# Teaching Support Roles (TSRs)

## Guide for School Managers/Teaching or Unit Directors

### User Guide

University of BRISTOL

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# 1 | TSR Process Overview

## 1.1 | TSR Definition

Teaching Support Roles (TSRs) are staff employed at the University of Bristol to support delivery of teaching to students on undergraduate, postgraduate and lifelong learning programmes.

They are engaged as part of an annual exercise, on annual contracts based on additional teaching needs identified for that academic year.

They are different from main staff in that they are not paid a monthly salary but paid based on a monthly claim made for hours worked as contracted.

Schools / Sections recruit TSRs directly, and contracts are then issued by the HR Employee Services Hub. They are appointed to an TSR role based on the duties to be undertaken. The overall total of hours of work must be broken down into the categories of work to be undertaken - teaching preparation, delivery, assessment and any other related duties.

The hourly rate of pay applied to each role relates to the University grading structure. In exceptional circumstances an enhanced rate may be applied to the contract, where agreed by HR.

TSR contracts are only issued where the contracted hours are for at least 4 consecutive weeks (or every other week for at least 6 weeks), disregarding vacation periods. Ad hoc teaching for shorter or more intermittent periods is managed via the Temporary Staffing Service 'Casual, Academic and Guest' process.

Where contract hours are substantial (at least 310) and the work is ongoing, a fractional contract may be more appropriate. See the Policy for the Transfer of Teaching Support Staff to Fractional Contracts (Part-Time Teachers) for further details.

## 1.2 | Roles and Pay

Teaching Support Roles (TSRs) are employed for an agreed number of hours of work and are paid according to the pay rate which has been determined through UBJES evaluation for one of nine distinct role profiles, called descriptors. For further details, see Summary of Teaching Support Role descriptors

These roles and their associated grades are as follows:

| UBGPP Eligible | Associated Grade | USS Eligible | Associated Grade |
|---|---|---|---|
| Demonstrator | F | Associate Teacher | J |
| Graduate Teacher Level 1 | G | Senior Associate Teacher | K |

| | | | |
|---|---|---|---|
| Language Tutor | G | Teaching Unit Organiser | K |
| Graduate Teacher Level 2 | H | Teaching Unit Developer | K |
| Teacher | I | | |

TSRs are paid for each hour of teaching delivery, preparation, assessment and related duties at the same hourly rate.  For the current associated rates of pay, please see TSR Pay Rates.

TSRs do not receive incremental progression, however the hourly rates for all roles are derived from the point 4 of the to acknowledge the level of experience being brought to these roles. As the hourly rates are based on the current University of Bristol Grade structure, they are subject to change with pay awards.

## 1.3 | Terms & Conditions

TSRs have some different terms and conditions to Main staff (particularly in relation to annual leave, notice periods and sickness).  TSRs are not issued with a separate T&Cs booklet; their T&Cs are contained within the contract itself.

The contract is standard for all TSRs, with the exception of market pay on an individual basis, where this is approved by the appropriate parties.

# 2 | Recruitment & Appointment of TSRs

## 2.1 | Identification of TSR Requirements & Recruitment of TSRs

The University is committed to ensuring that employment opportunities are offered fairly and transparently as part of its diversity and inclusion strategy.  From May of each year, Human Resources will initiate a generic advert to promote Teaching Support opportunities for the next academic year for each Academic School at Grades F, G and H. At such an early stage in the cycle, it may not be possible to provide exact details to candidates on specific opportunities so 'Expressions of Interest' will be invited from eligible candidates describing the nature of the roles that will **likely** be available. These invitations will be advertised for each School and applicants invited to complete short application forms to capture the biographical details needed along with teaching subject preferences and availability. The application form will be submitted centrally via 'Talentlink' and be held in an applicant pool until the closing date. The School TSR co-ordinator will receive applications for their School from the Employee Services Hub.

The School/Section Manager, with input from the Unit Director and / or Department Manager, where appropriate, determines the School's hourly-paid teaching support requirements. Once the School's specific teaching needs are known, Schools will allocate available teaching roles to selected candidates.

If Schools identify Teaching Support Role needs at grade I and above, these should be disucssed with the HR Business Partner team and processed in line with the University requirements on casual and Fixed Term contracts for roles at this level.

Schools should agree Teaching Support budgets and costs with the Faculty Finance. **The HR Business Partner team are required to approve all contract requests prior to issue.**

Once successful candidates have been identified, the School communicates the authorised contract requirements to the HR Employee Services Hub via the Contract Requirements spreadsheet as outlined below. The Employee Services Hub then issue the contracts directly to the individuals and this must be in advance of the contract start date usually allowing a minimum of 2 weeks for contract production. However, Schools are strongly encouraged to submit their contract requests at the earliest opportunity to ensure that a bottleneck of requests into the hub can be avoided.

