



<b>DAWN HOUSE SCHOOL – STAFF HANDBOOK</b>	
<b>Policy Title: Safer Recruitment Policy (including visitors to site)</b>	
<b>Section: 1</b>	<b>Policy No: 1.20</b>
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<b>Name of Originator: JMc</b>	<b>Designation: DSL</b>

**This reviewed policy has been informed by the Department of Education document “Keeping Children Safe in Education (Sept 2018)”**

## **1 Introduction**

- 1.1 Dawn House School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The School recognises the vulnerability of the children and young people in its care and is committed to operating to the highest standards when recruiting employees. The School accepts that it is vital to adopt recruitment and selection procedures that help to deter, reject or identify people who might abuse children, or are otherwise unsuited to work with them.
- 1.2 The School operates a non-discriminatory, fair and objective recruitment and selection process. In line with the School Equal Opportunities Policy, internal and external applicants will receive equal treatment and access to opportunities, irrespective of sex, age, sexual orientation, pregnancy or maternity, race, ethnic origin, religion, belief or disability.
- 1.3 In the event of an application being received from an employee of the school, or from within ICAN, the candidate will be informed that they must notify their current line management, prior to their application being processed. ICAN, receiving the application, will then be in a position to contact the applicant’s current employer as with any other applicant.

## **2. Scope**

- 2.1 This policy applies to all internal and external applicants for advertised posts and promotions. Its principles should also be allied when considering permitting volunteers and contractors on site.

### **3. Elements of safer practice**

- 3.1 The School recognises that safer practice recruitment requires considering and including issues to do with child protection, safeguarding and promoting the welfare of children at every stage of the process. This starts with the process of planning the recruitment exercise and where the post is advertised, ensuring that the advertisement makes clear the School's commitment to safeguarding and promoting the welfare of children. It also requires a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about applicants.
- 3.2 The School accepts that it is good practice to ensure, at the outset, that all recruitment materials, (e.g. the application form, job description, person specification and information/guidance for applicants) which form part of the pack to be sent to prospective applicants, is up to date and clearly sets out the extent of the contact with children and the degree of responsibility for children that the person will have in the position to be filled.
- 3.3 Candidates will receive an information pack which should include a copy of:-
- The application form
  - The job description and person specification
  - The terms and conditions relating to the post
  - Any relevant information about the school and the recruitment process
  - Statements of relevant policies such as Equal Opportunities, the Recruitment of Ex-offenders, Child Protection Policy Statement and be made aware of statements of relevant policies.
- 3.4 When a vacancy is advertised, the advertisement will include a statement about the School's commitment to safeguarding and promoting the welfare of children and reference to the need for the successful applicant to undertake a criminal record check via the DBS, where appropriate, as well as the usual details of the post and salary, qualifications required, etc.
- 3.5 An application form should be used in order to obtain a common set of core data from all applicants. Curriculum vitae drawn up by applicants in place of an application form will not be accepted, because these may only contain the information the applicant wishes to present and may omit relevant details.
- 3.6 The Job Description should clearly state:
- The main duties and responsibilities of the post,
  - The individual's responsibility for promoting and safeguarding the welfare of children and young person s/he is responsible for, or comes into contact with.

- 3.7 Person Specification should include:
- The qualifications and experience and any other requirements, needed to perform the role in relation to working with children and young people.
  - The competencies and qualities that the successful candidate should be able to demonstrate and,
  - An explanation of how these requirements will be tested and assessed during the selection process.
- 3.8 Shortlisting for job candidates will be carried out on a fair and equitable basis against the job criteria and person specification for the post. All applications should be scrutinised to ensure:
- That they are fully and properly completed,
  - That the information provided is consistent and does not contain any discrepancies,
  - That any gaps in employment are identified.
- 3.9 Incomplete applications will not be accepted. Any anomalies or discrepancies or gaps in employment identified should be noted so that they can be taken up as part of the consideration of whether to shortlist the applicant.
- 3.10 The School commits to obtaining independent professional references that answer specific questions to help assess an applicant's suitability to work with children and follow up any concerns. On receipt of the written references, referees will be contacted by phone to confirm authorship. Open references provided by applicants will not be accepted. If a candidate is not currently employed their last school, at which they were most recently employed, will be contacted to confirm details of their employment and their reasons for leaving. Information about past disciplinary action or allegations will be considered carefully when assessing the applicant's suitability for the post.
- 3.11 The process will involve at least two face to face interviews that explore the candidate's suitability to work with children as well as his/her suitability for the post and also a safeguarding interview. At least one member of the interview panel will have completed safer recruitment training.
- 3.12 In addition to the candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:
- The motivation to work with children and young people,
  - The ability to form and maintain appropriate relationships and personal boundaries with children and young people,
  - The emotional resilience in working with challenging behaviours, and
  - The attitudes to the use of authority, behaviour and maintaining discipline management.
- 3.13 As part of the process the School will:

