Teaching Support Roles (TSR)

Guide and Information for Staff (Grades F, G & H)

User Guide

University of Bristol

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1 | TSR Overview

1.1 | Introduction

The University is committed to employing staff in Teaching Support roles in a fair and transparent way. A framework has been developed for all Teaching Support roles and this guidance covers the employment terms for Teaching Support roles at grades F, G & H (including roles previously known as Teaching Support Assistant and Assistant Teacher). The full role profiles for these roles are available here Role Descriptors | Human Resources | University of Bristol

1.2 | What is a Teaching Support Role?

Teaching Support roles can be offered to our postgraduate research (PGR) students who wish to gain teaching experience as one or two-year teaching assignments depending on the needs of the School and these opportunities can support future employability career development. The opportunities can also provide you with a source of income if you are self-funding PG studies. If you are employed in a Teaching Support Role, you will be employed on a guaranteed minimum hours basis at either Grade F (Demonstrator), G (Graduate Teacher Level 1) or H (Graduate Teacher Level 2) using the role profile that best meets the school's identified resourcing need. It is also possible for UG students to be employed into a role where they are in the final year of usually a 4-year programme. The terms of a Teaching Support contract are different to our main staff contracts.

Issue	Teaching Support Staff
Salary	Are appointed within the mid spine points of the relevant grade.
Salary Progression	May progress from grade G to grade H on successful completion of one-years' service if the teaching support required needs to be delivered at a higher level in year 2.
Monthly pay	Must complete a claim form on a monthly basis and are paid each month in arrears for actual hours worked.
Annual Leave	Are entitled to the equivalent of 28 days annual leave per year, which accrues at a rate of 12.07% of total hours worked and includes allowance for bank holiday entitlement.
Pension	Are eligible to join the UBGPP pension scheme.
Sick Pay	Are entitled to occupational sick pay depending on length of service up to a possible maximum of 2 months' pay. Sick pay is calculated based on 1/12th of worked hours.

Redundancy	Are not entitled to redundancy pay.
Maternity, paternity, adoption, shared parental leave	May be entitled in accordance with University schemes and details can be found here: Knowledge Hub (sharepoint.com)
Wellbeing	Have access to both student and staff wellbeing services and initiatives.

1.3 | How is the rate of pay determined?

Hourly rates for all roles are within the mid spine points of the relevant grade to acknowledge the level of experience being brought to the roles and reflect the fact that there's no option for incremental progression. As the hourly rates are based on the current University of Bristol Grade structure, they are subject to change with pay awards.

TSR staff 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.

2 | Role Titles and Responsibilities

2.1 | Demonstrator (Grade F)

The full role profile can be found here:

Demonstrator role profile | Human Resources | University of Bristol

2.2 | Graduate Teacher – Level 1 (Grade G)

The full role profile can be found here:

Graduate Teacher Level 1 role profile | Human Resources | University of Bristol

2.2.1 | Progression criteria

A Graduate Teacher Level 1 may be able to progress in their second year of teaching to Graduate Teacher Level 2 if the following criteria is met:

- The School or Department has need for a role at a higher level
- They have successfully completed all mandatory training
- Their observation and student feedback scores are acceptable
- They wish to continue teaching for a further year

2.3 | Graduate Teacher – Level 2 (Grade H)

The full role profile can be found here:

Graduate Teacher Level 2 role profile | Human Resources | University of Bristol

2.4 | Teacher (Grade I)

The full role profile can be found here:

Teacher (Grade I) - Role profile | Human Resources | University of Bristol

Where teaching cover requirements more closely align to the Pathway 3, Teaching Associate role profile (level a/Grade I), then it will normally be the case that a role will be advertised either as a Fixed Term cover contract or open-ended post as appropriate unless the cover is for a period of less than 12 weeks. In this scenario a Teaching Support contract may be issued at Grade I.

3 | Recruitment of TSRs

3.1 | How are Teaching Support Role Staff recruited?

The University is committed to ensuring that employment opportunities are offered fairly and transparently as part of its diversity and inclusion strategy. Each Spring Schools will agree a centralised timeline for the end-to-end recruitment process for Teaching Support roles for the upcoming academic year. Based on the timelines agreed with each School, the Resourcing Team will initiate a generic advert to promote Teaching Support opportunities for the next academic year for each School. At such an early stage in the cycle, it will not be possible to provide detail on specific opportunities so 'Expressions of Interest' will be invited from eligible candidates describing the nature of the roles that will likely be available. Applicants must 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. Throughout the duration of the advert the Resourcing Team will send weekly application reports to the School Manager/TSR co-ordinator. The School Co-ordinator will then allocate available teaching roles to successful candidates and provide the details of individual contracts to be drawn up to the TSR Processing Team. The School Co-ordinator will vary from School to School and could be the School Manager or Deputy as well as School Teaching or Unit Directors.

