

Operations

(Module 3)

DAY SCHEDULE

(AM TEAM)

- 8.15 – 8.25
8.25-8.55
1. Centre Set Up and Sign In - AM TEAM
 1. Team Brief
 2. Staff TAQTs written for session 1
 3. Team leader to assign day roles during the brief: Timekeeper, Payment Collector, Welcomer, Hall Monitors (HM's), Floaters
- 8.55-9.00
9.00
1. All teachers move to front. Ensure there is a HM, Welcomer and floating staff to speak with AM parents.
 2. Students taken in teaching hall by HM and all staff to follow (except Welcomer.)
 3. Welcomer to move in teaching hall between 9.05-9.10. They must ensure site is secure.

- 9.00 – 10.10
- AM Session 1**
1. Register monitor to take register during TAQT from 9.05-9.15 whilst all groups silent.

- 10.10 – 11.20
- AM Session 2**

- 11.20 – 11.30
- Student Break
1. AM Session 1 and 2 Records Complete
 2. Teachers to write final session TAQTS and have groups seated and silent promptly at the end of break.
 3. End of break hall monitor to check site is secure
 4. Time Keeper to ring bell to initiate final session

- 11.30 – 12.40
- AM Session 3**

- 12.40
1. Team Leader announcements and merits + all end of day paperwork
 2. AM Hall Monitor to check hall conditions, kitchen and bathrooms and hand over to PM Hall monitor team.
 3. AM Session 1, 2 & 3 Records Complete.
- 12.55
1.00-1.15
1. centre staff to get all students lined up ready to leave.
 2. Register monitor to dismiss all home alone students.
 3. AM team to move to the front. Teachers should actively approach parents and give short feedback . Floater should lead this.
 4. Team leader to check centre folders are filed correctly, complete end of day checklist
 5. Ensure centre is secure and sign out with Team Leader. Team lead to put away centre session boxes.
 6. In the event parents are late to collect children, the team leader will be required to wait until parents collect children.
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DAY SCHEDULE

(PM TEAM)

- 12.30-12.50 **Sign In + Team Brief:** Team leader to assign day roles during the brief: Timekeeper, Payment Collector, Welcomer, Hall Monitors (HM's), Floaters
- 12.50-1.05 **Staff TAQTs written for session 1**
- 1.10-1.15 **All teachers move to front. Ensure there is a hall monitor, Welcomer and floating staff to speak with PM parents.**
- 1.15 **Students taken in teaching hall by hall monitor and all staff to follow (except Welcomer.) Welcomer to move in teaching hall between 1.20-1.25. They must ensure site is secure.**

1.15 – 2.25 **PM Session 1**
Register monitor to take register during TAQT from 1.20-1.30 whilst all groups silent.

2.25 – 3.35 **PM Session 2**

Student Break

- 3.35 – 3.45
- PM Session 1 and 2 Records Complete
 - Teachers to write final session TAQTS and have groups seated and silent promptly at the end of break.
 - End of break, hall monitor to check site is secure
 - Time Keeper to ring bell to initiate final session

3.45 – 4.55 **PM Session 3**

- 4.55 Team Leader announcements and merits + all end of day paperwork
-PM Teachers to check hall conditions and bathrooms..
-PM Session 1, 2 & 3 Records Complete.
- 5.10-5.15 Centre staff to get all students lined up ready to leave.
- 5.15 -Register monitor to dismiss all home alone students.
-PM team to move to the front. Teachers should actively approach parents and give short feedback .Floater should lead this.
- 5.15-5.30 Floating staff to begin hall cleanup, HM to check kitchen and bathrooms; sweep floors – All staff to sign out with Team Leader.
Team leader to check centre folders are filed correctly before putting away centre session boxes.
In the event parents are late, both team leader and register monitor will be required to wait until parents collect children.
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Operational Role Guide

1. Team Leader

The team leader will be the person responsible for over seeing the session and ensuring it runs smoothly. They will be first point of call for parent enquiries.