- Verify the successful applicant's identity.
- Verify that the successful applicant has academic and vocational qualifications claimed.
- Check his/her previous employment history and experience.
- Check that s/he has the health and physical capacity for the job.
- Carry out the mandatory enhanced criminal record check via the DBS which will include barred list information.
- Check that a candidate to be employed as a teacher is not subject to a prohibition order issued by the Secretary of State, using the Employer Access Online service (NCTL check).

The checklist provides a record for signing off each stage of the process and can be filed as a permanent record at the end of the process.

- 3.14 The School will adhere to its mandatory responsibility to secure enhanced DBS certificate, which includes barred list information, as all staff will be engaging in regulated activity. For those applicants who have lived or worked abroad we will seek additional information about an applicant's conduct.

**The school is aware that if there is reason to believe that an individual is barred it is an offence to allow the individual to carry out any form of regulated activity. Similarly a person who is prohibited from teaching must not be appointed to work as a teacher in a school.**

- 3.15 The School will keep a single, central record collating when checks on staff were made and by whom, including identity, qualification requirements, list prohibition order, barred list check, checks on people living or working outside the UK, the person's right to work in the UK and DBS checks.

- 3.16.1 Although the guidance states there is no requirement to obtain a DBS certificate, or carry out checks for events that may have occurred outside the UK, if in the 3 months prior to the appointment the applicant has worked:

- In a school in England in a post which brought them into regular contact with children and young persons in any post in a school since 12 May 2006; or
- In an institution within the further education sector in England or in a 16-19 academy, in a post which involved the provision of education which brought the person regularly into contact with children or young persons.

**The guiding principle is that an enhanced DBS check will be taken prior to taking up post.**

- 3.16.2 The Principal will have discretion to allow an individual to begin work pending receipt of the Disclosure but must ensure;

- That the employee is appropriately supervised.
- The request for a DBS disclosure has been submitted.
- Written references have been secured and verbally confirmed.

3.17 The School commits to request full details of DBS checks carried out on staff supplied through an agency.

3.18 **Contractors/agency staff/FEE funded trainee teachers** (this information also applies to the school visitors):

Dawn House School has an approved contractor list. They are recorded on the staff central register. These contractors are allowed to travel around the site unattended by a member of staff. However, contractors will only attend site at request of the Premises Manager.

All agency staff are supplied to the school via an approved agency.

All agency staff have been checked by the agency and have a DBS with the agency. Before starting with the school all agency staff are ID checked and a copy of their DBS is seen.

All agency staff receive in house child protection briefing by the Dawn House School staff.

3.19 Ancillary staff at Dawn House School are recruited using safer recruitment guidelines.

3.20 **Supervised volunteers**

Following the KCSIE 2018 guidance the school follows the presumption of trust and confidence in those who work with children and the good sense and judgement of their managers. In such cases safeguarding will be ensured through supervision:

- Supervision by a person who is in regulated activity will be implemented.
- Supervision will be regular and day-to-day.
- Supervision will be reasonable in all circumstances to ensure the protection of children.

The school accepts that there is no entitlement to do a barred list check on a volunteer unless they are in regulated activity. Volunteers will never be asked to engage in regulated activity.

3.21 Professionals from other organisations such as Local Authorities or Ofsted who visit young people at school are vetted by their employer. Their identity is verified by Dawn House staff on arrival at the school. Other adults who may visit the school, e.g. parents, are received and supervised by Dawn House staff. The school's appointments procedures conform to the safer recruitment practice. Pupils have appropriate supervision when out in the community.

