



Heroes Centre LTD

STAFF DISCIPLINARY POLICY

Jan 2024 *(Last Review Oct 2023)*

At Heroes Centre LTD, we take immense pride in offering high-quality education and services to our community. We firmly believe in maintaining performance standards that align with our commitment to excellence. This disciplinary action policy is implemented to ensure that our staff members understand and meet these standards consistently.

Performance Standards:

At Heroes Centre LTD, we uphold a steadfast commitment to providing our community with the highest quality of education and services. Our performance standards are a reflection of this unwavering dedication. We firmly believe that maintaining these standards is crucial for the successful delivery of our educational programs and services.

Our staff members are expected to demonstrate excellence in several key areas, including:

Punctuality and Reliability: Staff members are expected to consistently arrive on time for their scheduled shifts and appointments. Reliability is essential to ensure the smooth operation of our programs and to provide a sense of dependability to our participants and their families.

Professionalism: Professional conduct is a cornerstone of our organisation. Staff members are required to conduct themselves with professionalism at all times, both in their interactions with participants and colleagues and in the execution of their responsibilities.

Communication: Effective communication is vital in our work. Staff members are expected to maintain clear and open communication with program participants, their families, and fellow staff members. This includes providing timely feedback, addressing concerns promptly, and ensuring that essential information is shared accurately. Furthermore, staff that partake in Online Lessons must ensure communication is clear on group chats and are familiar with the terms withing the Online Lessons Policy.

Conduct and Behaviour: We foster a respectful and inclusive environment at Heroes Centre LTD. Staff members are required to treat all participants,

colleagues, and visitors with respect and courtesy, regardless of their background, abilities, or differences. Discriminatory behaviour or harassment of any kind will not be tolerated. Furthermore, staff must follow the terms outlined in the Behaviour, Shouting and Physical Contact Policy.

Adherence to Company Policies: Our staff must fully understand and adhere to all company policies, procedures, and guidelines. This includes policies related to safeguarding, health and safety, and program-specific rules.

Commitment to Continuous Improvement: We encourage our staff to seek opportunities for professional growth and development. Staff members are expected to exhibit a commitment to learning, adapting to change, and continuously improving their skills to enhance the quality of our services.

By maintaining these performance standards, our staff members contribute to the positive and enriching experiences of our program participants. These standards are not only a reflection of our dedication to excellence but also a testament to our commitment to making a positive impact on the lives of those we serve.

Three-Strike Policy:

Heroes Centre LTD operates on a Three-Strike Policy to address performance issues promptly and effectively. The policy is structured as follows:

a. First Warning:

In cases where a staff member's performance falls below the expected standard, a formal written warning will be issued. This serves as an opportunity for the staff member to rectify their performance.

b. Second Warning:

If a staff member's performance continues to remain below the expected standard after the first warning, a second formal written warning will be issued.

The staff member will be reminded of the importance of meeting the required performance standards.

c. Final Warning:

Should a staff member's performance persistently fall short after the second warning, a final written warning will be issued. This will explicitly state that any further failure to meet performance standards may result in disciplinary action, including termination.

Disciplinary Action:

Upon the third warning:

- If a staff member receives a third written warning, disciplinary action will be initiated.
- The nature and severity of the disciplinary action will be determined by management, considering the circumstances and history of performance issues.
- Disciplinary actions may include suspension, demotion, or termination of employment with Heroes Centre LTD.

We trust that our dedicated staff will understand the importance of maintaining high-performance standards to provide the best educational experiences for our participants. This disciplinary policy aims to maintain a conducive work environment that aligns with our commitment to excellence.

Staff Observations

At Heroes Centre LTD, we are committed to maintaining a transparent and open-door environment, allowing for continuous growth and improvement within our team. As part of this commitment, regular staff observations are conducted to ensure adherence to our high standards of performance and service delivery.

Our dedication to transparency and excellence means that at any given moment, a tour for a prospective customer could be in progress. During these tours, visitors are provided with an authentic and unfiltered view of our daily

operations, showcasing our commitment to professionalism, effectiveness, and inclusivity.

To uphold our commitment to continuous improvement, we have established a comprehensive staff observation process outlined in the attached template. Staff members are expected to familiarise themselves with these points and actively integrate them into their daily practices. These observations, conducted on a regular basis, not only serve to monitor and enhance individual and team performance but also align with our organisational values and standards.

We firmly believe that these regular staff observations, in harmony with our open-door philosophy, contribute to the creation of a supportive and growth-oriented workplace. Through such observations, we can collectively ensure that our services consistently meet the highest standards of quality and effectiveness, thus positively impacting the experiences of our participants and leaving a lasting impression on potential customers visiting our facility.

