Hope School and College

Exit Interview Procedure

Ratified On :

Review Date: September 2026

Policy brief & purpose

Our employee exit interview policy presents our method of gathering useful information about our School from employees who resign. When employees leave our School, they may feel more comfortable sharing experiences they had while working for us.

Specifically, we want to discover:

- Why an employee is leaving.
- What an employee liked or disliked about our School.
- Whether official job descriptions reflect our employees' actual work.
- What we can improve to make our workplace more efficient and pleasant.

Scope

This employee exit interview policy refers to employees who leave our School voluntarily.

Policy elements

What is an exit interview?

Exit interviews are discussions with employees who resign aimed at exploring their reasons for leaving our School to discover areas we can improve in.

In-person interviews help us gather more granular insight. We may use questionnaires or phone interviews, if employees find those more convenient.

The Business Manager is responsible for organizing and conducting exit interviews. Occasionally, we may hire external consultants or assign interviews to supervisors of an employee's immediate supervisor. Immediate supervisors will not participate in these interviews.

Exit interviews are voluntary

There won't be any repercussions for employees who refuse to participate (e.g. references won't be affected.) The Business Manager is responsible for informing employees that their participation is greatly appreciated but optional.

How do you conduct exit interviews?

As a general rule, these discussions should focus on gathering information from employees and understanding their perspectives. People who conduct exit interviews shouldn't:

- Negotiate to persuade an employee to stay
- Get defensive when employees share negative experiences Focus
- only on getting negative feedback

Interview format

Interviews may be held in-person or over the phone. The length of each interview may vary, but

it should generally last approximately 45 - 60 minutes.

The Business Manager should close interviews on a positive note, thanking employees for their time and feedback.

Sample exit interview questions

Exit interview questions may vary depending on each employee's seniority and role. Here are some sample questions for all roles:

- Please describe your general feelings about working here. If possible, please tell us what prompted your resignation.
- What did you enjoy most about
- working here? What would you change about our workplace?
- How would you rate the availability of guidance and training opportunities
- here? Do you feel you were recognized for your work?
- Where their obstacles that prevented you from doing your job efficiently? If so, what were they?

The Business Manager should use those basic questions in all exit interviews to consolidate results more easily. After employees answer the baseline exit interview questions, the Business Manager may encourage an unstructured talk for employees to air whatever they'd like. However, the form attached at **Annex A** is the preferred format for Exit interviews.

Serious issues that may be uncovered during exit interviews

If interviews unearth serious incidents (e.g. harassment, discrimination, embezzlement), the Business Manager should act immediately and according to School policy. They should inform employees that they may have to disclose some of their feedback to the Head who may in turn advise the appropriate authority.

Confidentiality

Everything discussed during exit interviews must be kept confidential. The Business Manager should assure exiting employees that interview records are confidential. The Business Manager should tell employees how they'll present results to management (e.g. in aggregate form or anonymous feedback.)

Under the UK General Data Protection Legislation and Data Protection Act we must remind employees of their confidentiality responsibilities post-employment. This should be confirmed during the exit process and recorded on the exit interview proforma.

Procedure

Once an employee submits a notice of resignation, the Business Manager may reach out to them to ask for an exit interview, preferably in writing. Employees may choose their interview's format or decline to participate.

Ideally, interviews should take place before employees' final week of work. The Business

Annex A to Exit Interview Policy

Employee Exit Interview Form

Employee's details			
Name	.	Current position	
Department		Location	
Employee number		Line manager	
Start date		Termination date	
Date of exit interview		Exit interviewer	

Manager should avoid scheduling interviews for an employee's last day unless there's no other opportunity. Alternatively, the Business Manager may schedule interviews within a fortnight after employees leave.

The Business Manager is responsible for analyzing data from exit interviews and sharing insights and recommendations with senior management. They may report on results annually, quarterly or more frequently if needed (e.g. if a large number of employees leave within a certain period.)

Follow up survey

If appropriate, three *months* after an employee's initial exit interview, we may follow up with an exit survey. This practice can help us confirm employees' initial reasons for leaving, or gain feedback they may have been reluctant to share before.

The Business Manager should inform employees that they might receive an email survey before sending it.

