



# Staff Recognition and Reward Policy

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| <b>Approved by:</b>        | Penny Harris (Director) Jane Cox<br>(Director) | <b>Date:</b> 22 <sup>nd</sup> April 2026 |
| <b>Last reviewed on:</b>   | 7 <sup>th</sup> May 2025                       |                                          |
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All policies are generated and reviewed with an awareness of equality and diversity in relation to pupils, staff and visitors. All policies are generated and reviewed placing safeguarding and wellbeing at the heart of all that we do.

## 1. Introduction

On Track Education Services' Recognition and Reward Policy and Process provides for the recognition and reward of individuals and groups of staff who make an exceptional (sustained or one-off) contribution to the delivery of On Track's Education Services.

It provides a coherent and practical approach to both recurrent and one-off payments to staff in order that individual contribution within a role may be recognised and rewarded in an equitable way.

It is a normal expectation that the outcome of the annual performance review (APR) process informs individual and line management decision making in relation to the submission of applications to the annual recognition and reward process. Applications seeking the award of a contribution increment or one-off payment are formally considered following a self-application or management recommendation process. Good attendance is a prerequisite for an incremental award. All awards are at the discretion of the Directors.

## 2. Equal Opportunities

Procedures for the consideration of contribution increments and one-off payments are intended to be fair, transparent and consistent. Against this background, all members of staff will be treated fairly and equitably with outcomes based solely on assessment of individual ability, performance and contribution in relation to the company's objectives, irrespective of employment or contractual status and personal circumstances i.e. part time, fixed term, career breaks, etc, and in line with the Equality Act 2010.

## 3. Principles

The procedure incorporates the undernoted principles:

- All staff should be rewarded fairly in accordance with demonstrable levels of sustained contribution, this may include the application of new skills and of expertise in any role developed over time.
- The Annual Performance Review process (APR) should inform the decision making process around whether or not there is any justification in making such an application, either by self-application or managerial recommendation, and whether or not any form of annual recognition and reward merits payment in addition to any cost of living award, that may be payable in any given year.
- Criteria for assessing contribution must be applied fairly and consistently.
- Judgements should demonstrably be based on objective evidence and, where appropriate, recognise teamwork and collegiality

#### 4. Definitions

The award of an additional increment within the normal pay range, if appropriate, is applied to recognise **sustained excellent contribution over and above the normal expectations of the role**, in the context of expected continuation at that level.

One-off payments are applied to recognise individual/team **single exceptional contribution**, over and above the normal expectations of the role, in the context of a one-off task or project that is finite by nature.

#### 5. Criteria and Contribution Rewards Types

Applicants are required to show that the level of contribution has exceeded the normal expectation of the role, based on the relevant job description. Applicants should be able to demonstrate and evidence by illustration, exceptional contribution and outline the way in which this supports the achievement of On Track's goals and objectives. Where sustained contribution at an exceptional level has led to development of the role such that it is potentially greater in terms of job size and complexity, an application for re-grading should be considered.

##### 5.1 Sustained Excellence Contribution Rewards

Applicants are required to display that the level of excellent contribution has been over a period of not less than six months, with evidence of continuous working at this level. The evidence may include but not be limited to:

- attainment of agreed longer-term objective(s) to a consistently exceptional standard positively impacting On Track's Services;
- provision of an exceptionally high standard of customer-service, with demonstrable impact on the service provided, and/or the reputation of On Track's Services;
- exceptional achievement(s) that have demonstrably resulted in an enhanced level of contribution within the existing grade;
- taking on significant additional responsibility on an ongoing basis where the level of responsibility continues to fall within the current grade.

Successful applicants not having reached the top of the incremental scale for the grade can normally expect the award of one additional increment.

Successful applicants at the top of the incremental scale or already within the contribution points (not the maximum contribution point) of the grade, can normally expect the award of one contribution point.

In exceptional cases, more than one point may be awarded. In such cases, there should be a clear demonstration that the exceptional level of contribution to On Track and the realisation of targets and objectives have been sustained on an ongoing basis. Where, this level of contribution becomes the normal expectation, this cannot be relied upon as evidence of

contribution in the future and therefore will not attract an additional recurrent or lump-sum, one-off payment in the future.

Individuals on the maximum contribution point are ineligible for further consideration in relation to incremental progression within that grade. However, where there is evidence of contribution that would otherwise be rewarded with an additional increment, options for career progression should be explored. These may include, for example, applying for a post at a higher grade, considering an application for re-grading, or secondment to another post within On Track to gain further knowledge, skills and experience to support career development.

