VITAL recognition process

This Protocol has been developed in order for teams to be able self-nominate colleague(s) for a VITAL-based recognition reward, and for this to be communicated and celebrated across the SAS Division.

We are looking to establish a consistent peer to peer approach across the Division. As the Division develops as a more cohesive entity, it is important that the achievements of our staff are recognised more regularly and in a managed way. However, simply saying thank you is never wrong so don’t get caught up with the process.

This protocol will be trialled by the Student & Academic Services - Leadership Team and the Managers Group with a wider approach to be considered once the impact has been assessed and each of the services has had an opportunity to identify the positive behaviours which should be recognised within each of their areas under the VITAL core values.

Thank You cards

We will be introducing a paper system similar to that used within Campus Services (see attached). These cards are to be issued to team members by Student & Academic Services Leadership Team members when they witness an individual living our core VITAL values. A paper system ensures those with limited or no access to a PC can still engage with the process e.g. Lifeguards.

Online form

An online submission form will be established for those operating in more remote areas of the University or to be used for people outside of the division who may want to recognise the work of one of our team members.
People recognise someone living the VITAL values

Fill in card or complete online submission

Recipient gives the card/form to their line manager

Line manager records recognition through the tracker

Card returned to recipient
Nicola Mirams to select 1 a week to feature on Yammer

Monthly recipients highlighted at SAS - LT monthly meeting

SAS - DG agree Employee of the Month

Employee of the month announced on Yammer, receives written well done from GG, features in GG newsletter

Employees of the Month receive an invite to annual Student & Academic Services Christmas celebration
Guidance

What behaviour deserves recognition? The cards should be used to recognise behaviour that exhibits the VITAL core values of Valuing people, supporting Innovation, working Together, being Accountable and demonstrating Leadership. We should be recognising behaviour we want to see repeated, that goes above and beyond the day to day work expectations and inspires others.

Be prepared to justify your reasons for submitting within the text boxes. We should be recognising improvement and not just rewarding the individuals who are consistently top performers.

How many cards should I be giving out? Everyone should aim to issue a minimum of 1 card each month and cards should not just be made within your own areas.

What if I don’t have a card with me? If you have no card with you then go back, pass on via their line manager of complete an online submission.

What if someone outside of the division wants to recognise excellent work? They can either complete the online submission or ask the line manager to do that on their behalf

When will this come into effect? The new scheme will be launched in the Autumn as part of the Academic Registrars bulletin

Examples

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<thead>
<tr>
<th>Individual - work area</th>
<th>Nominated by</th>
<th>Recognised because</th>
<th>VITAL link</th>
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</thead>
<tbody>
<tr>
<td>J. Bloggs - Administrator</td>
<td>M. Weir</td>
<td></td>
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M. Weir, Head of Sport & Active Life, 30.6. 2017