Description and duties
1. What did you like most about your job and why?
2. What did you like least about your job and why?
3. Do you feel that the job description given to you when you took the job on accurately describes the role?
4. Were your duties clearly described to you when you took on the role?
5. Have your duties changed since you took on the role? If so, how?
6. Does the current job description accurately describe the job?

7. Do you have any suggestions as to how the job could be improved? If so, have you raised them in the past with [your line manager]?
8. Did you feel valued in your role?
9. Did you feel that you had an acceptable workload or were you under- or overworked?
10. How would you describe the prospects for advancement/promotion?
Working conditions

11. How would you describe the physical working conditions in your department?
12. Do you have any suggestions as to how the department working conditions could be improved? If so, have you raised them in the past with [your line manager]?
Relationships with line manager and colleagues
13. How would you describe morale in your department?
14. How would you describe your working relationship with your colleagues?
15. How would you describe your working relationship with your line manager?

16. Did your line manager:	Always	Often	Seldom	Never
Explain tasks properly?				
Give adequate instructions?				
Give adequate help/advice where required?				
Listen to suggestions?				
Show fair/unbiased treatment?				
Provide constructive feedback on your performance?				
Give praise where due?				
Keep you informed about your progress?				
Know and follow the procedures of the School?				

Pay and benefits provided by the School					
17. How would you rate the following pay and benefits provided by the School?	Very good	Good	Average	Poor	Very poor
Remuneration					
Pension					

Long-service award					
Occupational health scheme					
Sick pay					
Life assurance					

Communication of the School
18. How did you feel about the level of communication within your team/department?
19. How did you feel about the level of inter-department communication?
20. Do you feel that you were kept well informed about what was happening in the School as a whole?
21. Do you have any suggestions as to how communication at the different levels could be improved? If so, have you raised them in the past with [your line manager]?

Training and development
22. Do you feel that you were given an effective induction into the School?
23. Do you feel that you received adequate training/coaching to perform your role?
24. What is your opinion of the career development opportunities within the School?
25. Do you feel that the right training was available to you to develop your career within the School?

Work-life balance
26. How do you feel about your work-life balance while working for the School?
27. While working at the School did you make any request for more flexible working hours? If so, what was your request and was it accepted?
28. Do you have any suggestions as to how work-life balance within the School could be improved?

29. How would you rate the following benefits provided by the School?	Very good	Good	Average	Poor	Very poor
Maternity pay and leave					
Paternity pay and leave					
Adoption pay and leave					

Shared parental leave					
Childcare					
Other facilities/services of the School					
30. How would you rate the following aspects of working at the School?	Very good	Good	Average	Poor	Very poor
Work equipment					
IT services					
HR services					
Parking facilities					
Canteen facilities					
First aid					
Security					
Reputation of the School					
31. Do you think that the School has a good reputation as an employer?					
32. Would you recommend the School as an employer to others?					

33. Do you think that the School is perceived as being run on ethical lines?
Reason for leaving
34. Why are you leaving the School?
35. If you are moving to another job, for which School will you be working?
36. What will your new job involve?
37. In what ways do you consider that the new School and/or job will be better for you?

38. Please use this space for any further comments on your decision to leave the School.

References: General Data Protection Regulation

39. Under the UK General Data Protection Regulation, we require your consent to process personal data (unless one of the other legal requirements apply).

Please indicate below whether or not you wish Hope School and College to provide a reference about your employment with us where a reference request is received from a prospective employer.

In accordance with Hope School and College's policy on giving references, any such reference may include: [insert details as appropriate, e.g. dates of employment, job title, key job duties and level of responsibility].

Yes/No

You have the right, if you wish, to withdraw consent at any time. If you wish to withdraw your consent, you should do so in writing to our data protection officer or via our Business Manager.

I confirm by signing this exit interview form that Hope School and College have reminded me of the obligation to maintain confidentiality. Specifically, in relation to the personal or sensitive data I had encountered whilst employed.

Employee's signature	Date

Notes

Hope School and College treats personal data collected during the exit interview in accordance with its data protection policy. Information about how your data is used and the basis for processing your data is provided in Hope School and College's employee privacy notice.

Interviewer's comments and suggested further action	
Interviewer's signature	