

Warden Policy

Responsibilities and contractual arrangements

Roles and Responsibilities

108. The Roles and Responsibilities for Wardens, Assistant Wardens and Sub-Wardens are considered by the Residential Life Committee and Student Support and Wellbeing Committee, and are approved by the Provost's Board. The Wardens maintain an on-line Wardens' Handbook as a Wiki, with sections on discipline (including templates and College documents), pastoral and welfare, social life, finance, residences, health, under 18s, neighbours, training, admin documents and designated Warden roles, such as Warden Training.

Wardens

109. Wardens are responsible to the Vice-Provost (Education) through the Director of Student Support.

110. The primary responsibility of Wardens is the pastoral care, welfare and the disciplinary charge of Imperial College. Wardens have responsibility during both term-time and vacations for those residents who are students of the College and for the line management of their wardening team.

111. Out of term-time, Security and Campus Service vacation staff have primary responsibility for maintaining order among other residents. The College cannot and should not accept responsibility for their pastoral care but it does have a duty of care for the health and safety of all residents. Wardens assist with fire evacuation procedures or medical emergencies no matter who is in residence and are often the first to become aware of misbehaviour or other events involving vacation residents. While they have no obligation, Wardens are expected and have authority to take suitable action, which could include a reprimand or calling Security or vacation staff.

112. Wardens are expected to:

- a. ensure the general wellbeing of student residents in their Hall and to handle situations of emergency as and when these arise
- b. take reasonable care of his/her own health and safety and that of the occupants of the Hall
- c. promote social life, to exercise discipline and to effect pastoral care of their student residents
- d. provide students with a wide range of opportunities for social interaction (especially at the start of each new session), and at the same time to maintain an environment that is conducive to study and to the general welfare of individual residents
- e. enforce College and Residence Regulations relating to pastoral care and discipline as may be appropriate, and to ensure compliance with College policy on all matters relating to student behaviour

- f. ensure that a hall website is published containing up to date information for residents, including:
 - information about the wardening team and hall seniors
 - Duty Warden contact number and duty times
 - events calendar
 - essential information (eg safety, security and what to do in case of emergency)
 - g. organise, manage and communicate the Hall Duty Rota rotas to all appropriate stakeholders for at least one month in advance via a site available to College staff and students
 - h. collaborate with other Wardens on matters of common interest, liaise and consult with the Head of Residential Services or their nominated representative on matters connected with the management of residences, liaise with College Tutors on matters concerning pastoral care and on serious discipline cases
 - i. serve as a member of the Residential Life Committee
 - j. serve as the initial Chairperson of the Hall Committee for each new academic year until the College Union organises the election of Year 1 student members of this Committee according to the Union constitution, one of whom will then be elected by the Committee as Chairperson for the rest of the year;
 - k. direct the Assistant Warden and/or Sub-Wardens as applicable in the Hall, delegating specific areas of responsibility to them as appropriate, and to appoint new Sub-Wardens when vacancies occur in accordance with the agreed procedures
 - l. ensure that wardening budgets are managed in accordance with College financial policy and procedures
 - m. notify College Tutors and the Director of Student Support of any missing students in accordance with the agreed procedures
 - n. observe and comply with all [College policies and regulations](#), including the [key policies and procedures](#) on [Data Protection](#), [Equal Opportunities](#), [Ethics related](#), [Expenses policy](#), [External Interests](#), [Financial Regulations](#), [Health and Safety](#), [Information Technology](#), [Purchasing Regulations](#) and [Smoking](#).
113. Wardens are expected to work as required by the circumstances at any time of the day and the night. They are expected to be in residences throughout the three university terms, during the Christmas and Easter vacations and also during the summer vacation to ensure that their responsibilities are fulfilled for the entire year. Short periods of absence are permitted if the following conditions are complied with:
- a. during any overnight absence Wardens must ensure that alternative cover is provided by a designated Assistant Warden and/or Sub-Warden whose terms of appointment include such responsibilities, or
 - b. if this is not possible the Warden must make an arrangement with the Warden of another (preferably nearby) Hall to provide alternative emergency cover

- c. if possible, arrangements should also be made to enable the absent Warden to be contacted by telephone in case of an emergency
- d. in the case of an absence involving more than three consecutive nights away in term-time, or seven consecutive nights away in the vacations, the Director of Student Support must be informed by email (cc'd to the College Tutors), and advised of what alternative cover arrangements have been made.

