

Name of Policy	Interim - Exit Survey and Interviews Policy
Description of Policy	This policy covers the purpose and procedures involved in conducting an exit survey and an exit interview at ACU.
Policy applies to	<input checked="" type="checkbox"/> University-wide <input type="checkbox"/> Specific (<i>outline location, campus, organisational unit etc.</i>) <hr/> <input checked="" type="checkbox"/> Staff Only <input type="checkbox"/> Students Only <input type="checkbox"/> Staff and Students
Policy Status	<input type="checkbox"/> New Policy <input checked="" type="checkbox"/> Revision of Existing Policy

Approval Authority	Vice-Chancellor and President
Governing Authority	Chief Operating Officer
Responsible Officer	Director, Human Resources

Approval Date	1 August 2010
Effective Date	1 August 2010
Approval Date of Last Revision	1 August 2018
Effective Date of Last Revision	1 August 2018
Date of Policy Review*	1 August 2020

* Unless otherwise indicated, this policy will still apply beyond the review date.

Related legislation, policies, procedures, guidelines and local protocols	
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1. Background Information

Australian Catholic University is committed to attracting and retaining quality academic and Professional Staff in order to implement its Mission and achieve its strategic goals. As a consequence, the University places a very high priority on the overall quality of working-life and the overall employment experience, with a particular emphasis on quality people management practices. These priorities are reflected in a variety of ways, including structured selection, comprehensive induction processes, the provision of staff learning and development opportunities, managing performance processes including feedback and career development, the availability of work and life-balance arrangements intended to assist staff members work in ways which best fit their personal and Australian Catholic University's needs, and generous employment conditions.

2. Policy Statement

The University is seeking to monitor staff satisfaction levels with work at the University and intends to do so in a number of ways. It is recognized that staff members who leave the University are in a position to provide valuable perspectives on their overall working experience at the University.

3. Policy Purpose

The purpose of this policy is to inform staff of the processes and procedures involved when participating in the online Staff Exit Survey and interview process.

4. Application of Policy

This policy applies to all continuing and fixed-term staff of the University.

5. Procedures

Feedback is being sought from staff members who are leaving the University. This feedback will be sought in the first instance using an online Staff Exit Survey. Exit

Interviews are available to staff members who nominate to take up such an opportunity.

Participation in the Staff Exit Survey is voluntary. The results will be entirely confidential and may be used to monitor staff satisfaction with the working experience at ACU and identify key issues and ways in which the quality of the working experience might be improved for the benefit of the institution as a whole and its intent to provide working life quality.

- a. On receipt of authorised advice regarding cessation of employment from a staff member or at the confirmation of a fixed-term contract expiry, the Manager, Business Partner will initiate an online Staff Exit Survey.
- b. The staff member will receive an email inviting the completion of the Staff Exit Survey.
- c. Where the staff member also nominates to take part in an Exit Interview, in addition to the Staff Exit Survey, the Manager, Business Partner will contact the staff member within two (2) working days of nomination and organise a time to conduct the Exit Interview.
- d. The Manager, Business Partner will document the Exit Interview and forward a report to the Director, HR Business Partnering, who will discuss the report with the Director, Human Resources.
- e. The Office of the Director, Human Resources will undertake half yearly reviews and report annually to Members of the Executive identifying key staff issues and possible ways in which the quality of working life at Australian Catholic University might be improved.
- f. Confidentiality will be maintained with respect to all information collected via the Staff Exit Survey.
- g. In instances where the Staff Exit Survey and/or Exit Interview raises significant matters this will be referred immediately to the Director, Human Resources.
- h. The operation of the policy and procedure will be monitored annually.

6. Revisions made to this policy

Date	Major, Minor or Editorial	Description
1 August 2018	Editorial	Update ACU brand template and change to updated HR management titles.

The University may make changes to this policy from time to time to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this policy may forward their suggestions to Human Resources.

7. Further Assistance

Any staff member who requires assistance in understanding this policy should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further information or advice be required staff should visit [Service Central](#).