### **Existing Staff**

3.22 Although it is not a requirement to request regular DBS and barred list checks if at any time senior leaders have concerns about an existing staff member's

suitability to work with children they will carry out all relevant checks as if the person was a new member of staff.

The school recognises its legal duty to refer to the DBS anyone who has harmed, or poses a risk of harm, to a child or vulnerable adult; where the harm test is satisfied in respect of that individual; where the individual has received a caution or conviction for a relevant offence, or if there is reason to believe that individual has committed a listed relevant offence; and that individual has been removed from working (paid or unpaid) in regulated activity, or would have been removed had they not left. Referrals should be made as soon as possible after the resignation or removal of the individual. Guidance on referrals can be found on GOV.UK.

The school recognises its duty as a teacher's employer, where, in instances of dismissal or ceasing to use the services of a teacher because of serious misconduct, or might have dismissed them or ceased to use their services had they not left first, the Principal must consider whether to refer the case to the Secretary of State.

***See Step 5: of school's Allegations of Abuse Against Staff policy.***

### **3.23 Visitors**

School does not have the power to request DBS checks and barred list checks, or ask to see DBS certificates, for visitors (for example children's relatives or other visitors attending a sports day). Senior Leaders use their professional judgement about the need to escort or supervise such visitors.

### **3.24 Governors**

An enhanced DBS check is undertaken for the chair and members of the governing body.

## **4. GENERAL RECRUITMENT PRINCIPLES**

- 4.1 Recruiting the right person to a post is crucial. Where this does not occur, it can quickly lead to the discontent of the employee and may, in turn lead to lowering the morale of a team or department and, of course, increased staff turnover and recruitment costs should the post have to be re-advertised.
- 4.2 All candidates should be assessed equally against the criteria contained in the person specification without exception or variation.
- 4.3 Ensuring fairness and objectivity during the recruitment and selection process is essential. Successful candidates will be appointed on merit against the job based on the job description and person specification. Standardised recruitment processes will be used.

- 4.4 Standardised questions should be prepared for the vacant post and all candidates asked the same interview questions, with additional probing questioning, as appropriate.
- 4.5 Standardised interview record sheets should be completed for all candidates.
- 4.6 At least three interviewers should interview each candidate, (e.g. line manager and others) at least one of whom will have engaged in safer recruitment training.
- 4.7 In order to assist with the monitoring of the school's Equal Opportunities Policy and its recruitment and selection process, all candidates will be asked to complete a confidential Equal Opportunities Monitoring form.
- 4.8 The purpose of seeking references is to obtain objective and factual information to support appointment decisions. They should always be sought and obtained directly from the referee. On receipt of written references referees will be telephoned to seek confirmation of authorship.
- 4.9 Ideally, references should be sought on all short-listed candidates, including internal ones, and should be obtained before the interview so that any issues of concern can be explored further with the referee, and taken up with the candidate at interview.
- 4.10 Candidates should also be asked to bring documents confirming any educational and professional qualifications that are necessary or relevant for the post, e.g. the original or a certified copy of a certificate, or diploma, or a letter confirmation from the awarding body. NB: if the successful candidate cannot produce original documents or certified copies written confirmation of his/her relevant qualifications must be obtained from the awarding body. A copy of the documents used to verify the successful candidate's identity and qualifications must be kept for the personnel file.
- 4.11 Unsuccessful external candidates will be informed as soon as possible and constructive feedback offered where deemed appropriate and/or requested.
- 4.12 Unsuccessful internal candidates will be invited to a meeting to receive constructive detailed feedback.

## **5 THE APPOINTMENT**

- 5.1 All verbal offers of appointment are to be made "subject to satisfactory references" and "medical clearance".
- 5.2 An offer of appointment to the successful candidate should be conditional upon:
  - the receipt of at least two satisfactory references, (if those have not already been received).

- verification of the candidate's identity (if that could not be verified straight after the interview).
- a satisfactory enhanced DBS Disclosure.
- a prohibition from teaching check where appropriate.
- verification of the candidate's medical fitness.
- verification of qualifications (if not verified after the interview).
- verification of professional status where required.
- satisfactory completion of the probationary period.