Responsibilities:

- Ensuring staff sign in and out correctly
- Conduct a team brief/end of day and assign day roles to the team
- End of day announcements, merits and de-brief with staff
- Ensuring that staff are in the right place at the right time
- Informing staff of changes to the schedule
- Prevent students from attending class where course fees payment have not been collected
- Address parent concerns, complaints.

2. Timekeeper

The timekeeper is responsible for the smooth transition of students and teachers between each stage of the day.

Responsibilities

- Ensuring that lessons start and end on time

3. Welcomer

They are the first member of staff that parents and pupils will be greeted by, so they must maintain a cheery and welcoming persona.

Responsibilities:

- Greet parents as they enter and leave
- Direct parents and students with outstanding balances to a payment collector
- Ensure site is secure at the start and end of day



4. Register Monitor (RM's)

The RM is responsible for recording the arrival of students at the centre.

- Ensure that no student is leaving the centre alone without parental consent
- Record when students arrive at the centre
- Record student absences
- Students attending late must get marked in with RM's, especially if the RM has already conducted a register for the session.

5. Hall Monitor (HM's)

- Control passage from entrance into the teaching hall.
- Control exit of students.
- Ensure site is secure after breaks.
- Ensure bathrooms and kitchen are clean at the end of breaks and end of day

6. Floaters

- Speaking with parents at the start and end of day
- Directing parents concerns to the correct channels.
- Centre clean, end of day protocols
- Completion of all other task not allocated to other members in the team.

7. New Student Welcomer

The new student welcomer is the person responsible for ensuring new students are welcomed to The Academy on their first day.

Equipment:

- Student welcome pack
- Pen

Responsibilities:

- Greet new parents and students at the centre waiting area.
- Ask parents if they have read their enrolment pack, which includes the student code of conduct.
- Remind briefly parents of stationary requirement, start times, TAQTs and school uniform.
- Address any parent queries
- Take new students upstairs and guide them through the student welcome pack briefly before the lessons begin. Remember to complete the details on page 1.
- Introduce new students to their new teachers.



- Ensure they are ok during break and get any relevant feedback from their tutors.
- Get general feedback at the end of the session both from the new their tutors.
- Escort them back to their parents at the end and provide any relevant feedback to parents.

8. Payment Collector (Manager Allocated)

Payment collectors are responsible for collecting and recording enrolment, course fee, and Bolt-On payments. They are responsible for ensuring that receipts are filled out correctly and that parents are given the correct change.

Equipment:

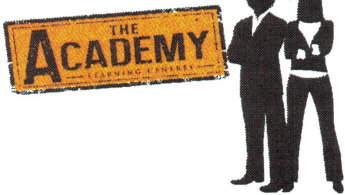
- Accounts document
- Receipts
- Pens
- Cash collection wallet

Responsibilities:

- Understanding the accounts document
- Collecting the correct course fees from parents
- Collecting additional payments from parents
- Filling out receipts
- Keeping a clear record of parent payments
- Securely storing cash payments, bundled with school receipts, in the payment wallet



Review Team Leader Records



Fill in the blanks

List main events and operations people involved

(brackets)- highlight total events

8.15 – 8.25 (1)

8.25-8.55 (3)

8.55-9.00 (3)

9.00

9.00 – 10.10	AM Session 1 (1)
10.10 – 11.20	AM Session 2
11.20 – 11.30	Student Break (4)
11.30 – 12.40	AM Session 3

12.40 (3)

12.55 (6)

1.00-1.15



STAFF BRIEF: 12/05/2018 AM



- SPR targets to be met for next week for all groups.
- Reminder to all students workshop NEXT WEEK. Are students filling out the front pages of their workpack? Do you know what you want to cover with groups next week?
- Homework club: Ensure all students sit together. Half hour of each subject to be covered by all students.
- Register monitor: Front door register to be taken at 9am and before break at 10.10am.
- Card Game- can all pairs provide their 20 rules start of day please.