4 | Contracts

4.1 | Issuing & Understanding Your Contract

It is essential that your contract is signed before the start date of your contract. This process will be managed using DocuSign as a fast, reliable way to electronically sign documents. This video explains how to sign your contract through an email link sent via DocuSign. Right to work checks are carried out for new Teaching Support Staff by the TSR Processing Team as part of this process. Right to work checks may be completed via the University's partner, Verifile. It is essential that this process is completed in a timely manner, and you must prioritise completion of all your paperwork with the TSR Processing Team as you are unable to undertake any work/training or be paid until this has been completed. The TSR Processing Team will then create or update your employment record in MyERP, which will enable your IT and UCard access (please see section 11).

4.2 | Contracted hours

As a member of Teaching Support Staff, typically your contract should reflect minimum number of hours due to variation and unit allocation and should be limited to a maximum number of 310 hours per year designed to enable time for you to complete your studies. Your exact working hours will be determined by the School/Department's teaching needs, but the calculations should be based on the principles outlined here but be determined locally. All visa compliance conditions must be observed when accepting a contract. Allocated hours should be offered in line with the School workload allocation model for main academic staff.

The contract will show the total number of hours (which are guaranteed minimum hours), and will ideally be broken down where possible into hours allocated for:

- Teaching: direct teaching delivery time
- Preparation: preparation for the start of the course(s)
- Assessment: in 'plain time' hours; and
- Related Duties: 'plain time' hours for all other paid activities including mandatory training.

4.3 | Amendments to hours

Hours of work may be subject to variation by the University in response to changes in circumstance, the TSR contract does account for this, therefore an amended contract will not be required if hours do change. Such variations will be mutually agreed with your School and you will receive payment

for the actual hours you work where these have been appropriately authorised via a Teaching Support claim form (HPT fee claim).

If it is proposed to cancel teaching at short notice (e.g. owing to bad weather) but students cannot be notified, you must make every effort to attend. However, if the class is not held you may leave after a reasonable time. This will not be counted as a scheduled class and the attendance time will count as one hour's normal contractual activity.

5 | Visa Holders

5.1 | Student/Tier 4 Visa Holders

5.1.1 | Undergraduate (UG)

Your eVisa/Biometric Residence Permit (BRP) states a maximum 20 hours may be worked per week, during term-time. Full-time working should only take place during vacation periods within the academic year (and when you have completed your studies). Vacation dates can be found on the [University's key dates page](#).

5.1.2 | Postgraduate Taught (PGT)

Your eVisa/BRP states a maximum of 20 hours may be worked per week, as per UKVI, during term-time. Full-time working should only take place during vacation periods within the academic year and then not until your dissertation has been submitted and not before your official study end date. This therefore means no full-time working over summer. Please see your CAS for your official study end date. Full-time working is permitted following completion of your studies, this means you can work full-time after your CAS course end date or after submission, whichever is later. Vacation dates can be found on the [University's key dates page](#).

5.1.3 | Postgraduate Research (PGR)

Your eVisa/BRP states a maximum of 20 hours may be worked per week, as per UKVI, during term-time. PGR students' holiday entitlement is explained on [this University webpage](#). Extended Christmas, Easter and Summer holidays that apply to taught students do not apply to PGR students.

5.2 | Skilled Worker Visa Holders

If you are sponsored and will be undertaking TSR work in addition to the job specified on your certificate of sponsorship (CoS) you must ensure:

- You work no more than 20 hours per week
- You work outside the working hours covered by your CoS

A copy of your CoS and contract will be required to assist the University in verifying this. If you do not follow these rules you will be in breach of the terms of your visa.

6 | Training and Mentoring

6.1 | Mandatory Training

Working in a Teaching Support Role is intended to provide valuable teaching skills and experience and contribute to your overall development. As part of this there is a requirement for some mandatory training which must be undertaken before you start to teach. Payment for this and any other mandatory training will be at your usual hourly rate. These essential training sessions form part of your induction and may be supplemented by other local departmental requirements.

