



IBRI COLLEGE OF TECHNOLOGY

EXIT INTERVIEW POLICY

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To be Implemented by*	The head of HR, the HR department and QAU.		

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*Implementers and users of this policy/document are kindly requested to send comments and suggested revisions to the assigned contact person as part of the policy review process

Version Control Table

A. Document development details and summary of revisions

Version	Author	Date (dd/mm/yyyy)	Summary of revisions	Contributed by
1.0	PMC through ad hoc committee, IbriCT	1/04/2018	First draft written based on the ISAA manual.	PMC through ad hoc committee

B. Plagiarism verification

Version	Team/Committee /Person	Date (dd/mm/yyyy)	% of plagiarism	Signature
1.0	QAU	9/04/18	0%	P. Hurst

C. Document proofread by

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1.0	Peter Hurst	08/04/2018	Excellent	P. Hurst



1. Policy Title

Exit Interview Policy

2. Definitions and Abbreviations

- **Exit interview** – An interview that takes place when a staff member permanently leaves the college.
- **Interviewee** – The member of staff who is permanently leaving the college and with whom the interview is conducted.
- **Interviewer** – A member of HR or QAU who is tasked to conduct the exit interview. There will be two interviewers present during the exit interview.

3. Policy Statement

Ibri College of Technology seeks to gain constructive feedback from all exiting staff members. The college believes that staff members who are permanently leaving the college are in a position to provide valuable comments and suggestions derived from their overall working experience at the college. This feedback, obtained during the exit interview, helps the college to improve and uphold the college's Values and to meet with the college's Vision and Mission.

4. Purpose/Reasons

The information collected from exit interviews can be used to:

- identify reasons for staff permanently leaving the college;
- reduce staff turnover;
- identify areas to be improved;
- identify training/development required by the staff;
- develop and maintain a healthy working environment at the college.

5. Scope

This policy applies to all staff members who permanently leave the college. The policy also affects the members of the College Council, as well as members of HR and QAU as the obtained information will have an effect on their duties.

6. Procedures

- a. Upon receiving official notification from a staff member that they wish to permanently leave the college, HR arranges for an exit interview in consultation with the interviewee and a member of QAU.
- b. HR sends the interviewee a copy of the Confidential Exit Interview Form. The form is sent a minimum of one working week before the interview. This gives the interviewee sufficient time to consider their responses to the questions in the form.
- c. When appropriate, HR can invite other staff members to attend the interview, such as the dean, assistant deans, HoDs and/or HoCs. Invitation is based on the post level of the relevant staff member – teaching, administration, technical support or Quality Assurance. The invitation of other staff members will be discussed with QAU and the relevant department/centre, before the interview.
- d. The head of HR assigns a member of HR staff to act as interviewer. The head of QAU assigns a member of QAU to act as a second interviewer.
- e. The designated interviewers conduct the interview and see that interviewee completes the form before the time, or during the interview.
- f. QAU prepares a report based on the feedback from the exit interview. QAU submits the report to the dean for feedback.
- g. Based on the recommendations of the dean, QAU identifies the area(s) for improvement and prepares an action plan for implementation of the improvements. QAU submits the action plan for approval to the College Council (CC).
- h. Upon approval of the action plan by the CC, the concerned department implements the recommended action plan. QAU monitors the implementation of the action plan.

7. Responsibilities

The head of HR:

- to assign a member of HR staff to act as first interviewer;
- to ensure that the HR department adheres to the specified exit interview procedures and responsibilities detailed in this policy.

The head of QAU:

- to assign a member of QAU staff to act as second interviewer;
- to ensure that QAU adheres to the specified exit interview procedures and responsibilities detailed in this policy.

HR department:

- to arrange an exit interview in consultation with QAU and the interviewee;
- to invite relevant staff members to attend the interview;
- to send a copy of the Confidential Exit Interview Form to the interviewee.

QAU:

- to assist in arranging the exit interview in consultation with HR and the interviewee;
- to prepare a report of the information gathered in the exit interview and to submit it to the dean;
- to identify any areas for improvement from the report and to prepare an action plan for implementing any improvements
- to submit the action plan for approval to the CC; and
- to monitor the implementation of the action plan by the concerned department.

Interviewee:

- to agree on a date and time for the interview;
- to attend the interview;
- to complete the Confidential Exit Interview Form.

Interviewers:

- to attend the interview;
- to conduct the interview;
- to ensure that the interviewee completes the Confidential Exit Interview Form.

The dean:

- to give recommendations regarding areas for improvement based on QAU's report regarding the exit interview.

CC:

- to discuss the action plan and to give or withhold approval of the action plan.

The concerned department:

- to implement the approved action plan.

8. Supporting Documents
Exit Interview Form

9. Related Policies
Not applicable.