114. The following cumulative absence is not normally acceptable:

- a. during term-time - absence in excess of 10 days
- b. academic year - absence exceeding 3 months

115. The following continuous absence is not normally acceptable:

- a. Christmas/Easter vacation - in excess of 14 days
- b. Summer vacation - in excess of one month

116. Special arrangements must be made with the College via the Director of Student Support (cc'd to the College Tutors) if the Warden wishes to exceed these limits.

Assistant Wardens

117. Assistant Wardens are accountable to the Warden and work under his/her general direction.

118. The primary responsibility of Assistant Wardens is the pastoral care, welfare and the disciplinary charge of Imperial College students. Assistant Wardens have responsibility during both term-time and vacations for those residents who are students of the College and for the line management of their wardening team.

119. Out of term-time, Security and Campus Service vacation staff have primary responsibility for maintaining order among other residents. The College cannot and should not accept responsibility for their pastoral care but it does have a duty of care for the health and safety of all residents. Assistant Wardens assist with fire evacuation procedures or medical emergencies no matter who is in residence and are often the first to become aware of misbehaviour or other events involving vacation residents. While they have no obligation, Wardens are expected and have authority to take suitable action, which could include a reprimand or calling Security or vacation staff.

120. Assistant Wardens are expected to:

- a. ensure the general wellbeing of student residents in their Hall and to handle situations of emergency as and when these arise
- b. promote social life, to exercise discipline and to effect pastoral care of their student residents
- c. enforce College and Residence Regulations relating to pastoral care and discipline as may be appropriate, and to ensure compliance with College policy on matters relating to student behaviour
- d. serve on the Hall Committee and to play an active part in the social life of the Hall community

121. Assistant Wardens have a duty to take reasonable care of their own health and safety and that of the occupants of the Hall. The general health and safety responsibilities for Assistant Wardens are the same as for Wardens.
122. Assistant Wardens are expected to work as required by the circumstances at any time of the day and the night. They are expected to be in residence throughout the three university terms, in the Christmas and Easter vacations and also during the summer vacation to ensure that their responsibilities are fulfilled. Short periods of absence are permitted if the following conditions are complied with:
 - a. during any overnight absence Assistant Wardens must ensure that alternative cover is provided by making arrangements with the Hall Warden
 - b. in the case of an absence involving more than three consecutive nights away in term-time, or seven consecutive nights away in the vacations, the Director of Student Support must be informed by email, via the Warden, and advised of what alternative cover arrangements have been made.
123. The following cumulative absence is not normally acceptable:
 - a. during term-time - absence in excess of 10 days
 - b. academic year - absence exceeding three months
124. The following continuous absence is not normally acceptable:
 - a. Christmas/Easter vacation - in excess of 14 days
 - b. Summer vacation - in excess of one month
125. Special arrangements must be made with the College, via the Warden, if the Assistant Warden wishes to exceed these limits.

Sub-Wardens

126. Sub-Wardens are accountable to the Warden and work under her/his general direction.
127. Sub-Wardens are expected to:
 - a. work with the Warden, Assistant Warden (If applicable) and the other Sub-Wardens on all matters relating to the smooth running of the Hall
 - b. ensure the general wellbeing of student residents in their Hall and to handle situations of emergency as and when these arise
 - c. promote social life, to exercise discipline and to effect pastoral care of their student residents
 - d. enforce, along with other wardening staff, College and Residence Regulations relating to pastoral care and discipline as may be appropriate, and to ensure compliance with College policy on matters relating to student behaviour
 - e. serve as a member of the Hall Committee and to play an active part in the social life of the Hall community

128. Sub-Wardens are generally expected to be in residence throughout the three university terms. When in residence, they are expected to work as required by the circumstances at any time of the day or night.
129. Sub-Wardens are expected to serve their turn on rotas that operate in most residences during Christmas and Easter vacations and, in some cases, during the summer vacation as well.
130. Absences in term-time may be arranged if these are acceptable to the Warden and agreed with him/her in advance. Continuous absence of more than one week in any one term or cumulative absences in excess of 10 days are not normally acceptable.
131. In term-time, Sub-Wardens are normally expected to remain in residence over weekends and/or submit to any weekend rota that may exist. Sub-Wardens may be absent at weekends by arrangement with the Warden.

