



Staff Supervision Policy

It is the policy of ExpertEase Tuition to provide high quality education that is appropriate, responsive and flexible to meet the needs of engaging with our tutoring. To achieve this staff working within the Company need to:

- Understand what is expected of them
- Have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role
- Be fully supported in their work and managed effectively Supervision is one of the ways this can be achieved

Procedure

Definition

Supervision is a regular one-to-one meeting between the supervisor and supervisee in order to meet, professional and personal objectives.

The supervision process is a key part of the performance management and continuous professional development system within the ExpertEase Tuition.

Supervision Methods

This policy is concerned primarily with one-to-one supervision that takes place in private at a pre-arranged time. All staff working within the ExpertEase Tuition will have access to this method of supervision.

It is recognised, however, that supervision is much more than these one-to-one sessions; it is an on-going process that takes place in many different settings and in many different ways. The two main methods, other than formal one-to-one sessions are detailed below; they have a place but cannot and should not replace planned, formal, recorded one to one sessions.

Unplanned or “ad-hoc” supervision

The pace of work and change and the frequency of supervision means that tutors often have to “check something out” with their supervisor, obtain a decision or gain permission to do something in between formal supervision sessions. In addition, tutors who work closely with their supervisor will be communicating daily about work issues, problems arising, changes in policies and procedures.

This form of supervision is, of course, a normal and acceptable part of the staff/supervisor relationship. There are 2 points that need to be considered when utilising this type of supervision:

- Any decisions or actions made should be recorded appropriately
- Where supervisor and supervisee work closely together this does not negate the need for private one to one time together on a regular basis. The focus of these sessions is wholly on the individual, their development, performance and any issues arising from their work that do not arise on a day-to-day basis

If a supervisor is absent from work for an extended period of time (over two months) the senior manager should ensure that effective arrangements are in place for the supervision of the staff affected.

Supervision Records

The recording of supervision sessions is the responsibility of the supervisor. The supervisor must adhere to the following standards of recording:

- The detail included in the supervision record is a matter of judgement for the supervisor. In general, the record should be detailed enough so that issues can be revisited, if necessary, at a later date and still be understood. A short summary of the discussion and the decisions or action points arising should be sufficient in most cases
- Supervisors should aim to give a copy of the record to the supervisee for signature within 2 weeks. If this is not possible they should be with the supervisee before the next supervision session
- Records should clearly detail any decisions that have been made, and the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions
- The records should be signed and dated by both parties. If there is disagreement as to the content of the record this should be noted by the supervisor. A copy should be retained by both parties.
- Both supervisor and supervisee to complete and sign the supervision monitoring record at the end of the supervision.

Confidentiality and Access

Supervision is a private but not confidential process. From time to time, supervisors will need to discuss the content of supervision sessions with others e.g. their own line manager, this should always be with the knowledge of the supervisee

Access to supervision records should be controlled and all records should be locked away so that others who do not have a legitimate right to see the records cannot access them.

Supervisees should be aware, however, that other than themselves and their supervisor others will, from time to time, access records, and these might include:

- Senior Managers – for quality assurance purposes

Storage and Retention

Tutor's supervision records are kept in a secure place.

Complaints

Supervisees should be clear about whom they should contact if they wish to complain about an aspect of the supervision sessions. Supervisees should always discuss any complaints or dissatisfaction in the first instance with their supervisor and endeavour to reach an agreement within the normal supervision process.


If the complaint cannot be resolved by discussion with the supervisor, the supervisee should raise the issue with the supervisor's manager.

Disagreement

Areas of disagreement between the staff member and their supervisor should be recorded on the supervision record. Areas of disagreement that cannot be resolved may be referred to the supervisor's line manager.

Cancellations

If the supervision session has to be cancelled by either party the meeting should, wherever possible, be re-arranged at the time of cancellation and should be held within 5 working days of the original meeting time.

Approved by	Jade Gill
Signature	
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