Specific Staff Related:

- Petrit will be covering Anchor Level 1 and Level 2 this week and next week.
- Tom and Sofiya to provide support for GCSE REVISION this week
- Petrit to manage homework club with Tam.
- Thomas and Tam- please have downstairs set up completely by 8.40am.
- Sofiya and Petrit upstairs ready for 8.40. Please allocate an exam table in the hall for morning and afternoon assessments. Discuss with Paras if required.

Term Calendar:

28.04.18	Teaching Week 1
05.05.18	Teaching Week 2
12.05.18	Teaching Week 3
19.05.18	Workshop Week
26.05.18	Teaching Week 4
02.06.18	Teaching Week 5
09.06.18	Teaching Week 6
15.06.18	*Exam Submission*
16.06.18	Revision Week
23.06.18	Exam Week
28.06.18	*Results Submission*
30.06.18	Feedback Week
July	End of Year Sessions

Year 11 Final
Week

New Students:

Rayat Hasan:
ACHIEVE (AM)
Afzol Hussain:
DEVELOP+ (AM)

Group Changes:

None -

GCSE SUPPORT + ROTA

ENGLISH (Nathan/Sofiya)
MATHS (Petrit/Thomas/Sachin)
SCIENCE (Imaan/Paras)

GCSE

INSTAGRAM (IGEA)

Students awarded certificates this week to be taken downstairs and pic taken.
Refer to Paras at 12.45pm and 4.45pm



Staff Check-In / Check-Out

Fill out your arrival time with your team leader. Tick (✓) the objectives you think you met today.

	AM TEAM				PM TEAM			
	Petrit	Nathan	Sofiya	Nazia	Akash	Ivana	Ellie	Sabbir
Arrival Time								
Departure Time								
Attended Team Briefing								
Met Operational Responsibilities								
Teaching Records Fully Completed (inc. cover sheet)								
Homework given to every class								
SPR Targets met for all groups (3 per lesson)								
Implemented teaching focus points								

AM TEAM OPERATIONS

Today's Team Lead
Time Keeper
Welcomer
RM's
HM's
Floats
New Students

PM TEAM OPERATIONS

Today's Team Lead
Time Keeper
Welcomer
RM's
HM's
Floats
New Students

TEAM LEADER CHECKLIST

Handover this document – signed – at the end of the calendar month to your manager.

	Week 1	Week 2	Week 3	Week 4	Week 5
Correct Set-Up Teaching hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct Set-Up Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team Brief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operational Roles Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merits Awarded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPR Totals (see next)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher Records Checked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Challenging Behaviour Recorded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotlight Achieved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Stock Check.

At the end of each day you should check you have sufficient numbers of the following materials.

	Week 1	Week 2	Week 3	Week 4	Week 5
SPRs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workbooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception Material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Request additional stock through the centre manager

In addition, you must always ensure that you have **at least** one copy of each of the following items within your team leader file:

- Management Appointment Form
- Teacher Observation Form
- Teacher Cover Lesson Form
- Teacher Training Guide
- Teacher Handover Form
- **Enrolment Examinations (All Levels)**
 - Parent Terms and Conditions
 - Student Welcome Letter
 - Student Behavioural Letter
 - Student Course Change Letter
 - Student Absence Form
 - **Student De-enrolment Form**
 - The Academy Progress Guarantee Descriptor
 - Blank A4 Paper

	Target	Week 1	Week 2	Week 3	Week 4	Week 5	TOTAL
Anchor L1	7						
Anchor L2	8						
Develop	12						
Achieve	12						
Develop +	14						
GCSE INTRO	11						
GCSE L1	14						
GCSE L2	14						
GCSE L3	12						
TOTAL							

Month Target/Hand-out Diff :

Explanation

Use the space below to record any important information or tasks that will require follow-up.

WK 1.

WK 2.

WK 3.

WK 4.

WK 5

