

A. INTRODUCTION

The principal purpose of UCL Union is to provide opportunities for students at University College London to experience education in its widest sense, which results from participation in the communal activities at the institution; to this end the Union is established as a collective, self governing organisation of its members.

Central to the resources of the Union are the employed members of staff who provide the continuity, professional advice, managerial expertise and day to day operations.

Given the relationship between elected officers and Union staff it is of paramount importance that there is a clear procedure for conveying instructions to staff, and for dealing with problems and difficulties when they arise.

In order to safeguard the interests of both employer and employee it is essential that this procedure, the Staff-Student Protocol, is understood and observed by all; any queries concerning the interpretation of this document should be addressed to the General Manager.

B. STATEMENT OF INTENT

There shall be a Staff Student Protocol which shall be binding upon all employees of the Union and all members, officers, and committees of the Union.

The purpose of the protocol is:-

1. To provide clear guidelines for members of staff, elected officers and members of the Union in their working relationship, by outlining their mutual rights and obligations.
2. To protect individual employees from breaches of contract on the Union's part and from breaches of reasonable confidentiality in respect of their personal affairs, and to comply with employment protection legislation currently in force and best management practice.
3. To protect the Union from any interference in the conduct of its policy making by employees of the Union.

C. IMPLEMENTATION

1. The Establishment Committee shall be responsible for supervising and implementing the protocol, as part of its constitutional responsibilities, and for reviewing this document on an annual basis.
2. The Chair of the Establishment Committee shall be principal representative for Union members, officers, and committees in all staffing matters. S/he will ensure that each new committee member is issued with this document and the relationship between officers and staff is explained.

3. The Union General Manager shall be the principal representative for the Union's staff in matters pertaining to Union members, officers and committees. S/he will ensure that each new member of staff is issued with this document, and that the relationship between staff and officers is explained.
4. Nothing in this agreement shall be taken to countermand any section within the Union Constitution or Standing Orders.

D. OBLIGATIONS OF OFFICERS

1. Line Management

- i) Matters of Union Policy (in so far as they affect the duties staff perform), and requests for staff resources to be allocated to a particular objective shall be conveyed to staff by the Finance & Democracy Officer - (as representative of the Executive Committee) to the General Manager, the head of the Union's staff.
- ii) The above provision shall not apply to routine functions where there is established custom and practice. If an officer requires emergency support/assistance in such a way as to override the work in hand this should be accomplished through consultation with the appropriate senior staff member of the area concerned.
- iii) The General Manager shall have managerial responsibility for the specific allocation of staff resources to achieve a given objective; this shall be achieved in consultation with officers and staff through the appropriate channels.
- iv) Officers may not normally give instructions to staff (including student staff) outside the line management structure.
- v) Union staff shall not be placed in a situation of receiving contradictory instructions from officers and staff.

2. Staff Conditions of Service

- i) All officers must strictly observe the principle of non-involvement in discussion with Union employees regarding the terms of staff employment, grievance or matters of discipline, and shall not enter into such discussion with employees even if they are approached on an informal basis.
- ii) All officers must strictly observe the confidentiality of all personal terms and conditions of employment under which staff are employed. The General Manager shall be responsible for keeping staff records and individual Remuneration; these shall not be kept by Union Officers.

3. Complaints Concerning Union Staff

- i) Where an Officer/Union member has a complaint regarding a member of staff that complaint shall be referred to one of the Sabbatical Officers, who shall then ask the General Manager to investigate the matter. If after the General Manager has reported back to the relevant Sabbatical Officer further action is required this should be pursued through the disciplinary procedure.
- ii) Officers/members of the Union shall not permit discussions relating to the terms and conditions of employment, performance, or the conduct of staff in:
 - meetings, formal or informal with members of the Union or college, save for within meetings of the Establishment Committee
 - articles, correspondence or other publications

- iii) Officers shall not permit the publication of images of members of staff without the express permission of the Union General Manager in consultation with the relevant staff member.

4. Breaches of the Staff-Student Protocol

Any Officer/Union member who deliberately contravenes this protocol may be subject to disciplinary action for misconduct.

E. OBLIGATIONS OF STAFF

1. Line Management

- i) Staff of the Union, including student staff are subject to the authority of their line managers, not officers; staff are obliged to refuse instructions from those who are not defined as having a supervisory or managerial capacity over them.
- ii) The above procedure shall not apply to routine functions where there is an established custom of practice. If an officer requires emergency support/assistance in such a way as to override the work in hand, this should be accomplished through consultation with the appropriate senior staff member on the site concerned.

2. Grievances and Disciplinary Matters

- i) Staff grievances and disciplinary matters shall be dealt with in accordance with the grievance procedure contained in the Staff Handbook.
- ii) Staff may not approach officers on matters concerning terms and conditions of employment, grievance or staff discipline, even on an informal basis. All such discussions must be conducted through the appropriate channels.

3. Union Policy and Union Meetings

- i) Staff shall strictly observe a policy of non-involvement in the internal affairs of the Union, and shall refrain from comment upon the Policies of the Union.
- ii) Staff of the Union may advise Officers of the Union on any matter within their work, but shall not seek to influence the policy making processes of the Union, and its constituent bodies.
- iii) Staff may not take part in public discussion of Union policy issues, nor give public expression to views contrary to the policies of the Union. This is in no way intended to proscribe the activity of Union staff or societies or organisations which operate outside the Union.
- iv) Staff may not actively involve themselves in any way in the political activities of Union Societies.
- v) Staff may not comment to representatives of the media, including the student media as members of staff.
- vi) Staff may not take part in public discussion of, nor give public expression to views concerning the union's elections or candidates therein. Staff may not involve themselves in any partial way in the elections of any officers or representatives of the Union.
- vii) Staff shall refrain from comment publicly upon the performance of officers and personal or other friction's between officers or members of the Union.
- viii) Staff may not attend meetings of any body of the Union except where they are required to do so under the Union constitution, or by invitation of the Union Sabbatical Officer(s) after consultation with that body.
- ix) Staff may not exercise a vote at any meeting of the Union.

4. Complaints concerning Officers/Members

Staff grievances concerning the behaviour of an officer or member of the Union must be dealt with through the General Manager, and where necessary the staff grievance procedure.

5. Breach of the Staff-Student Protocol

Any Union staff member who deliberately contravenes this protocol may be subject to disciplinary action for misconduct.

F. CASUAL STAFF

This agreement applies to student casual staff only whilst they are on duty e.g. a student who is employed in the Clubs and Societies Centre may not comment on Union Policy whilst at the Reception Desk in the Clubs and Societies Centre but may do so as an ordinary student whilst serving on Union Council.

G. SABBATICAL OFFICERS

For the purpose of this agreement the Sabbatical Officers of the Union are not considered as employed staff.