The pay rate is pre-determined according to the role appointed, however the School / Section Manager may exceptionally pay a market rate (providing that prior agreement has been reached with HR and the Faculty Manager), to ensure a consistent approach. The School / Section confirms with the individual any local arrangements, such as start and finish times and exact location of work.

## 2.2 | TSR Annual Review Process & Contract Requirements

Once a year (usually early in the summer term), the HR Employee Services Hub will initiate a review of TSR contracts to determine which contracts should continue, which should cease and which new contracts are required for the following year. The Employee Services Hub run the TSR Contract Requirements report which produces a spreadsheet listing all current role holders (including those whose contracts have ended within the past 8 months). This is sent to the School / Section Manager and/or local TSR Coordinator for the School to complete.

Having carried out an annual review of the School / Section's Teaching Support requirements for the next academic year, the School / Section Manager or TSR Coordinator completes the spreadsheet with the details, confirming which Teaching Support Staff are returning, which are leaving and adding the details of new Teaching Support Staff. The detail of Teaching Support Staff returning for the following year can be submitted once authorised earlier in the process where appropriate. This again helps to avoid any workload bottlenecks in the Employee Services Hub.

The completed/approved spreadsheet is then returned to the Employee Services Hub who issue new contracts, extend or create new employments, and process as leavers those who are not returning, as appropriate.

### 2.2.1 | Populating the TSR Contract Requirements spreadsheet

The columns on the report are divided into 3 sections, one each for Personal Details, Current Contract Details and New Contract Details (see below). The School / Section Manager or TSR Coordinator should indicate on the report:

- If the current individual is leaving

- Personal and employment details of new Teaching Support Staff where not already populated

- New contract details for returning Teaching Support Staff

The completed spreadsheet should be forwarded to the HR Employee Services Hub team (or the Hub notified of completion if a shared spreadsheet is used) to generate the contracts.

**Guidance on completing the 'New Contract Details' section:**

- Contract Start Date / Contract End Date – these dates should reflect the dates between which the individual is actually engaged to work (not the full academic year if they are not engaged in TSR work for the full year). The individual will have access to UoB facilities during this period. The contract dates should include dates for any mandatory training attendance if undertaken in advance of teaching delivery.

- The breakdown of hours will be displayed in the contract and some reports, but does not link to pay claims, i.e. hours are claimed as total hours, not against "teaching delivery", "assessment", etc.

- Total Hours should calculate automatically in the spreadsheet based on the hours entered in the previous columns.

- If DBS or Health Screening is required, the School/Section Manager or TSR Coordinator should follow up with the HR Employee Services Hub for the relevant processes to be instigated.

- Where an individual is not being re-engaged, it is important that this is notified to HR with the actual leaving date so that the individual can be processed as a leaver and their P45 issued.

In addition to the standard information required for the contract, information about which teaching blocks are to be worked during the contract is also requested. While details of which teaching blocks are to be worked are not recorded on MyERP or stated in the contract (although these details can be added manually to the contract if required), this information is helpful to ensure that the contract start and end dates are appropriate, and for determining continuous service dates.

There is also a section to record any other ad hoc information, e.g. course name, which can be added manually when the contract is generated by HR, if required. It is imperative that this spreadsheet is fully completed to mitigate any delays in processing contracts.

## 2.2.2 | Issuing Contracts & Setting up on MyERP

Based on the information provided by the School in the spreadsheet, the HR Employee Services Hub will generate contracts in MyERP and arrange for these to be signed by the individual. This process will be managed using Docusign. DocuSign is the fast, reliable way to electronically sign documents and agreements on practically any device. Right to Work checks are carried out for new Teaching Support Staff by the HR Employee Services Hub as part of this process. It is essential that this process is completed in a timely way and new Teaching Support Staff must be advised by Schools to prioritise completion of all paperwork and their right to work checks with the Hub as they are unable to undertake any work activities until this has been completed.

The Employee Services Hub will then create or update the employment in MyERP, which will enable IT and UCard access for the individual. New Teaching Support Staff will receive an automated 'welcome email' which includes details of how to obtain their UCard, how to make claims, etc.

Note, the Teaching Support **employment** record in MyERP is typically set up to end slightly later than the contract end date, to allow time for the individual to submit their final claim and to prevent IT and UCard access being cut off over the summer for staff who may be re-engaged for the following academic year.

## 2.3 | Contracting Teaching Support Staff Outside of the Annual Review Process

Outside of the annual review process, new TSR contract requirements should be approved and notified to the HR Employee Services Hub using the spreadsheet template as outlined above. In this case, the School / Section Manager or TSR Coordinator may also need to contact the HR Employee Services Hub to advise that the template has been amended and additional contracts need to be issued.