Accelerated increments are effective from the date of the last annual increase during the forthcoming year. These payments may be effective from some other appropriate date at the discretion of the Directors. Any future increments will be effective thereafter on the anniversary of this date the following year.

## **5.2 Single Exceptional Contribution Rewards (One-Off Payments)**

Applications for exceptional contribution at an individual or team level will normally relate to a one-off project or major task that is finite in nature. The evidence may include, but is not limited to:

- completing a major task or project ahead of schedule, coupled with resultant savings in resources (financial and/or employee);
- contributing to the effective handling of an exceptional event showing extraordinary commitment beyond that required;
- demonstrating exceptional flexibility which contributed directly to the achievement of On Track's Service objectives. (This should not be interpreted as working additional hours);
- contributing ideas and creative thinking/interventions that have led to greater efficiency, improved quality, cost savings, etc, and which contributed to the achievement of On Track's Service objectives;
- achieving particularly challenging goals or objectives e.g. overcoming significant obstacles to ensure deadlines were met;
- where there is clear evidence of joint and combined achievement by a team, all relevant team members can be nominated through the relevant line manager. The case should detail the nature, the complexity and the duration of the project, task or event and the exceptional contribution attributed by each team member.

The award of a single exceptional contribution will be a one-off payment.

It is inappropriate for applications to be submitted for single exceptional contribution for identical or very similar reasons in consecutive years. This normally indicates that the case no longer satisfies the criteria for an award designed to recognise single exceptional contribution, but matches the criteria for sustained excellence. The Directors may determine that such cases are considered for a sustained excellence award.

## **5.3 Consolidation of Single Exceptional Contribution Rewards**

In the exceptional event of a lump-sum payment being agreed for three consecutive years, consideration will be given by the Directors to whether or not it is appropriate to consolidate the award instead of awarding the third lump sum.

## **6. Application Process**

Applications may be submitted by individuals or line managers having made the case on the Recognition & Reward Application Form. In the case of self-nominated applications, the relevant line manager and Director will be required to verify the factual accuracy of the submission and provide an accompanying statement detailing where the case has been made and whether or not the case has their support on the basis of the case presented.

In the case of line management nominations, a Director will be required to verify the factual accuracy of the submission and provide an accompanying statement detailing where the case has been made and whether or not the case presented has their support.

Where a case for any form of recognition and reward is submitted by a team, this should consist of one submission, and will be subject to the principles applied to individual applicants. All applications for contribution rewards will be considered by the Directors. The Directors will consider all applications and make a decision on each case, having due regard to the overall budget provision.

All outcomes, including the rationale for each decision, will be recorded for the purposes of feedback to applicants and policy monitoring. Decisions and outcomes of the annual Recognition & Reward process will be communicated to all applicants by the Human Resource Manager. Where an application has been unsuccessful, or in the case of a member of staff who is awarded an alternative award to that for which an application was submitted, feedback on such a decision may be sought.

## **7. Appeals**

There is no right of appeal and the decision of the Directors is final.

## **8. Confidentiality**

In accordance with the provisions of the GDPR, and the Data Protection Act 2018, it is On Track policy in the interests of confidentiality, to retain the relevant information provided to the relevant Directorial decisions. However, it should be noted that applicants are entitled to submit a Subject Access Request and may be able to challenge this policy and force disclosure of all of the information provided as part of this process in relation to their individual Reward and Recognition application.

## **9. Records Management**

Applications from the annual recognition and reward process will be retained in the relevant personal file along with the relevant letter formally notifying the outcome.

## **10. Terms and Conditions of Payments**

Employees must still be in employment with the Company and must not be under notice at the date the payment is due in order to qualify for payment.

Where an employee is in a disciplinary or capability procedure at the time of payment, or is currently under an active warning, the Company reserves the right to refuse payment. In cases where it is deemed that no further action is required as part of a disciplinary or capability procedure, the Company may, at its discretion, choose to make the payment at a later date.

Any previous payments received should not be interpreted as indications of any future payment. All payments will be made entirely at the Company's discretion.

The Company reserves the right to suspend this scheme at any time where funds are unavailable for payment.

The Company reserves the right to reclaim amounts paid where it is discovered that they were claimed on the basis of false or fraudulent information.