Hall Seniors

132. Hall Seniors are approachable, enthusiastic and hardworking, returning students that assist the wardening team in helping first year students settle into College life and organising events throughout the year, and in so doing can gain valuable teamwork, organisational and leadership experience. Hall Seniors are not involved with the pastoral or disciplinary aspects of running the Hall but do sometimes provide valuable information by being sensitive to what is going on in their immediate surroundings.
133. The social/organisational roles of Hall Seniors may vary between Halls. For example, a Hall Senior may be expected to lead and organise at least one social event of their own per term, assisted by a member of the wardening team. Some Halls assign one or more Hall Seniors to publish a regular newsletter. They may assist the Wardens in publicising events by producing posters and selling tickets. Some specialised regular activities that are not too demanding may be entrusted to a particularly capable Hall Senior, such as organising badminton games, video nights, dance lesson outings etc.
134. On appointment, Hall Seniors are required to attend Hall Senior Induction in the week before the start of the Autumn Term.

Campus Services

135. Residential Services, part of Campus Services, is responsible for the upkeep and management of the Halls of Residence through a system of Village Managers and Hall Supervisors.
136. The Student Hub team, part of Campus Services, is responsible for implementing College policies on providing student accommodation and in most cases for the allocation of room places for incoming students. Wardens receive a list of new residents and their designated rooms approximately one month before the start of the new academic year. Wardens are encouraged to check for irregularities in the room allocations. For Halls with twin rooms, particular attention should be paid to the compatibility of the occupants. The Warden can request changes to the allocation if required.

Appointment and appraisal

137. Warden, Assistant Warden and Sub-Warden positions are normally advertised internally in College for a minimum period of two weeks.

Warden

138. Employees of the College may apply for vacant Warden roles. Exceptionally full-time registered postgraduate students are eligible, but they must have at least three terms of study to complete at the time of appointment. At the time of appointment employees of the College must have at least a year of their substantive employment contract to run.
139. The appointment panel for a Warden consists of the Director of Student Support (or nominee) as Chair, a College Tutor, Chair of the Residential Life Committee, one other representatives from among the Hall Wardens, President of Imperial College Union (or nominee) and Head of Residential Services (or nominee). A representative from HR may also be present. Appointment of Wardens is normally for a two-year probation period in the first instance and the contract may run for five years subject to satisfactory performance.
140. During the first year of appointment, the performance and conduct of the Warden will be monitored and reviewed by the Director of Student Support and if the general expectations of the role are not met then the appointment may be terminated.
141. Subsequent performance reviews may take place during the term of the appointment. Wardens, as for all academic staff, should undergo annual appraisal. The Director of Student Support should collate feedback from Campus Services and from students prior to conducting the appraisal. The Warden should be permitted to include feedback from other sources if she or he wishes to do so. All appraisals should be reviewed by the Vice-Provost (Education) after completion.

Assistant Warden

142. Any non-undergraduate member of the college may apply for an Assistant Warden position. A non-undergraduate member of the college is defined as an employee of the College or a registered full time postgraduate student. Preference is normally given to employees. All postgraduate student Assistant Wardens should normally be in 'good academic standing'. At the time of appointment, postgraduate students must normally have at least three terms of study to complete and employees must have at least a year of their substantive employment contract to run.
143. The appointment panel for an Assistant Warden has the same composition for that of a Warden. Appointment of Assistant Wardens is normally for a two-year probation period in the first instance and the contract may run for four years subject to satisfactory performance.
144. During the first year of appointment, the performance and conduct of an Assistant Warden will be monitored and reviewed by the Hall Warden and if the general expectations of the role are not met then the appointment may be terminated on the recommendation of the Warden. Subsequent performance reviews will be conducted annually. All appraisals should be reviewed by the Vice-Provost (Education) in conjunction with the Director of Student Support.