# 3 | Paying Teaching Support Staff

## 3.1 | TSR Monthly Claim Process

Teaching Support Staff are not paid automatically based on their contracted hours, but on the basis of a claim form submitted for the actual hours worked. The TSR claim form is a MyERP form and full details on how to use this are set out on the MyERP Support sharepoint site.

**It is essential that claims are submitted on a monthly basis for work completed in the previous month, by the appropriate deadline.** See Finance Office guidance https://www.bris.ac.uk/finance/staff/info-resources/payroll-deadlines.xlsx for deadlines and timescales associated with claims and payments. This is very important in terms of HRMC regulations and the accuracy of the University's reporting and critical in terms of monitoring adherence to visa restrictions in the case of Tier 4 student workers. Failure to submit claims on a timely basis could lead to unnecessary concerns and investigations.

It is also a contractual requirement that claims are submitted on a monthly basis, and the individual is directed to do this and is provided with a link in their TSR Contract and the TSR Welcome alert.

The individual works their contracted hours and at the end of each month worked, completes the MyERP TSR Claim Form.

If the School requires additional information from individuals to inform approval of claims, e.g. which unit the teaching relates to, the individual can use the 'comments' field on the claim form to provide this. The School / Section Manager or TSR Coordinator should communicate this to their Teaching Support Staff locally.

The final pay claim must be made before the individuals contract end date as they may not have access to MyERP after that date. An email alert is generated to the individual to prompt this action.

> Note, Schools must ensure that individuals working on a Student/Tier 4 visa do not work more than the hours permitted depending on their student status ie UG or PG. Please note that the 20 hour limitation is per week and cannot be averaged over any other period.

## 3.2 | Workflow Approval

Once submitted by the individual, the claim form will workflow to the relevant School / Section manager and TSR Approver (where there is one) for approval. The School / Section Manager or TSR Approver is required to complete the second tab.

The person approving the claim may need to liaise with other parties (off-system) to confirm that the work was carried out before authorising a claim.

> An additional "TSR Approver" may exist where the School / Section has identified an individual other than the School / Section Manager who needs to be involved in signing off claim forms.  Workflow tasks go to both School / Section Manager and TSR Approver and disappear from each person's task list as soon as the item has been actioned.

## 3.3 | Payment of Claims

Once authorised by the School / Section Manager or TSR Approver, payment of the fee claim form is processed by Payroll in the monthly payroll run and the individual receives payment.  They also receive a separate payment of the appropriate amount of annual leave each time a claim is submitted.

Teaching Support Staff s are entitled to 5.6 weeks' (28 days) annual leave entitlement (pro-rata) which is the statutory leave entitlement.  The pro-rata entitlement is calculated as 12.07% of the total hours worked multiplied by the relevant hourly rate. Therefore the individual will receive payment of an additional 12.07% to represent the additional hours of leave due.

# 4 | Contract Changes & Absences

## 4.1 | Contract Changes

Where there are changes made to an existing contract, the HR Employee Services Hub team should be notified by the School / Section Manager or TSR Coordinator by email and approval given by the HR Business Partner.

Depending on the details of the change, a new contract may be issued by HR – e.g. where there is a change to the rate of pay or a significant change to the contracted hours.

As a general rule, the following principles will apply when additional Teaching Support Staff hours are worked:

*Where the department, type of work and rate of pay is unchanged:*

- **Ad hoc changes** – where the change is unplanned and ad hoc (e.g. a small number of additional hours appended to the original contract) a new contract will not need to be issued. The individual should claim the additional hours when submitting their normal monthly claim form. The contract makes some provision for variation of hours, so HR do not need to be notified for small variations.

- **Longer term / planned changes** – where the change is planned or longer term (e.g. the addition of a significant number of new hours as part of another teaching unit within the same department), the HR Employee Services Hub will issue an amended contract or letter to the individual confirming the new arrangements.

*Where the department, type of work and / or rate of pay is changed:*

- **Ad hoc (less than 4 weeks)** – where the change is unplanned and ad hoc (e.g. hours working as an exam invigilator) the individual should claim the additional hours by submitting a casual claim through the through the Temporary Staffing Service Casual, Academic and Guest team (this will require a CAG contract to be issued, for the individual to claim against).

- **Longer term / planned** – where the change is planned or longer term (e.g. additional hours working as a different Teaching Support Staff type in another department) the HR Employee Services Hub will generate a new contract for the work.

