



Staff Handbook & Code of Conduct

September 2025



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Welcome from Executive Principal & Chief Learning Officer



Asfa Sohail

I am delighted to welcome you to London South East Colleges. I hope you have the opportunity to thrive during your time with us and find this a supportive, inclusive, and exciting place to work.

The purpose of this handbook is to be a helpful reference point during your employment with us. It includes lots of information that we hope you will find helpful during your time with us.

London South East Colleges is on a journey, without our amazing staff, we would be unable to achieve this. Whether you are in a teaching or support role we recognise how important your contribution is to develop a truly outstanding learning experience for all our students across campuses.

I very much look forward to working with you as we go on this journey together.

About the Group

London South East Colleges is proud to be part of the London & South East Education Group the group comprises London South East Colleges (LSEC), London South East Academies Trust (LSEAT), London and South East Region Foundation (LASER)

London & South East Education Group is a social enterprise that goes beyond simply delivering education. Every part of the group focuses on ensuring that every student is nurtured to help them flourish and achieve their full potential. The Group is also determined to make a difference to its communities by improving economic and social health, generating social value by working closely with its partners, students, staff, and stakeholders.

In 2011, Bromley College merged with Orpington College to offer a wider range of educational provisions across the area. Then on 1 August 2016, Bexley College and Greenwich Community College joined forces with Bromley College to create London South East Colleges. By bringing three colleges together, we have been able to secure the future of further and higher education across South East London.

To find out more about the wider group visit our [website here](#)

Our Vision, Goals, and Strategic Plan

Looking ahead to 2030, we want to further enhance the positive impact that our education group is having on its communities.

To do this, we have consulted widely with our staff and stakeholders, to find out what's important to them.

Using this expert and insightful feedback, we have developed a new **Group Strategy** for our organisation, which sets out our commitment to improving lives and how we plan to do this over the coming years.

Put simply, we want to **create the very best opportunities for people of all ages by giving them access to high quality education at every stage of their lives.** Our aim is to become a truly research-led, evidence-based organisation.

Together we know we can make a difference, and our new vision, mission and collective values provide a framework to ensure we achieve this:

Vision (Our Why):

Transforming Lives through the Power of Learning: We believe that education changes lives and communities for the better.

Mission (Our What):

We provide leadership knowledge and resources to unleash the power of learning as an agent for social change.

Group Values (Our How):

People First: We are inclusive to everyone.

Lead Locally: We take our public responsibility seriously.

Fearless Pioneers: One step ahead, we look courageously to the future and stand out with confidence.

Continuously Innovate: Through our sector leading research and evidence-based policies, we promote best practice.

Act Responsibly: We are ethical, we have integrity, and we operate responsibly, treating everyone with respect.

Our Shared Goals:

1. **People First:** We will invest in our people to ensure that every person feels valued, recognised, and rewarded, and has the support they need to achieve their best in an inclusive organisation which fosters diversity.
2. **Performance and Practice:** We will embed a culture of research and innovation which fosters improved outcomes for all learners, supports organisational resilience and pioneers positive change in education system wide.
3. **Prosperity and Place:** We will maximise our assets, resource and expertise to effect positive change locally, driving towards net zero, developing social capital, enabling sustainable and inclusive growth in the communities we serve.

Our Group Strategy will inform the development of our organisational strategic plans going forward. This is a hugely exciting time for our organisation, and we look forward to working with you to achieve our goals. The full Group Strategy can be found [HERE](#)

Our Values

To support us in achieving our strategic aims and our journey towards outstanding we have 5 core STARS values guide our behaviour every day. We expect all staff at London South East Colleges to live by these.

[To see the full framework click here.](#)

STAND OUT: We will stand out. We are a good education group with outstanding features. Keen to innovate, we create social value and push the boundaries to achieve more.

TEAMWORK: We are a team. Together we get the job done. Together we achieve our goals. It's everyone's job to step in and help.