5.3 All checks should be:

- confirmed in writing,
- documented and retained on the personnel file (subject to certain restrictions on the retention of information imposed by DBS regulations) and,
- followed up where they are unsatisfactory or there are discrepancies in the information provided.

5.4 In all cases where an applicant has worked or been resident overseas in the previous 5 years, the school will where possible obtain a check of the applicant's criminal record from the relevant authority in that country. Not all countries provide that service, but the DBS provides an Overseas Information Service. Further information about the Overseas Information Service can be obtained from: <http://www.DBs.gov.uk/servicesoverseas.asp>, or by telephoning the DBS enquiry line on 08700 100 450. In cases where a criminal record check is not possible, particular care should be taken with the other required checks, especially those of identity and qualifications, and to obtain satisfactory references.

5.5 All successful candidates will receive written offers of employment.

## 6. INDUCTION

6.1 There is an induction programme for all staff and volunteers newly appointed to Dawn House School including senior leaders, regardless of previous experience. The purpose of induction is to:

- provide training and information about the school's policies and procedures.
- support individuals in a way that is appropriate for the role for which they have been engaged.
- confirm the conduct expected of staff within the School and
- provide opportunities for a new member of staff or volunteer to discuss any issues about the person's ability or suitability at the outset and address them immediately.

6.2 The content and nature of the induction process will vary according to the role and previous experience of the new member of staff or volunteer, but as far as

safeguarding and promoting the welfare of children is concerned the induction programme should include information about, and written statements of:

- policies and procedures in relation to safeguarding and promoting welfare, e.g. child protection and safeguarding, behaviour, anti-bullying, use of reasonable force, intimate care, e-safety, prevent strategy and any local child protection/safeguarding procedures.
- safe practice and the standards of conduct and behaviour expected of staff and pupils in the establishment, including staff dress code.
- how and with whom any concerns about those issues should be raised and
- other relevant personnel procedures e.g. disciplinary, capability and whistle-blowing.

The programme will also include attendance at child protection training appropriate to the person's role.

## **7 SAFEGUARDING AND “UNCHECKED” STAFF AND VISITORS**

### **7.1 Contractors/agency staff (this information also applies to the school's visitor's policy)**

Dawn House School has an approved contractor list. They are recorded on the staff central register. These contractors are allowed to travel around the site unattended by a member of staff. Contractors will only attend site at request of the premises manager. All agency staff are supplied to the school via an approved agency.

All agency staff are supplied to the school via an approved agency, all agency staff meet with the Head of Education / LTA before starting work with school to check suitability for role. All agency staff have been checked by the agency and have a DBS with the agency. Before starting with the school all agency staff are ID checked and a copy of their DBS is taken. All agency staff receive in house child protection briefing.

### **7.2 The school's commitment to Safeguarding pupils is made clear to visitors, contractors and agency staff through the “Safeguarding Statement”.**



## **Appendix 1**

### **Steps to Safer Recruitment at Dawn House School**

Features of the Safer Recruitment process:

1. We set time aside for planning and structuring.
2. We prepare a clear job, role and person specifications, setting down boundaries and expectations of the role including responsibilities and requirements for safeguarding.
3. Clear messages about safeguarding are sent to candidates from the outset – a statement about commitment to safeguarding.
4. We use application forms, not CVs.
5. We obtain references before interview, including specific enquiries about the applicant's background in relation to safeguarding. No appointment will be made without verification of a least two references.
6. We ensure references are given full consideration in the selection process.
7. Interviews are face to face and include other methods for teaching and care staff, such as presentations, teaching a lesson or involvement in activities and ask our pupils' views.
8. Interview questions are used to question motives, attitudes and behaviours.
9. We seek information about criminal activity and use this appropriately to make decisions.
10. We ensure there is an ongoing culture of vigilance in the school's recruitment processes.
11. We follow the Dawn House School Safer Recruitment & Selection Guidelines policy.