Sub-Warden

145. Sub-Wardens are normally registered as full-time postgraduate students, or are College employees. Exceptionally registered full-time undergraduate students are also eligible. All student Sub-Wardens should normally be in “good academic standing” and failure to meet this condition could result in termination of the appointment. At the time of appointment, students must have at least three terms of study to complete and employees must have at least a year of their substantive employment contract to run
146. The appointment panel for a Sub-Warden consists of the Warden of the Hall (Chair), the President of Imperial College Union (or nominee), plus another Warden from a different Hall, and (at the Warden’s discretion) another member of the wardening team. Appointment of Sub-Wardens is normally for one year in the first instance and the contract may run for three years subject to satisfactory performance. Exceptionally, Sub-Wardens who are postgraduate research students may be re-appointed for a fourth year during their writing-up period.
147. The Warden of the Hall is responsible for informing Campus Services and Human Resources (HR) of new appointments and extensions through the Director of Student Support, using the appropriate appointment/re-appointment form³
148. During their first year of appointment, the Warden will review performance and conduct of a Sub-Warden periodically and if the general expectations of the role are not met then the tenure will be terminated. Subsequent performance reviews may take place during the term of appointment.

Hall Senior

149. Hall Seniors are recruited annually by Hall Wardens. Recruitment arrangements can be flexible but applicants should normally be interviewed, and the interview panel should comprise two members of the wardening team, one of whom should be the Warden or Assistant Warden.

Period of Appointment

150. Wardens are normally appointed for a two-year probationary period and the contract may run for five years subject to satisfactory performance. Such arrangements are normal for voluntary positions. All Wardens posts are re-advertised after five years to ensure equality of opportunity for those who wish to be considered for a wardening role. The Director of Student Support also uses this contract break point to ensure an appropriate mix of newly appointed and experienced Wardens for succession planning purposes. There is no contractual right to renewal for existing Wardens. If reappointed this would be subject to a maximum term of normally eight years in total.
151. Fixed-term appointments also operate for Assistant Wardens, normally up to a maximum of four years.
152. Sub-Wardens are appointed for one year in the first instance but may be re-appointed extended annually on the recommendation of the Warden, up to a maximum of three years. In exceptional circumstances, a Sub-Warden appointment may be extended

³ <http://www3.imperial.ac.uk/hr/forms/#w>

for fourth year, by agreement with the Director of Student Support. In order for an appointment of a Sub-Warden to be extended, the eligibility criteria must continue to be met.

Resignation and Termination of Contract

153. Wardens who wish to resign their Wardenship during the period of their appointment are required to give at least 12 weeks' notice. The College may give 12 weeks' notice of termination. The College reserves the right to require Wardens not to undertake wardening duties during all or part of the notice period. In the event of dismissal for misconduct or conduct prejudicial to the interests of the College, Wardens may be dismissed without notice.
154. Assistant Wardens who wish to resign during their period of appointment are required to give at least eight weeks' notice in writing to the Warden. The College may give eight weeks' notice of termination. The College reserves the right to require Assistant Wardens not to undertake wardening duties during all or part of the notice period. In the event of dismissal for misconduct or conduct prejudicial to the interests of the College, Assistant Wardens may be dismissed without notice.
155. Sub-Wardens who wish to resign during their period of appointment are required to give at least eight weeks' notice. The College may give eight weeks written notice of termination. The College reserves the right to require Sub-Wardens not to undertake wardening duties during all or part of the notice period. In the event of dismissal for misconduct or conduct prejudicial to the interests of the College, Sub-Wardens may be dismissed without notice.
156. If a Warden ceases to be an employee (other than as a Warden) of the College, his or her appointment as a Warden will automatically cease. It is important that the Warden informs the College as soon as it is known that there will be any changes in his/her College status. Failure to do so will be taken as a breach of the conditions of appointment. At the discretion of the Director of Student Support consideration will be given to permitting the Warden's appointment to continue for up to a maximum period of eight weeks in which time it is expected that he/she will regain status as a College employee (other than as a Warden).
157. If an Assistant Warden ceases to be an employee of the College or to be registered as a full-time postgraduate student, his/her appointment as Assistant Warden will automatically cease. It is important that the Assistant Warden informs the College as soon as it is known that there will be any changes in his/her College Status. Failure to do so will be taken as a breach of the conditions of appointment. At the discretion of the Director of Student Support, consideration will be given to permitting the Assistant Warden's appointment to continue for up to a maximum period of eight weeks in which time it is expected that he/she will regain status as a College employee (other than as an Assistant Warden) or a registered full-time postgraduate student of the College.
158. If a Sub-Warden ceases to be a full-time registered student of the College or an employee (other than as Sub-Warden) then his/her appointment as a Sub-Warden will automatically cease. It is important that the Sub-Warden informs the College as soon as it is known that there will be any changes to his/her College status. Failure to do so will be taken as a breach of the condition of appointment. At the discretion