ACCOUNTABLE: We own our actions. We take responsibility. We are accountable for the decisions we make and how these affect others. We own this.

RESPECTFUL: We respect everyone. Full stop. Diversity is valued and we maximise this as a talent and strength.

STRIVING: Every day we strive to be better. To achieve more. To continuously improve, in all that we do. Individually, and as a group.

Our Leadership

As with any large organisation, we have a senior leadership team to help steer the strategic direction of the college as well as to support and guide all of our staff. To find out more about our senior leaders and their areas of responsibility [click here](#).

While these are our formal leadership roles, London South East Colleges supports and encourages the development of distributed leadership. Distributed leadership is the idea that everyone has a role to play in the successes of the organisation, can lead by bringing their professional expertise and knowledge to their area of work, and challenge existing systems and practices to enable us to reach our goal of being an outstanding college.

How Do I...

This section contains links to useful information and resources that will be especially useful as you begin working at LSEC.

Keep up to date with key information?

There is a variety of sources of key information. College News is emailed to all staff each Monday, Executive Principal Briefings are held on Teams monthly with Big Conversation Roadshows and Staff Forums being held on each campus once per term. We also use the [SharePoint Intranet site](#) to hold information for all staff.

Book annual leave, check my payslip, change my personal details or make an expense claim?

iTrent is our People self-service system and allows you to access a range of information as well as update your details, book annual leave and check your payslip. You can access it [here](#).

Report my absence?

If you are unwell and cannot come into work you are required to contact your line manager directly no later than 8.30am. Full details can be [found here](#).

Reset my password?

To reset your password [click here](#).

Contact IT?

If you need to report a fault, request a piece of equipment or get support you can raise a ticket on the service [desk here](#).

Know who is there if a problem arises?

We have Campus Support uniformed staff on all sites who are available to support in case you need support. We also run a rota of Duty Managers which can be found [here](#).

Know where I can park?

Free parking is available on a first come first serve bases to all staff on all our campuses. You will need a permit to park in our carparks. To request a parking permit [click here](#).

Know when I can access a site?

Full details of all site opening times can be [found here](#).

Induction

To support all staff to settle in understand how their role fits into our group aims and strategy we have a comprehensive induction process.

Corporate Induction

This is an opportunity to hear from leaders across the College and understand the breadth of our offer the support available to you. This is hosted OnDemand and virtually via iTrent Learning and can be [accessed here](#). You must complete this course within your first month with you.

Local Induction

To help you understand the roles and responsibilities of your position along with the rest of your new team a checklist will be completed by your manager within your first month of joining.



Safeguarding

Safeguarding is the protection of children and vulnerable adults from maltreatment, preventing physical and developmental impairments and requires action to ensure that everyone can achieve to their potential. Our responsibilities are outlined in [Keeping Children Safe in Education](#) which is reflected in [LSEC's Safeguarding Policy](#), which can be accessed on our website and on SharePoint.

The College has a designated safeguarding team who are available across campus to listen to concerns from staff and students, signpost for support and refer to external services if this is required. Effective safeguarding practice also ensures that students have access to preventative and early intervention support. This is provided through the Safeguarding Team, Student Engagement Team, Mental Health and Wellbeing Team and through partnerships with community and charity groups.

Safeguarding is everyone's responsibility, and all staff need to be alert for the signs and symptoms of abuse. If you are concerned about a student please speak to a member of the safeguarding team in person, or by emailing safestudent@lsec.ac.uk or calling them on Teams. All concerns should also be logged on [CPOMS](#), which is accessed through SharePoint.

Mental Health and Wellbeing

We have a team of mental health and wellbeing staff, supported by mental health first aiders, who are available across campus to support students who are experiencing issues with their mental health. The team can be found in the student Breathe spaces and can be contacted by emailing wellbeing@lsec.ac.uk. The college provides online support for mental health at [Togetherall.com](https://togetherall.com) and encourage all students and staff to sign up to this free and anonymous service.