## Appendix 2

### Steps to recruitment at Dawn House School

- An authority to recruit form/business case is discussed with the charity's CEO.
- ICAN's HR assistant prepares the advert, job description and person specification in liaison with the recruiting member of SLG. The advert, job description and person specification will clearly state: "*Dawn House School is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening including checks with past employers, an Enhanced Disclosure via the DBS, the Employer Access online service and social media*"
- Once the authority to recruit has been approved the advert is sent to the advertising company for a quote and the HR assistant then confers with the Principal and CEO who agrees to the cost.
- The advert runs online or in the press and prospective candidates contact the HR assistant for an application pack to be sent out to them.
- The HR assistant emails the candidate with the link to the ICAN website where they can apply online (which is the preferred method) or sends the information out by post. The candidate is advised that a CV will not be accepted, that the application form must be completed in full and signed/dated (if they are not completing the form online), and that references will be sought prior to interview if they are shortlisted. The school accepts that it is good practise to ensure, at the outset, that all recruitment materials, (e.g. the application form, job description, person specification and information/guidance for applicants) which form part of the pack is up-to-date and clearly sets out the extent of the relationships/contact with children and the degree of responsibility for children that the person will have in the position to be filled.
- The job description clearly states:
  - The main duties and responsibilities of the post.
  - The individual's responsibility for promoting and safeguarding the welfare of children and young people s/he is responsible for or comes into contact with.

The person specification includes:

- The qualifications, experience and any other requirements needed to perform the role in relation to working with children and young people.
- The competences and qualities that the successful candidate should be able to demonstrate.
- Clear expectations of working within school policies and safeguarding the welfare of children.

- After the closing date has passed the application forms are forwarded by HR assistant for the recruiting member of SLG to look through. Shortlisting candidates are carried out on a fair and equitable basis against the job criteria and person specification for the post. All applications are scrutinised to ensure:
  - that they are fully and properly completed
  - that the information provided is consistent and does not contain any discrepancies
  - that any gaps in employment are identified
  
- In the event of an application being received from an employee of the school the candidate will be informed that they must notify their current line management, prior to their application being processed. The school will contact the applicant's current employer as with any other applicant.
  
- A shortlist is created and an interview time and date is agreed.
  
- The HR assistant contacts the selected candidates and invites them to interview – asking them to bring in specific original documentation for verification (so that the online DBS application process can be started straight away should they be successful in securing the post). This is reiterated in the interview letter and a list of acceptable documentation is also set out. Candidates will also be asked to bring proof of their qualifications (particularly if applying for a post within education/care/therapy).
  
- HR assistant/SLG checks that the referees given on the application forms are from their current place of work, in advance of interview, and from the place where they last worked with children if the post is within education/care. Reference requests are emailed and/or sent out as hard copies to all of the referees given by the shortlisted candidates on their returned application forms.
  
- When the candidate attends for their interview the School Business Manager (admin) will make copies of the original qualification certificates and documentation for the DBS application and sign and date them to confirm that the originals have been seen. The candidate's right to work in the UK will be accepted upon seeing the necessary documents as stated on the gov.uk website.
  
- During the interview the candidate will be asked about any gaps in their employment history. In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:
  - The motivation to work with children and young people.
  - The ability to form and maintain appropriate relationships and personal boundaries with children and young people.

- Their commitment to safeguarding children.
- The emotional resilience in working with challenging behaviours.
- The attitudes to use of behaviour management.

The interview is conducted by at least three people, one of whom is trained in Safer Recruitment. The interview question sheet are signed and dated by each member of the interviewing panel.

Once the successful applicant has been chosen the School Business Manager/HR assistant will go through the following processes:

- If the candidate has secured a teaching post the HR assistant will check their Teacher reference number on the NCTL Teachers Services website checking the current employment address matches the application form, to see if they have any sanctions; check their QTS status and the date of completion, and the date they passed their induction.
- If all checks are correct, the HR assistant will then begin the online DBS application process on the Mencap website document information in order to proceed.
- The HR assistant receives notification that the applicant has inputted their information and is awaiting verification. Once this is completed and paid for, the application goes through a five stage process as an Enhanced Disclosure as well as DBS Children's barred list. Upon completion if the HR assistant is notified of whether the DBS application is clear or not. If it is not clear they will need to contact the applicant and ask them to bring in the hard copy that will have been posted out to them so that they can discuss the matter with them and the recruiting member of SLG and a decision will be made as to whether the applicant will take up the post.
- If the application comes back clear the HR assistant will ask the applicant to show the hard copy to the School Business Manager who will document the DBS certificate number and candidate's details on the school's single central register.
- The HR assistant will also chase up any outstanding references, calling the referees to verify that they completed them on behalf of the candidate.
- The information given (periods, worked, etc.) in the returned references is cross-referenced with that in the application form.
- In the case of an applicant applying for a position within education/care/therapy, the HR assistant/School Business Manager will check that one of the references has come from the Headteacher/Head of Care from their last place of employment.