of the Director of Student Support, consideration will be given to permitting the Sub-Warden's appointment to continue for up to a maximum of eight weeks in which time it is expected that he/she will regain status as a registered student or a College employee (other than as Sub-Warden).

Transfer between Halls

159. Although members of the wardening team in one Hall may apply for vacancies in another, movements within the system are not normally encouraged, except to an appointment at a higher level. In the case of transfers, a minimum period of notice of eight weeks must be rigidly adhered to. The existing Warden must be informed at the earliest opportunity. The College retains the right to rotate or relocate members of wardening teams where reasonable and appropriate, particularly in the event of a hall closure. Where possible, the College will attempt to offer a transfer in order that any affected Warden/Asst Warden could continue their duties for the remainder of their contract.

Training and development

160. Training to be undertaken by Wardens, Assistant Wardens and Sub-Wardens will be agreed with HR and the Director of Student Support and recorded in such a way that compliance can be monitored by the Director of Student Support.

Essential training

161. Wardens must ensure that all wardening staff are suitably qualified in First Aid and Fire Prevention and Fire Safety at the beginning of the autumn term each academic year.
- a. All members of the wardening team must attend the College's **Emergency First Aid at Work (EFAW)** course, which is valid for three years; at the end of this period they need to do a **First Aid at Work Re-qualification** course, which is also valid for three years. As most Sub-Wardens will remain in post for three years before leaving, re-qualification will not be necessary as they will be covered for their full period of appointment. There is also a **First Aid Refresher** course, at which attendance is recommended within 18 months of the EFAW qualification. This enables people holding the EFAW certificate to brush up their skills. Suitable allowances can be made for wardening staff appointed part way through the year.
 - b. All wardening staff should attend the College's **Fire Prevention and Fire Safety at Work** course, and this training needs to be refreshed every two years.
 - c. **Meningitis:** each year the College holds a meningitis seminar the week before the students arrive for the winter term. Every member of the wardening team must attend this seminar, at least once. This is organised by the Imperial College Health Centre in liaison with the Warden in charge of Health and is also an opportunity to learn more about other services provided.
 - d. **Under 18s:** Campus Services arranges a periodic training session for Wardens and Student Hub and Residential Services staff to learn about and discuss the issues relevant to housing students under the age of 18. Wardens of Halls

housing under 18s should ensure that at least one member of their wardening team has recently attended this course.

162. All Wardens, Hall Chairs and Hall Treasurers should receive training in the Imperial College Union's Financial Procedures.
163. All Wardens should receive training in College financial policies, regulations and procedures.

Additional training

164. Various courses/seminars/talks are given throughout the year that can add great value to the skills of wardening staff. They are recommended to attend these events wherever possible, so by adding to the knowledge and expertise base of individual team members. Subjects covered include
 - a. Drug abuse/awareness
 - b. Personal safety and security
 - c. Pastoral care/dealing with student issues
 - d. Awareness of diversity and equality
 - e. Mental health awareness.

Training records

165. Attendance at such events should be recorded in ICIS. Members of staff are able to view and print their Learning History directly using the 'My Training' menu item.
166. A copy of the up-to-date Learning History should be submitted to the Director of Student Support when submitting contract renewal forms for Sub-Wardens, or when Wardens and Assistant Wardens are being considered for contract renewal.