Role	Course/Topic	Run By	Paid Duration
Teaching Support Staff Induction - first year of Teaching (Demonstrator, Graduate Teacher Level 1 & Level 2)	Introduction to HE Teaching	Blended course through BILT	4.5 hours
	Mental Health Awareness	Online Course on DEVELOP	1.5 hours
	Health and Safety, Data Security, Inclusion Essentials	On-line courses on DEVELOP	1 hour
All Teaching Support Staff	Specific local Induction	School/Department	Confirmed locally
Relevant Teaching Support Staff	Additional Relevant Health and Safety courses	As identified by School/Department	Variable
Graduate Teacher - year two onwards	Local Induction (if not already completed in year 1)	School/Department	Variable

6.2 | Induction

Schools and Departments should arrange additional induction/orientation to supplement the University programmes identified above. School inductions may be online, via required reading or required attendance at an induction event. Local induction should provide supplementary information regarding:

- Local contacts, including academic contacts (such as Teaching & Unit Directors), wellbeing contacts for students, and relevant administrative contacts.

- Availability of hotdesking facilities and any booking process.

- Local arrangements for office hours.

- School/Department procedures and contacts relating to pastoral care and student wellbeing
  [Staff Info - Information for staff supporting students (sharepoint.com)](sharepoint.com)
  [Student support | Current students | University of Bristol](#)

- Expectations around student registration requirements in teaching sessions.

- School arrangements for teaching observation, mentoring and feedback.

- School/Department quality assurance processes and guidelines for marking and assessing students work.

You should attend a local induction for every School/Department you are delivering teaching for and the duration is at local discretion but attendance time must be paid for. You may also wish to visit our FAQs here: [HR | TSR | Info TSR](#)

6.3 | Observation of Teaching

Observation of teaching should be offered if you are a Graduate Teacher (Level 1 & 2) as this provides valuable feedback on your teaching practices, as well as contributes to local quality assurance processes. Each Graduate Teacher should be observed teaching at least once in each teaching block in which you work and provided with constructive feedback for example by either the programme or unit director, or the co-teacher on the unit, depending upon local circumstances.

6.4 | Mentoring and Other Support

Each Graduate Teacher at Level 1 and 2 should also be given the opportunity to be mentored by a member of academic staff who can provide you with advice and guidance on your teaching as well as providing guidance on assessment.

6.5 | Additional Training

As well as the mandatory training there are several [other training courses](#) and resources to help Teaching Support Staff develop their teaching practice. Full details of programmes that are available can be found at this link [PGRs | Bristol Institute For Learning and Teaching | University of Bristol](#)

As this is optional training, you cannot claim any additional hours on your timesheets.

6.6 | Annual Review and Development

A PGR student's experience of teaching, and any related skills development, should be discussed as part of the review of your development and progress, in line with the requirements for Annual Progress Review as set out in the [University's Regulations and Code of Practice for Research Degree Programmes](#).

7 | Additional Support

7.1 | Wellbeing

The University has many services available to provide support for physical and mental wellbeing for staff and as a registered student you will also have access to all the student wellbeing initiatives.

Wellbeing | Human Resources | University of Bristol

Student support | Current students | University of Bristol

7.2 | Managing Behaviour

Managing behaviour during teaching sessions can be of concern, particularly to those who do not have a lot of teaching experience. The lead academic for the session is responsible for coaching and supporting you even if they are not present with you in the teaching room so seeking advice is strongly encouraged.

All Teaching Support Staff are subject to the University procedures and policies on staff Conduct, Capability and Grievance.

8 | How are Teaching Support Staff paid?

8.1 | Submitting a claim

- 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, see Getting paid | TSR | Claim fees.

- It is essential that your claims are submitted on a monthly basis for work completed in the previous month, by the appropriate deadline. See Finance Office guidance Finance | Staff | Info-resources | Payroll-deadlines 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 Student/Tier 4 visa holders. 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 you are required to do this using the link in your TSR Contract and the TSR Welcome alert.

- You complete your contracted hours and at the end of each month worked you complete the MyERP TSR Claim Form. See "Entering a TSR Claim Form" section of the MyERP Support SharePoint page at Getting paid | HPTs | Claim fees.

- If the School requires additional information from you to inform approval of claims, e.g. which unit the teaching relates to, you can use the 'comments' field on the claim form to provide this.

- The final pay claim must be made before your contract end date as you may not have access to MyERP after that date.