Staff Observation

HEROES CENTRE LTD

2023



Tutor: _____ Subject _____

Peer/Observer: _____ Date and Time _____

Review Section	Description/Comments Score / 5
1. SUBJECT MATTER CONTENT (shows a strong command and in-depth knowledge of the subject matter; demonstrates breadth and depth of mastery)	
2. ORGANIZATION (organizes subject matter effectively; evidences thorough preparation; states clear objectives; emphasizes and summarizes main points; meets class at scheduled time; regularly progress throughout the course)	
3. ENGAGING LESSON (holds the interest of students; is respectful, fair, and impartial; provides live feedback; encourages participation; interacts with students; shows enthusiasm)	
4. TEACHING METHODS (uses relevant teaching methods, aids, materials, techniques, and technology; includes variety, balance, imagination, group involvement; uses examples that are simple, clear, precise, and appropriate; stays focused on and meets stated objectives)	
5. PRESENTATION (establishes online course or classroom environment conducive to learning; maintains eye contact; not sitting down while teaching; uses a clear voice, strong projection, proper enunciation, and standard English)	
6. MANAGEMENT (uses time wisely; attends to course interaction; demonstrates leadership ability; maintains discipline and control; maintains effective classroom management)	

<p>1. SENSITIVITY (exhibits sensitivity to students' personal culture, gender differences and disabilities, responds appropriately in a non-threatening, no shouting, pro-active learning environment)</p>	
<p>2. ASSISTANCE TO STUDENTS (assists students with academic problems)</p>	
<p>3. PERSONAL (evidences self-confidence; maintains professional comportment and appearance)</p>	
<p>4. FACE TO FACE FEEDBACK (Provides timely and constructive feedback to parents about student progress and performance; communicates effectively with parents; demonstrates openness and willingness to address parent concerns and inquiries regarding their child's education; collaborates with parents to develop strategies for student improvement and success.</p>	

Score: / 50

Strengths observed:

Suggestions for improvement:

Overall impression of teaching effectiveness:

Examples of Warnings

Lateness: Persistent lateness to work or scheduled activities without a valid reason.

Failure to Provide Feedback: Neglecting to provide necessary feedback or evaluations on activities or lessons.

Failure to Take Photos: Failing to capture and document activities, lessons, or participants as required. Quality is emphasized over quantity, with a minimum of 5 high-quality photos expected, as they may be utilized for marketing purposes. Once these photos are shared in the Heroes Group chat, no further distribution or storage of photography is allowed unless otherwise instructed.

Failure to Conduct Online Lessons: Not conducting online lessons as scheduled or without proper communication or justification.

Not Engaging in Live Marking: Failing to participate in live marking and assessments as outlined.

Lack of Interactive Lessons: Not creating or conducting interactive and engaging lessons.

Poor Uniform: Consistently failing to adhere to the established dress code or uniform policy.

Insubordination: Repeatedly disregarding instructions or directives from management.

Inappropriate Mobile Phone Usage: Using mobile phones during work hours inappropriately, beyond what is permitted.

Missing Task Deadlines: Consistently failing to complete assigned tasks within the given timeframe.

Conflict of Interest: Engaging in activities that pose a conflict of interest with Heroes Centre LTD, such as recruiting Heroes students for other programs, which may result in immediate termination.

Violation of Safety Protocols: Repeatedly disregarding safety protocols, potentially endangering participants or staff.

Non-Compliance with Policies: Consistently failing to adhere to established policies and procedures of Heroes Centre LTD.

Unprofessional Behaviour: Engaging in unprofessional behaviour, including inappropriate language, conduct, or interactions with colleagues or participants.

Inadequate Lesson Preparation: Insufficient lesson planning or inadequate preparation for lessons, hindering the quality of education provided.

Negligence in Child Supervision: Inadequate attention and supervision towards the children, jeopardizing their safety and well-being.

It's important to note that these examples are intended to illustrate possible causes for warnings and are not an exhaustive list. Heroes Centre LTD reserves the right to issue warnings based on the severity and frequency of the observed behaviour or performance issue.

Confirmation

I, _____ [Staff Name], employed at Heroes Centre LTD, hereby acknowledge and agree to the performance standards and conduct expectations as outlined. I commit to upholding the standards and values set forth by Heroes Centre LTD and strive to contribute to a positive and inclusive educational environment.

Date: _____

Signature: _____

This signed acknowledgment signifies the staff member's understanding and agreement to adhere to the outlined performance standards and conduct expectations set by Heroes Centre LTD.