- In all cases where an applicant has worked or been resident overseas, the school will, where possible, obtain a “good conduct” certificate from the relevant authority in that country (details on the application can be checked at [http://www.DBS.gov.uk/services\\_overseas.asp](http://www.DBS.gov.uk/services_overseas.asp) or by telephoning the DBS enquiry line on 08700 100 450). In cases where a criminal record check is not possible, particular care is taken with the other required checks, especially those of identity and qualifications, and to obtain satisfactory references.
- The applicant is able to start in their new role once they have worked their notice period in their current job.
- An offer letter highlighting the contract, detailing the salary and days/hours worked is posted out to the candidate along with a medical form and an offer acceptance letter. The candidate will also be asked to bring in their original cleared DBS certificate for the School Business Manager to check and note that this has been seen on the employee’s personnel file.
- If the candidate will be working as teaching staff the HR assistant will ask them for their Teacher’s Pension reference number and pass this on to the Finance Manager. If they are newly qualified the Finance Manager can obtain one for them.
- The candidate must pass a six month probationary period. A meeting will be held with the Line Manager to go through areas for discussion. If successfully completed the HR assistant will draft up a letter, using the notes passed on from the Line Manager, informing them they have passed their probationary period and to consider themselves substantively employed.

### **Agency staff and volunteers**

We require written confirmation from the agency (either on company letterhead, or an email from a company email address with company footer) of the temp’s details:

- Name
- Date of birth
- Photograph
- Current DBS number and date of issue
- Teacher reference number (so that a prohibition check can be made in case of a supply teacher).
- References have been sought by the recruitment agency.

The applicant must bring valid photo ID with them on their first day (we cannot allow them to work with the pupils without it so they will have to return home for it if necessary).

The ID must be colour-copied by the admin team, who will sign agency staff/volunteers in at reception, and sign and date the copy. This will be filed in the agency file along with the confirmation email from the recruitment agency and details of the DBS

certificate. In the case of volunteers the DBS certificate number and details of the member of staff will be recorded on the school's Single Central Register.

**Recruitment process checklist:**

- Authority to recruit.
- Advert, job description and person specification.
- Obtain advert quote.
- Advert runs in paper/online.
- Send out application packs.
- After the closing date, print off applications.
- Shortlist created.
- Contact the selected candidates and invite them to interview (ask them to bring along DBS documents and relevant qualifications).
- Send out interview confirmation letter.
- Scrutinise history timeline to check for gaps in CV.
- Send out reference requests.

**At Interview:**

- Make copies of ID documents for DBS and relevant certificates (teaching qualification, etc.).
- Ensure gaps in employment are covered during the interview.
- Interview questions will also explore issues relating to safeguarding.
- Check that interview questions sheet has been signed and dated.

**Once successful candidate has been chosen:**

If candidate has applied for teaching post:

- Check TRN (teacher reference number) on the NCTL Teachers Services website (checking the current employment address, sanctions, QTS status and the date of completion and date induction passed).
- Set candidate up for their DBS application on the Mencap website and commence with the online process.
- Ask candidate to assist in obtaining a "good conduct" certificate if they have spent time overseas.
- Chase up outstanding references; call referees to verify then sign and date to indicate complete.
- Cross-reference information from references with application form – check that one has come from the head teacher/head of care/head of therapy from last place of employment (if applying for a position within education/care).
- Applicant is able to start in their new role once they have worked their notice period.
- Send out offer letter, stating that the job is subject to the receipt of two satisfactory references, along with a medical form and an offer acceptance form.

- Draw up the contract, giving two copies to the successful candidate and ask them to read, sign and date one and return it to the HR for their personnel file.
- A six month probationary review meeting is held with the Line Manager. If passed successfully draft up a letter using the notes from the meeting, informing them they have passed their probationary period.

Reviewed: June 2018

Next Review: June 2019