> **Note, if you are working on a Student/Tier 4 visa, you must not work more than 20 hours per week. Please note that the 20 hour limitation is per week and cannot be averaged over any other period.**

- Once submitted by you, 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. See "Approving a TSR Claim" on the MyERP Support SharePoint page Getting paid | HPTs | Claim fees.

- 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.

8.2 | 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 you receive payment on the next available pay date. The TSR Processing Team are not involved with the payment process for TSRs so you should raise any queries regarding pay with your School / Section Manager or TSR Approver who should then liaise directly with the Payroll Team.

9 | Benefits and Entitlements

9.1 | Annual Leave

Teaching Support Staff are entitled to the equivalent of 5.6 weeks' (28 days) annual leave per year (pro rata depending on hours worked), including all bank holidays and University Closure Days. Holiday entitlement will therefore accrue at the rate of 12.07% of the total hours worked. To ensure that you receive the benefit of this entitlement, you will be deemed to have taken annual leave at the end of each day that you provide services to the University. Payslips will clearly confirm holiday pay for the month in question.

9.2 | Pension

Teaching Support Staff may be eligible to join the University of Bristol Group Pension Plan (UBGPP). The University also operates a Pension Salary Exchange scheme for eligible staff. There is a pay protection limit of £12570 for enrolling in this scheme, and so Teaching Support Staff will not be automatically enrolled into it.

9.3 | Sickness Absence and Sick Pay

9.3.1 | Sickness Absence

You must notify the designated person within the School/Department at the earliest possible opportunity if you are unwell and unable to attend to take a class. You should attempt to rearrange your teaching with your Unit Lead but if this can't be organised then you may be eligible for sick pay. You must notify the designated person in the School/Department on the first day of absence before 10 am or the start of the teaching session (whichever is earlier). You should confirm the nature of your illness (sick or unwell is not an acceptable explanation) and give an indication of its likely duration and whether you intend to visit a doctor.

If the sickness lasts for more than 7 calendar days' then you must provide the School/Department with a supporting doctor's note.

9.3.2 | Sick Pay where eligible

Entitlement to occupational sick pay accrues with service:

In first year of service	One month's paid sick leave
After one-year's continuous service	Two months paid sick leave
After two years continuous service	Three months paid sick leave

You might also be eligible for [Statutory Sick Pay | Sickness Benefit](#) if you meet all the following requirements:

- Average weekly earnings are above the lower weekly earnings limit for National Insurance contributions.

- Hold a contract of more than 3 months' duration.

- Are absent owing to sickness for more than 3 days.

9.3.3 | Return to Work

On return to work from sickness absence, you must complete a sickness notification form through MyERP here [MyERP | Personal | Sickness](#).

10 | End of Assignments

10.1 | What happens at the end of an assignment?

Your Teaching Support assignment will normally end at the end of the contracted period as standard which may be one or two years. If you are recruited for a 1-year assignment in the first instance, you may need to reapply for future opportunities as they arise, but your School will advise you on this. You may be offered teaching work for up to 2-years if you are to remain a PGR student at the University and if a higher-level Teaching need in year 2 is identified at the outset as per section 2.2.1. If the School/Department requires an individual for a 3rd year, then it may be possible to extend the contract without the requirement for a further application. If this is the case, staff should begin discussions with you at least in the term before the assignment is due to end.

If the University wishes to end your employment as a member of Teaching Support Staff at any other time than the expected end date, then you will be entitled to one months' notice.

10.2 | Resigning from your Teaching Support Role

If you wish to resign from a Teaching Support Role before the end of the assignment, you will need to give the University one months' notice in writing, which should be sent to the local School/Department contact copied to the TSR Enquiries mailbox.

10.3 | If you are a student at the University and you stop your studies

Should you cease to be a student at the University then employment as a member of Teaching Support Staff may need to end with effect from the date that you cease to be a registered student if your role is linked to a student scholarship.

11 | University Systems and Access

11.1 | U-Card and Buildings Access

You may already have a U-card as a student, however once you sign and return your contract, this should be amended to ensure you have access for all the buildings you will be teaching in. U-Cards are issued and updated from the Security Office at the Gatehouse in Royal Fort Gardens, Tyndall Avenue. Your School Administrator will need to request access to all the buildings you are teaching in.

11.2 | IT Access

Once a signed contract is returned and a right to work check completed, the IT account will be updated with staff status. You will then be granted access to all relevant networked and cloud IT resources.