Grievances and Disciplinary action

167. Grievances and disciplinary action will be dealt with under the College's [Grievance policy and procedure](#) and [Disciplinary and poor performance policy and procedure](#).
168. In the event of a Warden raising a grievance or being involved in a matter regarding disciplinary action against him/her, the Vice-Provost (Education) will nominate a senior member of academic staff to examine the case, following an investigation by the College Tutors. Appeals against a disciplinary decision are heard by the Vice-Provost (Education), or under exceptional circumstances by the Provost.
169. In the event of an Assistant Warden raising a grievance or being involved in a matter regarding a grievance or disciplinary action against him/her, the Warden of the Hall shall be responsible for hearing the case and determining any necessary action (except in the case of a grievance concerning the Warden when the case will be investigated by the College Tutors and heard by a senior member of staff nominated by the Vice-Provost (Education)). Appeals against the decision of the Warden are heard by the Vice-Provost (Education).
170. In the event of a Sub-Warden raising a grievance or being involved in a matter requiring disciplinary action against him/her, the Warden shall be responsible for hearing a case and determining any necessary action. Appeals against the decision

of the Warden are heard by the Vice-Provost (Education) or his/her nominated representative.

171. When considering disciplinary proceedings against a Warden/Assistant Warden/Sub-Warden, the Vice-Provost (Education) may also consider the affects this may have on their substantive role (vice versa) and decide if further action is warranted.

Voluntary status

172. Wardening is voluntary and unpaid, with on-site accommodation provided free to Wardens, Assistant Wardens and Sub-Wardens in order to enable them to fulfil their roles. The College's wardening system thus complies with the National Minimum Wage Act (2013) since the College is a charitable body and Wardens are considered voluntary workers. No monetary payments, other than reasonable expenses, or benefits in kind of any description other than the provision of accommodation are offered. Wardens are appointed on a fixed-term basis.
173. If staff step down from wardening duties, or if their wardening contract is not renewed, there is no impact on their status as staff or students.
174. If a member of staff's wardening contract is terminated mid-way through the contract, there is normally no impact on their status as a member of staff or a student. However, the matter may be referred to the head of Department of the substantive role if termination is a result of a disciplinary issue.
175. In the event of a member of wardening staff leaving their normal College job or no longer being a registered student of the College, the period of allowance for wardening staff to remain in their Hall accommodation is normally up to a maximum of 12 weeks.
176. Wardening volunteers are given as much leave as they receive under the terms of their other role within College.
177. Students taking an interruption of studies are allowed up to one year of wardening duty without student status as a matter of discretion by College and for an overseas student, subject to visa status.

Working Hours

178. There is no limit on how many hours a week a job can entail and still be classified as voluntary for tax purposes. The Working Time Directive (2003/88/EC) has a limit of an average of 48 hours per week over each period of 17 weeks. While on-rota duty (paragraph 67) for members of wardening teams (overnight weekdays, and at weekends) may exceed this, this does not fully count as working time because individuals could still sleep and rest whilst on call. Wardens will therefore not receive any payment for their duties, other than the accommodation required for the better performance of their duties and related expenses.

Harassment, Bullying and Victimisation

179. As part of its overall commitment to equality of opportunity and valuing diversity, Imperial College London is committed to promoting and ensuring a working environment where all individuals, including visitors, are treated with respect and courtesy.

180. College has a legal duty to protect its members of staff and students. The College [Harassment, Bullying and Victimisation Policy](#) emphasises that harassment, bullying and/or victimisation is unacceptable, whether in the workplace or outside of the workplace where it involves or affects the College in any way. Such conduct must not be ignored and any complaints of harassment, bullying and/or victimisation of any individual who makes a complaint of harassment or bullying will be taken seriously and investigated as a matter of urgency.
181. Harassment, bullying and victimisation are viewed as gross misconduct, and disciplinary action, including dismissal, may be taken if any complaint of harassment, bullying or victimisation is upheld. All members of staff and students have an obligation to comply with this policy.
182. It is the responsibility of all line managers to make sure that their staff have familiarised themselves with and understand this policy. Line managers have an obligation to tackle harassment, bullying and victimisation.