

Teaching Support Staff – FAQs

Q. What essential training is required as a TSR?

A. The essential training consists of a selection of e-learning modules (Inclusion Essentials, Health and Safety Essentials, Information Security and Data Protection) and you should be paid to complete this training. The Introduction to Higher Education Teaching programme is also essential along with the on-line Mental Health Awareness module. A total of 7 hours training can be claimed on completion of these induction sessions.

If you have already completed the Digital Design course or Blended Learning and Teaching course, then you will not be required to complete the Introduction to Higher Education Teaching programme.

Q. How is continuous service for the purposes of occupational sick pay determined if the TSR has a break over the summer?

A. Continuous service carries over if a TSR has been contracted and has worked in both teaching block 1 and teaching block 2. The break in the summer is disregarded in these cases.

Q. Can a TSR be in the NHS Pension Scheme if they are coming from an NHS organisation?

A. No, TSRs can only be in USS or UBGPP.

Q. If someone moves from TSS to TSR, do they keep their existing UCard?

A. Yes, the access will be updated in the system accordingly but any local building access will need to be assigned in the normal manner.

Q. If someone moves from TSS to TSR, do they need to have the right to work checks repeated?

A. The Employee Services hub can accept right to work checks completed by TSS as long as they meet the current standards.

Q. Are TSRs entitled to redundancy at the end of an academic year?

A. There is no entitlement to redundancy pay at the end of a TSR contract but if a TSR moves to a main staff position then continuous service as a TSR may be carried over to the main staff position and any entitlement to redundancy pay will be based on service accordingly.

Q. Are TSR staff covered by the standard HR policies (e.g. Conduct, Performance)?

A. All terms and conditions for TSRs are contained in their contracts. They are subject to the relevant University policy, procedures and practice, including such matters as Health and Safety, Equality and Diversity, Data Protection, Insurance, Intellectual Property Rights, Freedom of Speech etc. The University's procedures relating to Conduct, Capability and Grievance also apply. They are also expected to comply with all of the University's employee rules, regulations, statutes, ordinances, procedures, policies and codes of practice.

Q. Do TSR staff require a full induction, initial service review (ISR) and a line manager?

A. TSRs don't have a formal line manager identified on MyERP but they work under the direction of the Head of School/Division or other local representative in accordance with the school/division's requirements. There should be a local induction for new TSRs but no formal ISR period.

Q. Can TSR staff work whilst overseas?

A. No, we are not able to pay for any work conducted overseas, including any marking. All work must be completed whilst you are in the UK. You should contact your School Manager or TSR Co-ordinator if this will affect your commitments.

Q. Who should I speak to if I have a problem with my pay?

A. In the first instance all Teaching Support Staff should contact their School Manager or other local TSR Co-ordinator who may be able to advise whether timesheets have been authorised and processed. If you think your pay is wrong, please contact the Payroll team [Finance Services - Tasks and guides \(sharepoint.com\)](#)

Q. Who should I go to if I have a problem with my IT?

A. In the first instance the IT Helpdesk may be able to help you [Contact us | IT Services | University of Bristol](#) and this route should be explored first. Otherwise, your School Manager or Teaching Support Co-ordinator is your point of contact.

Q. Who should I go to if I am struggling to complete my work in the time I have been allocated and can claim for?

A. Your Teaching or Unit Director would be the first contact point for this. They will be able to provide guidance on assessment and feedback expectations and help you adjust your approach if necessary. If you have been allocated a mentor, you could also speak to them for advice.