meeting, it becomes apparent that the problem of poor performance may be due to ill health or misconduct, the matter will need referring to the Head of Accommodation and consideration will be given to the most appropriate route (such as Student Conduct Policy, Fitness to Practice etc.)

There should be an open two-way discussion. There should be the opportunity for the Residential Advisor to offer their perspective and discuss any concerns, difficulties or training and development needs they may have. If it becomes evident that there is no problem with performance, this should be made clear to them.

If it is determined that no further action needs to be taken, then the matter will be regarded as closed. However, if it becomes apparent that the issues raised are of a serious nature, then the meeting should be adjourned, and referred to the Head of Accommodation for further guidance

For minor cases of poor performance, particularly with regard to a first instance and or where the Residential Advisor is fairly new to the role/University, an informal meeting may bring about the desired improvement.

The Hall Warden should set out the standard of performance/behaviour required, what needs to be done, over what period and when and how the situation will be reviewed. Where appropriate, the matter should be confirmed in writing to the Residential Advisor and may go on to form part of the PDR process

At the end of the review period, a meeting should be held by the Hall Warden and Residential Advisor, at which a comprehensive review of the situation should take place. If at the review meeting it is established that the appropriate level of performance has been established, this should be confirmed to the Residential Advisor who should be informed of the need to ensure the appropriate level of performance is sustained.

Where further instances of poor performance occur or where the poor performance is repeated, and or it is clear that an informal approach is not bringing about the desired improvement, the formal procedure should be invoked.

## Formal Performance Procedure

Where informal attempts to resolve a problem have not succeeded and or any poor performance of a sufficiently serious nature or persistent instances of poor performance occur, the formal procedure should then commence.

Additionally, where it is found that fraudulent references and or information has been provided during the recruitment stage, this should be considered under the formal performance procedure.

### Suspension

Only in exceptional cases of alleged serious poor performance may it be appropriate to suspend the Residential Advisor. During the suspension period, the Residential Advisor can remain at no charge in their University accommodation held by licence. In all such cases, suspension may only be carried out on the authority of the Head of Accommodation.

Where suspension is required due to misconduct and or health and well-being concerns, a Risk Assessment Panel will be requested by the Head of Accommodation to the Director of Student Support. The convened Risk Assessment Panel will hear the full case details and will collectively establish whether or not suspension of the Residential Advisor role is appropriate and proportionate to the case. Additionally, the Risk Assessment Panel may decide that a temporary relocation into other University Accommodation is appropriate. The Risk Assessment Panel will inform the Residential Advisor of all outcomes from the panel including any further investigations as part of the Misconduct and or Fitness to Practice policy and procedures.

### Formal Performance Meeting

The Head of Accommodation or Hall Warden will request attendance of the Residential Advisor to a formal performance meeting giving them 48 hours’ notice.

48 hours prior to the formal performance meeting, the Head of Accommodation or the Hall Warden will provide the Residential Advisor with details of the alleged poor performance and any other relevant information. This will allow the Residential Advisor time to prepare for the formal performance meeting.

The Residential Advisor has no right to representation, however they can on request and approval, bring a Residential Advisor colleague or other UOL colleague.

The Head of Accommodation will lead the formal performance meeting and the Hall Warden will set out the alleged poor performance including any previous informal meetings including agreed targets, actions, support, training and review.

The Residential Advisor will be asked to provide their response to the alleged poor performance and any other relevant information set out.

Once all the detail and information has been considered the Head of Accommodation will decide on the outcome from the formal performance meeting which can include the following: -

* Agreed set of actions/targets
* Agreed support and or training
* Review meetings to be held by the Hall Warden to ensure the agreed actions, targets including any support and or training is progressing as expected
* Where review meetings held by the Hall Warden identify continued alleged poor performance a further formal performance meeting will be convened and led by the Head of Accommodation
* Where it is deemed that the alleged poor performance is substantiated and proportionate, the Head of Accommodation will cease the Residential Advisor role.
* Where the Residential Advisor role is to cease, the Head of Accommodation and the Hall

Warden will jointly agree an “end date”

* Where the Residential Advisor role is to cease, the Head of Accommodation, Hall Warden and Hall Manager will agree the outcome of the associated University Accommodation held by licence by the Residential Advisor. Options will include, remaining in the University Accommodation and commencing full payment or ending the licence either by the Residential Advisor or the University and as set out in the terms of the Accommodation Licence.

The Head of Accommodation will notify the Residential Advisor in writing on the outcome of the formal performance meeting.

**There is no right to appeal within these procedures.**

## Personal Development Review (PDR)

The aim of the Residential Advisor PDR is to have a “light-touch” approach however, this should still incorporate the following key principles: -

* Develop a shared understanding of how the employee's role functions within the direct and wider halls team and any plans and priorities of both
* Allow for an open and constructive dialogue on the nature of the Residential Advisors

contribution and plans in the context of the University’s priorities

* Identify appropriate support and development opportunities to meet the objectives of the

Residential Advisor’s role

* Provide an opportunity to discuss any issues or personal circumstances that have impeded progress and plan how to overcome or manage these
* Be followed-up where necessary, e.g. by receiving clear feedback when additional support, training or facilities have been requested.

PDR’s will take place mid-year during February annually and recorded on TULIP. Whilst the PDR may incorporate some reflection and discussion in relation to any previous performance issues, the management of any performance issues should be carried out at the time and in accordance with the Performance Management section of this document.

