

Royal Northern College of Music

Exit Questionnaire

Policy & Procedure

Department: Human Resources

Document owner: Head of
Human Resources

Approval Committee: Human
Resources Committee

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RNCM
ROYAL NORTHERN
COLLEGE of MUSIC

1. Purpose

To identify why employees are leaving for monitoring purposes and to identify any trends

To better understand the different experiences of working at the College in order to identify any areas for improvement and future change, and to improve the recruitment and retention of high calibre employees.

Information gathered as part of this process will be analysed and used to feed back into the recruitment of staff and towards improving staff retention rates.

2. Scope

It is the RNCM policy to send an exit interview questionnaire to staff who leave the College's employment and offer the opportunity to discuss the content with a member of the Human Resources department.

3. Policy Statement

A well-managed exit interview process is a more certain way of finding out why staff are leaving. It may well allow the College to do something about improving the employment experience and retaining other members of staff. The opportunity can also be taken to gain from the employee's perception and experience in order to improve systems and procedures.

An exit interview is often perceived to be an attempt to change the mind of the individual who has decided to leave the College. This is not the intention, the aim is to receive feedback from leavers on their experience of working at the RNCM.

4. Procedure

Once a letter of resignation is received from a member of staff it should be forwarded immediately to the Human Resources Department. Within the letter confirming acceptance of resignation, there is a link to an online exit questionnaire.

The questionnaire asks a series of questions relating to their employment at the College – the questions cover reasons for leaving, relationships with colleagues and the line manager, and future plans.

If employees prefer, a meeting can be held with a member of the Human Resources department to discuss the content of the questionnaire in more detail.

5. Information and confidentiality

The information obtained from exit interviews will be collated and analysed by the Human Resources Department. Any issues, which arise, or trends which are identified will be reported to College Executive Committee with recommendations for action where appropriate.

Notes obtained through face to face interviews or through the Exit Questionnaire will be held in confidence by the Human Resources Department, in accordance with GDPR, and no individual names shall be used in reporting the analysis of this information to the College's senior management.