We also have staff Breathe spaces at Bromley, Bexley and Greenwich which are available to all staff when they might need to step away from their busy work environments and take time to rest and refresh.

Health & Safety

All staff have a responsibility to keep themselves and others safe and follow all of our health and safety procedures. At induction, managers will explain to staff about local fire and lockdown procedures and how departmental risks are managed. Staff must only undertake activities or use equipment when trained and authorised. All staff must undertake a Display Screen Equipment (DSE) self-assessment, which is also the process through which DSE glasses [can be requested from Health & Safety](#). Any educational trips must have written approval before they go ahead. Any accidents must be reported via the [online form](#).

Managers are responsible for ensuring staff are inducted and trained and that all departmental equipment is safely maintained and inspected and that there are up-to-date risk assessments for their area. Managers will ensure that adequate numbers of people in their area are trained as First Aiders and Fire Wardens. Managers are also responsible for ensuring and absence related to a work injury is recorded on iTrent

The Health and Safety Department is responsible for health and safety systems like accident reporting, training, and risk assessment. We regularly audit our campuses to ensure we meet our

legal requirements. We provide risk-based reporting to College Leaders and are available for advice and guidance.

Further information can be found on [SharePoint](#).

Equity, Diversity & Inclusion

As an organisation, we proudly celebrate the diversity of our students, staff, stakeholders, and our wider communities. We are deeply committed to the promotion and advancement of equity, diversity and inclusion in every aspect of our operation. And we do not accept or tolerate any form of discrimination, victimisation, or harassment on any grounds.

We aim to develop the full potential of all staff and students within an ethos which recognises and values the benefits that a diverse workforce supporting a diverse student body can bring to both the local and wider world.

We have Equity, Diversity, and Inclusion Champions and Senior Leadership Team Sponsors in place to ensure that all members of staff are represented and supported, and so all voices are heard. In conjunction with this, we also have multiple Staff Network Groups that you can engage in.

To further improve our approach to advancing equity, diversity, and inclusion, we decided to open a Grant Programme, giving all staff the chance to develop programmes that will reduce inequality within the Group and wider community.

Grants are offered to projects that aim to reduce inequality and promote diversity for all protected characteristics as we strive towards the goal of reducing inequality for all.

We also aim to support the social and economic wellbeing of our local communities. Therefore, we are looking for projects that not only support staff or students within the Group but help to reduce systematic inequalities within the community as well.

To find out more about our Equity, Diversity and Inclusion work, and to access a depository of useful guides, resources and links, visit our EDI Staff SharePoint page [here](#).

General Data Protection Regulation (GDPR)

As of 2018 all organisations have had to follow strict standards as to how we collect, store, use and remove personal information. To help support all staff at LSEC to understand their role in relation to GDPR everyone must undertake mandatory training via iTrent Learning which can be [accessed here](#). The full GDPR policy statement can also be [viewed here](#).

Estates

The Estates Department cover a multitude of disciplines from Room Set Ups to Capital Projects. The Facilities Management Services include Hard (Repairs and Maintenance), Soft (Cleaning, portorage, Waste Management, Landscaping, Winterisation, Catering, Insurance, Archiving etc.) and Statutory Compliance, to align the buildings to British Standards and Health and Safety regulations, keeping the buildings safe, open and operational. Estates also manage the Energy Consumption and analyse data and improvements to achieve organisational targets on Streamlined Energy and Carbon Reporting (SECR)

When requiring a job to be completed for Estates you must enter the task in the [Service Desk Portal](#). If there is an emergency or incident that requires immediate attention, email Estates@lsec.ac.uk and/or call our Estates Administration line on 0203 954 5442 or Ext 5442 where a member of our Team will deal with your call.

The Estates Department have a small fleet of vehicles that staff can use to travel from one Campus to another and you can book these following this link.

Information Technology (IT)

IT provides and supports a wide range of IT services for the whole of LSEC. These services support teaching, learning, research, and administration.

User Account

When you join LSEC a user/email account will be created.