PDRs will be completed on TULIP and the Residential Advisor will be invited to the meeting and request that preparation on TULIP is completed before the PDR meeting takes place as per the standard sections on TULIP as follows: -

* **Role** – brief overview of the key tasks involved in the Residential Advisor role
* **Contribution and Performance** – Agree key areas of contribution and performance with the Residential Advisor. This may involve additional performance areas identified by the Hall Warden and equally any issues in relation to performance
* **Plans and Priorities** – Agree any priorities around key messaging and support for students such as health and safety, staying safe, where to get support etc. Equally, an opportunity to discuss plans in relation to student events and activities and working with Halls Life and Halls Management
* **Development and Support –** Opportunity to review and agree any development opportunities such as Senior Residential Advisor and equally any support requirements such as training, shadowing, equipment etc.

## Training

Training for Residential Advisers takes place across the year as follows, and RAs are expected to actively engage with all areas of training, completing any mandatory training required:

|  |  |  |  |
| --- | --- | --- | --- |
| **Format** | **Purpose** | **Example content** | **Mandatory / voluntary** |
|  |  | * Overview of the RA role and different responsibilities/duties | **Mandatory** |
| **Pre-Conference online training** | **To provide an operational grounding to prepare RAs for attending the RA Conference** | * Information about teams across the department and University that they will work with * Overview of the incident management system and how to use it | **To ideally be completed prior to attending conference, otherwise within 1 month of starting in role** |
|  |  | * Fire safety training |  |
|  | **In person conference normally over 2-3 days** | * Dealing with incidents - common scenarios, who does what, how RAs work with other teams |  |
|  | **Provides RAs with training in all three areas of their role:** | * Mental health training and details of services available to support students |  |
| **RA Conference** |  | * Student health information | **Mandatory** |
|  | ***Supporting / signposting students*** | * First Aid training |  |
|  | ***Responding to incidents*** | * Events training |  |
|  | ***Community building / events*** | * The practicalities of the RA role; overview of key duties, scenarios etc |  |
| **Team/Site induction** | **Training to understand local processes and**  **procedures** | * Site and team orientation, health and safety, overview of key procedures e.g. for overnight duty * Introduction to local teams the RAs will be working with | **Mandatory** |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | * To also include covering mandatory University induction topics |  |
|  | **To cover topics introduced in the RA Conference in more depth;** | * Certified first aid training |  |
|  |  | * By-stander training |  |
| **In-year CPD programme** | **To allow RAs an opportunity to reflect on their practice after a period in the role;** | * Drugs awareness training | **A mix of both mandatory and voluntary sessions** |
|  |  | * Active listening |  |
|  | **To offer opportunities for additional training in relevant areas not covered at the RA Conference.** | * Careers development / support |  |

RAs must attend any mandatory sessions taking place. Where an RA has a legitimate reason that means they will be unable to attend either the RA Conference or a later mandatory CPD session they must contact the Halls Life team at the earliest opportunity to notify them of this and request an exemption from attending. Exemptions will be dealt with on a case by case basis, and are normally limited to instances where an RA has academic commitments they cannot be released from. Where an RA is exempted from attending a session they will be expected to catch up on the missed session at a later date; either by attending a follow up session if appropriate or alternatively, viewing a recording made of the session for example. RAs will be advised of the timescale in which they need to do this; this may vary, however is normally a maximum of one month from the date of the recording becoming available.

Where an RA fails to attend a mandatory session, and subsequently fails to participate in catch-up work for this within the allotted time scale without good reason, the Warden may invoke the Informal Performance Procedure outlined in this document.

### Training for in-year starters:

RAs who join the team after the start of the academic year will be unable to attend the RA Conference and may also start after some mandatory CPD sessions have taken place. The training for in-year starters then will follow the below:

|  |  |  |
| --- | --- | --- |
| **Training** | **Format** | **Expected date of completion** |

|  |  |  |
| --- | --- | --- |
| **Pre-Conference online training** | On-line training platform | Within 1 month of starting in role |
| **Recordings from RA Conference** | Recordings of sessions held at the RA Conference, normally hosted on  SharePoint | Within 1 month of starting in role |
| **Team/Site induction** | In-person training from Warden/SRA  team | Prior to undertaking any overnight duties |
| **Mandatory sessions from CPD programme** | Recordings of any missed mandatory sessions, normally hosted on SharePoint | Within 1 month of starting in role |

As above, where an in-year starter fails to complete the training outlined above within the allotted time scale and without good reason, the Warden may invoke the Informal Performance Procedure outlined in this document.

## Resignation

Resignation can be given by the Residential Advisor to their respective Hall Warden verbally and then followed up in writing. To ensure continuity of the pastoral service including any recruitment it is expected that the Residential Advisor would provide at least 4 weeks’ notice of their intention to resign from their role.

Should the Residential Advisor request to provide less than 4 weeks’ notice of their intention to resign from the role, this can be considered on an individual case basis and at the discretion of the Hall Warden.

If the Residential Advisor is intending on remaining in University Accommodation following the agreed end date, accommodation will advise on the cost and commence full charge of the occupied room and the accommodation licence will run to the end of its fixed term.

The Hall Warden and or Hall Manager should notify the Accommodation Office of the Residential Advisor resignation including the agreed end date and whether or not the accommodation will be continuing or ending and associated departure date.

Residential Advisors are provided with a specific accommodation licence that is incumbent with their role and ending the accommodation should follow the terms set out in the licence on “Early Termination”

In the event that the Residential Advisor refuses or fails to leave the accommodation at the agreed period and having followed the terms of the accommodation licence, the Hall Warden or Hall Manager will need to refer this to the Head of Accommodation for further legal consideration and progress.