> Where an individual undertakes additional hours of non Teaching Support work, this should be managed either under a CAG contract via the Temporary Staffing Service (ad hoc) or an additional Main Staff contract (longer term)

## 4.2 | Administering Teaching Support Staff Absences

Because Teaching Support Staff do not have weekly hours of work or a set work schedule, any absence should be notified by the School / Section to the HR Employee Services Hub via an off-system process and managed by exception as follows:

### 4.2.1 | Sickness absence

If an individual is sick, they will normally attempt to re-arrange their teaching.  If this is unsuccessful or unrealistic (as agreed with Head of School / Section), the individual may be eligible to receive sick pay as follows:

- **OSP** - one month's paid sickness leave within the first year of service, increasing to two months' paid sickness leave after one year's continuous service and three months' paid sickness leave after two years' continuous service.  For this purpose, a month's pay is calculated by dividing the total hours in the contract by 12 to give an equivalent entitlement in hours.

- **SSP** – where statutory criteria are met.

In situations where it may be appropriate to pay sick pay, this should be referred to the HR Employee Services Hub who will discuss the case with Payroll to assess whether and what sick pay is payable.

Where it is agreed that sick pay is payable, HR will provide Payroll with the relevant details, and Payroll will arrange for the individual to receive payment accordingly.

### 4.2.2 | Statutory family leave

Teaching Support Staff have the same entitlement to Maternity leave and other statutory family leave as Main staff (pro-rata).  The HR Employee Services Hub will liaise with Payroll off-system when an application is received to discuss next steps, including the entering of the calculated maternity or other pay onto MyERP.

# 5 | Monitoring / Reporting on Teaching Support Staff

There are several reports available in MyERP to support the monitoring of TSR activity and to provide information on Teaching Support claims to support the workflow approval process. The reports available to School / Section Managers and TSR Approvers are summarised in the table below.

For more information on how to run these reports see "Staffing Reports for Managers" in the **How to guides** on the MyERP Support sharepoint site https://uob.sharepoint.com/sites/myerp/SitePages/Managing-people-staff-reporting.aspx

Note, the "My TSR…" reports by default will return *current TSR contracts plus those that have ended within the past 12 months.* This is to allow you to view any contracts relating to the current academic year even if they have already ended. This will be more relevant when running the reports in the latter part of the academic year, e.g. when running the reports in May or June, to include contracts that were only for teaching block 1.

The reports include an *editable date parameter* on 'Contract End Date greater than or equal to'. By amending the date value to today's date and then clicking 'Search' on the report, you can restrict the results to just those contracts which are currently active (i.e. where the contract end date is in the future).

| | |
|---|---|
| ⊘ | When liaising with colleagues in HR and Finance regarding TSR data, be aware that:<br><br>• HR have access to the <u>same</u> TSR reports as School/Section managers.<br><br>• Finance use a different report for viewing data on TSR contracts, which has <u>different date parameters</u> than the School/Section Manager reports. It may be necessary to further filter report results in Excel in order to get corresponding data sets. |

*Teaching Support Reports available to School/Section Managers and TSR Approvers:*

| Report | Description |
|---|---|
| My TSRs | Shows a summary of contracts and payments made to Teaching Support Staff (one row per TSR Contract), for each Resource employed in a TSR position in a School/Section. Includes current TSR contracts plus those that have ended within the past 12 months. |

| My TSR Contract Details | Shows details of Teaching Support Staff contracts (one row per TSR Contract), for each Teaching Support contract in a School/ Section. By default, includes current TSR contracts plus those that have ended within the past 12 months, but the 'Contract End Date' criteria can be amended when running the report to include current contracts only. |
|---|---|
| My TSR Payment Details | Shows details of each monthly payment made to an individual within a specific TSR contract, for each TSR contract in a School/Section. By default, includes current contracts plus those that have ended within the past 12 months, but the 'Contract End Date' criteria can be amended when running the report to include current contracts only. |
| My TSR VISA Details | Shows work visa details for Teaching Support Staff (one row per resource), for each individual with a contract in a School/Section. |
| Forms – TSR Claims (Org) | Shows all TSR Claim Forms submitted in MyERP by Teaching Support Roles with a contract in a School/Section. |

# 6 | Appendix

## 6.1 | Supporting Teaching Support Staff

Many Teaching Support Staff are PGR students who may be new to teaching. Academic Staff Development offer learning and teaching workshops such as 'Introduction to HE Teaching' which is appropriate for new Teaching Support Staff. See the Bristol Institute for Learning & Teaching (BILT) website at PGRs | Bristol Institute For Learning and Teaching | University of Bristol

Schools should also offer informal sessions and / or drop-in sessions to support new Teaching Support Staff which could cover e.g. help with submitting claims, local departmental processes, etc, if it is felt that this would be beneficial to Teaching Support Staff in the School.