By login you will be accepting the Terms & Conditions present in our [Acceptable Use Policy](#).

Once you have entered these details into the login box you will be asked to change your password to a new password. This password must be at least 15 characters long and contain at least one capital letter.

Your IT account enables you to access IT facilities across LSEC, such as:

- Access to the internet
- Access to the LSEC intranet (SharePoint)
- Email account (Office 365)
- Canvas (Our Virtual Learning Environment, VLE)
- Remote access to your files via LSEC Remote Desktop Service
- Wi-Fi access to the LSEC network via Eduroam
- Microsoft Teams
- A range of software packages. These will differ depending on your department but will include Microsoft Office

IT Service Desk

The [IT Service Desk](#) is the first point of contact for all problems and queries relating to our services and software. Our dedicated team of First Line Support staff have a broad knowledge and, in many cases, can deal directly with requests.

When this is not possible, they will assign it to colleagues in Second Line Support (campus) or specialist teams, whichever is most appropriate.

All queries are given a call reference number which you will see quoted in an acknowledgement email when your call is logged in the system.

Contact Us:

IT Service Desk

Email: service.desk@lse.ac.uk

Tel No. Ext. 5455 or 0203 954 5455

Where to find us

Bromley - Room G20

Bexley – Room 202

Plumstead – Room F102

Other sites are visited once a week

Useful Links

[IT Services College Policies and Procedures](#)

[IT Services Support Induction \(Staff/Student\)](#)

[IT Services Support Videos](#)

[IT Security Videos](#)

[Microsoft 365 Training Videos](#)

Finance

Financial Regulations

The purpose of the financial regulations is to provide control over the totality of the College's resources and provide management with assurances that the resources are being properly applied for the achievement of the College's strategic plan and business objectives. An overview of the Regulations is covered as part of the Induction programme for new employees.

The Financial Regulations covers amongst other topics, responsibility for security of College property and for avoiding financial loss, requirements for ordering goods and services, authorisation of contracts and orders, petty cash payments, submitting expense claims, disposal of College assets, use of college assets for personal use, acceptance of gifts, hospitality, rewards, and bribery. Compliance with the financial regulations is compulsory for all staff connected with the College. To access the Financial Regulations please refer to [SharePoint](#).

Expenses Policy

The purpose of this policy is to reimburse employees for expenditure they have incurred in conducting College business. All claimants are responsible for completing claims accurately, honestly and in accordance with this policy.

Any attempt to submit a false claim may be treated as serious or gross misconduct for both the claimant and the authorising signatory, which may entitle the College to dismiss the employee without notice or payment in lieu of notice.

The policy covers amongst other topics the expense reimbursement procedure, authorisation of expense claims, entertainment costs, home and mobile phone claims, professional subscriptions, travel, and subsistence expenses. To access the College expenses policy please refer to [SharePoint](#).

Staying within the Law, Fraud Avoidance, Personal Gain, Gifts and Hospitality

As outlined within the College Financial Regulations, the College requires all staff at all times to act honestly and with integrity to safeguard the public resources for which the Board is responsible.

Fraud is an ever-present threat to resources. All members of College staff must therefore remain alert to the risk that fraud or other irregularity could occur in their area of responsibility

The Audit & Risk Committee is responsible for approving the College's Fraud Avoidance Policy. An annual review of areas susceptible to fraud is to be prepared by Deputy CEO and other senior leaders.

The College Fraud Register is maintained by the Clerk to the College Board and any changes are to be presented to each meeting of the Audit Committee.

Any individual or cumulative instances of fraud above £5,000 must be reported by the College to the ESFA. In addition, any unusual or systematic fraud must also be so reported. Further details are contained within the Fraud Avoidance Policy which is available to College Governor, employee or Connected Person may use their connection to the College for personal gain (other than salary for employees) including payment under terms that are preferential to those that would be offered to an individual or organisation with no connection to us.

