



**Department of  
Education and Training**

## **STAFF EXIT PROCESS**

**EFFECTIVE: 31 AUGUST 2009**

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## 1 BACKGROUND

Staff feedback provides the Department with valuable information on the reasons why employees resign or retire. The information is used to inform attraction and retention initiatives and to improve work practices across the Department to ensure the Department is considered an employer of choice.

## 2 PROCESS

Line Managers and principals should complete the checklist of exit processes listed in Appendix A when an employee terminates their employment with the Department.

### 2.1 ONLINE EXIT SURVEY

Line managers and principals should provide all employees terminating their employment with the Department the opportunity to complete an Online Exit Survey. This includes providing staff with access to a computer where they can complete the survey confidentially or make provision for a support person to assist the employee.

The Online Exit Survey is available online on the Department's intranet at <http://surveys.insyncsurveys.com.au/surveys/Exits/waeducation/index.asp>

### 2.2 EXIT INTERVIEW

Line managers/principals should provide all employees terminating their employment with the Department (including retiring employees) the opportunity to participate in an exit interview.

All responses are treated as confidential and wherever possible, the exit interview should take place prior to the employee's final day of employment.

Suggested questions for the exit interview are provided in Appendix B.

Responses to the interview questions can be submitted by the line manager/principal to the Workforce Policy and Coordination Directorate, at the following location:

“Confidential - Exit Interview”  
Workforce Policy and Coordination  
Department of Education and Training  
151 Royal Street  
EAST PERTH WA 6004  
T: (08) 9264 5155  
F: (08) 9264 5409

## APPENDIX A EXIT CHECKLIST

Name of employee.....ID number.....

Worksite details.....Last day of service.....

STEPS FOR LINE MANAGER TO FOLLOW	
<p><b>Central Office and annexes and District Office staff:</b> <i>Termination Advice Form</i> sent to the <i>Personnel and Payroll</i> branch at ETSSC.</p> <p><b>Teaching staff/school administrators:</b> Termination Advice Form sent to the Staffing Directorate.</p> <p><b>School-based staff (other than teachers):</b> <i>Termination Advice Form</i> sent to the District Office.</p> <p><i>Termination Advice Form</i> available from: <a href="http://www.det.wa.edu.au/education/hrmis/docs/termination%20advice.pdf">http://www.det.wa.edu.au/education/hrmis/docs/termination%20advice.pdf</a>.</p>	<input type="checkbox"/>
Exit interview held, if employee wishes to participate.	<input type="checkbox"/>
Employee given opportunity to complete the <i>Online Exit Survey</i> and access to a computer to complete it.	<input type="checkbox"/>
Procedures for organising a Valedictory Letter followed, if applicable.	<input type="checkbox"/>
<u>Guidelines for preparing valedictory letters</u> can be found on Our Policies website.	<input type="checkbox"/>
Work handover completed.	<input type="checkbox"/>
Privileges to use credit cards or bank accounts removed.	<input type="checkbox"/>
Credit card handed in and cancelled.	<input type="checkbox"/>
All equipment, e.g. mobile phone, pager, laptop and Notebooks for Teachers etc. returned.	<input type="checkbox"/>
Building access cards, ID cards and keys returned.	<input type="checkbox"/>
<b>School-based staff only:</b> Network Security administrator advised by email or in writing of the employee's details and date of cessation.	<input type="checkbox"/>
<b>Non-school based staff only:</b> Finance Systems at ETSSC informed of employee's details (name and employee number) and date of cessation to remove employee's access to Oracle Finance and Finance One (if applicable).	<input type="checkbox"/>
Privileges to use locally administered systems removed.	<input type="checkbox"/>
Local telephone lists updated and switch board informed (if applicable)	<input type="checkbox"/>
<b>Manager's signature:</b>	<b>Date:</b>
STEPS FOR THE EMPLOYEE TO FOLLOW	
<p>Work handover provided to line manager or successor.</p> <p><b>Teachers only:</b> Student records and relevant teaching documents given to the principal ready for the next teacher to use, if required.</p>	<input type="checkbox"/>
Credit card handed in, if applicable.	<input type="checkbox"/>
All equipment returned e.g. mobile phone, pager, laptop, Notebooks for Teachers etc.	<input type="checkbox"/>
Building access cards, ID cards and keys handed in to the relevant worksite area, e.g. the <i>Commissionaire's desk</i> if employed at Central Office.	<input type="checkbox"/>
Files and library books returned to the school resource centre or <i>Library and Records</i> counter in Central Office	<input type="checkbox"/>
All leave applications submitted and <i>Personnel and Payroll</i> advised of forwarding address.	<input type="checkbox"/>
Business related information (including emails) saved into the Department's record keeping system. Personal files deleted from workstation, and work-related documents in the C:\ drive entered into a shared drive.	<input type="checkbox"/>
Outstanding claims for kilometrage or meals allowances submitted. Form available from: <a href="http://intranet.det.wa.edu.au/groups/etssc/formsfinancedet.asp">http://intranet.det.wa.edu.au/groups/etssc/formsfinancedet.asp</a>	<input type="checkbox"/>
Out Of Office Auto Reply set up on email to notify people of an alternative contact person as the email account may remain active for short a period of time after cessation.	<input type="checkbox"/>
<i>McMillan Shakespeare</i> or <i>Selectus</i> advised if employee is in a salary packaging arrangement.	<input type="checkbox"/>
<i>GESB</i> advised if employee is a Gold State Super Member.	<input type="checkbox"/>
<b>If in government subsidised housing:</b> <i>Notice of Intention to Vacate GROH Accommodation Form</i> and associated checklist completed.	<input type="checkbox"/>
Online Exit Survey completed.	<input type="checkbox"/>
<b>Employee's signature</b>	<b>Date:</b>

## APPENDIX B EXIT INTERVIEW QUESTIONS (SUGGESTED FORMAT)

*The Exit Interview is an opportunity to gain important information and feedback from the exiting employee concerning their reasons for leaving. This information is valued by the Department and is used to inform attraction and retention initiatives.*

*Some suggested question areas include:*

### **Employee job satisfaction**

- Opportunity to fully use skills.
- Opportunities for training and development.
- Satisfaction with salary/wage conditions.
- Anything the Department could have done to improve the employee's satisfaction in their role.

### **Value as an employee**

- Employee feeling valued.
- Opportunity to express their views and ideas.
- Involvement in decision making.
- Employee's influence over their work environment.

### **Management and leadership**

- Understanding of employee's role.
- Support from manager/principal and colleagues.
- Ability to communicate openly with manager/principal and colleagues.
- Anything the Department could have done to improve management and leadership.

### **Work environment**

- Management work.
- Availability of resources and assistance to achieve work objectives.
- Accommodation of family/personal commitments.
- Relationship with the manager/principal, colleagues and students (if applicable)
- Safety in the workplace.
- Anything the Department could have improved in the work environment.

### **Overall experience**

- Aspects of work at the Department the employee considers to be the most positive.
- Any aspects in need of improvement.
- Any changes that could have influenced the employee to remain with the Department.

*At the conclusion of the exit interview, please refer the employee to the online Exit Survey and ensure they have access to a computer and privacy to complete the survey.*

*Please forward a transcript of the Exit Interview to:*

*"Confidential – Exit Interview"*

*Workforce Policy and Coordination*

*Department of Education and Training*

*151 Royal Street*

*EAST PERTH WA 6004*

*Fax: 9264 5409*