It is an offence under the Prevention of Corruption Act 1906 for members of staff to accept corruptly any gift or consideration as an inducement or reward for doing, or refraining from doing, anything in an official capacity or showing favour or disfavour to any person in an official capacity.

The guiding principles to be followed by all Members, Governors, managers and staff must be:

- the conduct of individuals should not create suspicion of any conflict between their official duty and their private interest
- the action of individuals acting in an official capacity should not give the impression (to any member of the public, to any organisation with whom they deal or to their colleagues) that they have been (or may have been) influenced by a benefit to show favour or disfavour to any person or organisation.

Thus, members of staff, managers or Governors, should not accept any gifts, rewards or hospitality (or have them given to members of their families) from any organisation or individual with whom they have contact in the course of their work that would cause them to reach a position whereby they might be, or might be deemed by others to have been, influenced in making a business, or educational decision as a consequence of accepting such hospitality.

The frequency and scale of hospitality accepted should not be significantly greater than the College would be likely to provide in return.

When it is not easy to decide between what is and what is not acceptable in terms of gifts or hospitality, the offer should be declined, or advice sought from the Executive Principal or Group Chief Financial Officer.

For the protection of those involved, the Clerk to the Trust Board will maintain a register of gifts and hospitality received where the value is in excess of £100.

Members of staff, managers, Governors in receipt of such gifts or hospitality are obliged to notify the Clerk to the College Board.

The College Gifts and Hospitality Register is presented to the Audit & Risk Committee annually.

The general principle is that you should not receive or ask for any Gift.

Policies & Procedures

To ensure all staff are aligned with our vision to maximise impact for our learners we have a wide range of policies and procedures that all staff are obliged to follow. They form a helpful guide and framework as to the expectations of all staff as well as our contractual obligations. These sit under a variety of categories from People to Academic and Safeguarding. While it is not expected that all staff know every policy in detail it is expected that you familiarise yourself with all those that may be relevant to your job area. In return, you can expect your manager and relevant departments to follow the appropriate policy in the event of any breach and hold staff to account where a shortcoming has been identified. To access our policies and procedures [click here](#).

Staff Learning & Continuous Professional Development

All staff regardless of their role are given the opportunity and are expected to take up learning and Continuous Professional Development (CPD) activities to keep their professional knowledge up to date as well allowing them to develop their skills, knowledge, and behaviours to grow their contribution to the college. To find out more about Staff Learning & CPD opportunities [click here](#).

Mandatory Training

All staff need to undertake certain eLearning and in person training to ensure important information to do with health & safety, wellbeing and safeguarding and it is expected all staff must complete this as a matter of urgency including any updates and new training that is added To find out more and access the training [click here](#).

Teaching Skills Academy (TSA)

The TSA is there to support all teaching staff to allow them to develop their professional practice and continue to enhance the learner experience. To find out more about the TSA [click here](#).

Management Skills Academy (MSA)

The Management Skills Academy is in place to support all leaders, managers, and aspiring managers to better their practice as people managers and to grow the talent pipeline within the organisation.

The MSA runs a series of workshops, programmes, and digital resources to support this group. To find out more [click here](#).

The People Team

The People Team support the whole employee lifecycle from recruitment and induction through to development and retirement. To find out more about how the People Team can support you during your time at London South East Colleges [click here](#).

Staff Code of Conduct

The College is committed to providing high quality learning opportunities to meet the needs of individuals, employers and the community. This Code aims to clarify the standard of conduct to which staff are expected to adhere in order to help achieve the College's objectives.

This Code is not exhaustive and does not deal with all matters of conduct. You should read it in conjunction with your contract of employment and the College's policies and procedures as published from time to time on the intranet or provided to you. If there is any inconsistency between those documents and this Code, those documents shall have precedence. If you have any doubts as to whether particular conduct is acceptable, you are urged to seek the advice of your line manager.

You are expected to adhere to this Code of Conduct during working time, at times when you are representing the College externally and at social events related to work (even if outside of working hours). Failure to comply with this Code could result in disciplinary action being taken against you under the College's disciplinary procedure.

Full details of the Staff Code of Conduct can be found under the Policies section on [SharePoint](#).

People FAQs

To find the answers to commonly asked People questions such as absence reporting through to how to book leave [click here](#).

Staff Benefits

As an employer that truly values its staff, the College offers an excellent package of staff benefits full details of these can be found [here](#).

Family Friendly Provisions

Maternity Leave

The College offers a generous contractual maternity payment, which significantly enhances the statutory maternity pay.

Flexible Working

All College staff can apply for one of many flexible working options.

Hybrid Working

The College is committed to assisting staff to achieve the desired home life and work balance, by enabling staff to carry out some or all of their duties at home on an occasional or permanent basis.

Special Leave

The College supports staff during particularly difficult or unexpected events in their lives, by offering a generous special leave entitlement.

Annual Leave

The generous annual leave entitlement and is further enhanced by Bank and Public Holidays normally observed in England and Wales and three Christmas closure days.

Childcare Vouchers Scheme

The College provides a childcare vouchers scheme which is run by the HM Revenue & Customs. The scheme is a tax-efficient way of paying for childcare where part of the gross salary exchanged for childcare vouchers is tax-free and exempt from National Insurance (NI) contributions. Staff participating in the scheme can make very significant savings.

Part 2 for Teaching, Learning and Assessment Staff

Teaching, Learning and Assessment

For staff involved in teaching, learning and assessment the Quality Team have produced a separate in-depth handbook to support this which can be accessed [here](#) on SharePoint. The LSEC TLA Philosophy underpinned by the SPARK toolkit offers a wealth of resources that teachers can access to develop and enhance their practice to ensure LSEC's prevailing principle of 3Is i.e. Inspiring, Innovative and Improving.

Part 3 for Leaders & Managers

Student Facing Managers

If you line manage student facing staff either curriculum or support, you should also read and familiarise yourself with the Teaching Staff Handbook which you can access [here](#).

Managing People

Induction

It is the line managers role to ensure that all new employees, including internal promotions have access to an effective induction process. This should include completing the [New Starter Checklist](#) prior to the member of staff commencing their role and then working through the [Local Induction Checklist](#) during their first month in role. As well as completing these documents you must ensure they are set up for success by arranging meetings with key contacts during their first month in role.

All new staff will be enrolled onto the Corporate Induction on iTrent Learning.

Probation

All staff new into role will undertake a period of probation during which their suitability for the position to which they have been appointed must be assessed regularly. To support this process guidance and the necessary forms will be emailed to you before each probation period is due. If you are unsure if the member of staff is meeting the required standard or need help with performance management please log this with the People Team via the Service Desk

Mandatory Training

All staff must complete certain mandatory training on commencement of role and regularly as refresher training. As a line manager it is expected you will explain how and why all staff must complete this training and follow up with any that have not. Full information on the mandatory training required can be [found here](#).

Sickness Reporting & Monitoring

Line managers have responsibility for managing their staff sickness absences, including accurate reporting to the People Team, via iTrent, with up-to-date information and certification. Line managers also have responsibility for supporting their staff to return to work as quickly and safely as possible through the use of a number of specific support methods, including careful monitoring of sickness absence(s) with regular communication with the member of staff, carrying out return to work interviews and where appropriate arranging for risk assessments and liaising with the People Team for referral to the Occupational Health Service. For full details of the Management of Sickness Absence Policy and associated documents [click here](#).

Conduct & Performance Management

All staff are expected to conduct themselves in a professional manner and within the expectations of the college at all times. Staff are also expected to perform at the required standard expected of the role. If a member of staff is not conducting themselves or performing to the expected standard it is the line managers responsibility to manage this as soon as the concern arises. This could be through either informal or formal channels and support can be sort from the People Team

Appraisals

Appraisals will be conducted through iTrent Learning.. Further details on the appraisal process for line managers and staff can be found [here](#).



