

# Teaching Support Roles (TSRs)

**Guide for School Managers/Teaching or Unit Directors**

User Guide



Version 5.0 Updated July 2025

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# 1 | TSR Process Overview

## 1.1 | TSR Definition

Teaching Support Role staff (TSRs) are employed at the University of Bristol to support delivery of teaching to students on undergraduate, postgraduate and lifelong learning programmes.

They are engaged as part of an annual exercise, contracted based on additional teaching needs identified for that academic year.

They are different from main staff in that they are not paid a monthly salary but paid one month in arrears based on a monthly claim made for hours worked as contracted.

Schools / Sections recruit TSRs directly, and contracts are then issued by the TSR Processing Team (part of the Temporary Staffing Service). They are appointed to a role based on the duties to be undertaken. The overall total hours of work must be broken down into the categories of work to be undertaken - teaching preparation, delivery, assessment and any other related duties.

The hourly rate of pay applied to each role relates to the [University grading structure](#). In exceptional circumstances an enhanced rate may be applied to the contract, where agreed by the HR Business Partnering Team.

TSR contracts are only issued where the contracted hours are for at least 4 consecutive weeks (or every other week for at least 6 weeks), disregarding vacation periods. Ad hoc teaching for shorter or more intermittent periods is managed via the Temporary Staffing Service 'Casual, Academic and Guest' (CAG) process.

Where contract hours are substantial (at least 310) and the work is ongoing, a fractional contract may be more appropriate. See the [Policy for the Transfer of Teaching Support Staff to Fractional Contracts \(Part-Time Teachers\)](#) for further details.

## 1.2 | Roles and Pay

TSRs are employed for an agreed number of hours of work and are paid according to the pay rate which has been determined through UBJES evaluation for one of nine distinct [role profiles](#), called descriptors.

The pay rate is pre-determined according to the role appointed, however the School / Section Manager may exceptionally pay a market rate (providing that prior agreement has been reached with the HR Business Partnering Team and the Faculty Manager), to ensure a consistent approach.

TSRs are paid for each hour of teaching delivery, preparation, assessment and related duties at the same hourly rate. For the current associated rates of pay, please see [TSR Pay Rates](#).

TSRs do not receive incremental progression, however to acknowledge the level of experience being brought to these roles the hourly rates for all roles are within the mid spine points of the relevant

grade. As the hourly rates are based on the current [University of Bristol Grade structure](#), they are subject to change with pay awards.

A Graduate Teacher Level 1 may be able to progress in their second year of teaching to Graduate Teacher Level 2 if the following criteria is met:

- The School / Department has need for a role at a higher level
- The TSR has successfully completed all mandatory training
- Their observation and student feedback scores are acceptable
- They wish to continue teaching for a further year

### 1.3 | Terms & Conditions

TSRs have some different terms and conditions to main staff (particularly in relation to annual leave, notice periods and sickness). TSRs are not issued with a separate T&Cs booklet; their T&Cs are contained within the contract itself.

If an individual wishes to resign from their Teaching Support Role before the end of their assignment, they will need to give the University one months' notice in writing, which should be sent to the local School / Section contact copied to the [TSR Enquiries mailbox](#).

If a School / Section wishes to end a TSR contract at any other time than the expected end date, the individual is entitled to one months' notice.

## 2 | Recruitment & Appointment of TSRs

### 2.1 | Identification of TSR Requirements & Recruitment of TSRs

The University is committed to ensuring that employment opportunities are offered fairly and transparently as part of its diversity and inclusion strategy. Each Spring Schools will agree a centralised timeline for the end-to-end recruitment process for teaching support roles for the upcoming academic year. Forecasted volumes based on previous year's intake will be used to agree advertising dates, review of extensions of current TSRs, submission deadline dates and contract start dates. Based on the timelines agreed with each School, the Resourcing Team will initiate a generic advert to promote Teaching Support opportunities for the next academic year for each School at Grades F, G and H. At such an early stage in the cycle, it may not be possible to provide exact details to candidates on specific opportunities so 'Expressions of Interest' will be invited from eligible candidates describing the nature of the roles that will likely be available. These invitations will be advertised for each School and applicants will be invited to complete short application forms to capture the biographical details needed along with teaching subject preferences and availability. The application form will be submitted centrally via 'Talentlink' and be held in an applicant pool until the closing date. Throughout the duration of the advert the Resourcing Team will send weekly application reports to the School Manager / TSR Coordinator.

The School / Section Manager, with input from the Unit Director and/or Department Manager, where appropriate, determines the School's hourly-paid teaching support requirements. Once the School's specific teaching needs are known, Schools will allocate available teaching roles to selected candidates.

If Schools identify teaching support needs at grade I and above, these should be discussed with the HR Business Partner Team and processed in line with the University requirements on casual and Fixed Term contracts for roles at this level. Where teaching cover requirements more closely align to the [Pathway 3, Teaching Associate role profile \(level a/Grade I\)](#), then it will normally be the case that a role will be advertised either as a Fixed Term cover contract or open-ended post as appropriate unless the cover is for a period of less than 12 weeks. In this scenario a Teaching Support contract may be issued at Grade I ([Teacher](#)).

Schools should agree teaching support budgets and costs with Faculty Finance. The HR Business Partnering Team are required to review and sign off on all TSR contract requests prior to issue.

Once successful candidates have been identified, the School communicates contract requirements to the TSR Processing Team via the TSR Toolkit (outlined in [section 2.2](#)). The TSR Processing Team will release the TSR Toolkit for HR Business Partner review, and on receipt of their approval will issue the contracts via DocuSign to the individuals using the email address provided on the TSR Toolkit. This must be in advance of the contract start date usually allowing a minimum of 2 weeks for compliance checks and contract production. However, Schools are strongly encouraged to submit

their contract requests at the earliest opportunity to ensure that a bottleneck of requests into the TSR Processing Team can be avoided. As the TSR contract covers variation of hours, an estimated number of minimal hours may be submitted initially to ensure TSRs are contracted and then if hours do change, amendments can be submitted during the [adjustment period](#) in February of each year.

The School / Section confirms with the individual any local arrangements, such as unit details, start and finish times and exact location of work.

## 2.2 | TSR Annual Review Process & Contract Requirements

Once a year (usually around May/June), the TSR Processing Team will initiate a review of TSR contracts for Schools to determine which contracts should continue, which should cease, and which new contracts are required for the following year. The TSR Processing Team run the TSR Contract Requirements report on MyERP which produces a spreadsheet listing all current role holders (including those whose contracts have ended within the past 8 months). This is sent out as the TSR Toolkit to the School / Section Manager and/or local TSR Coordinator for the School to review and complete.

Having carried out an annual review of the School / Section's Teaching Support requirements for the next academic year, the School / Section Manager or TSR Coordinator completes the TSR Toolkit, confirming which TSRs are returning, which are leaving and adding the details of new Teaching Support Staff. Details of TSRs returning for the following year can be submitted as extensions earlier in the process where appropriate and following the agreed central timeline. This helps to avoid any workload bottlenecks in the TSR Processing Team. Extension requests will still need to be reviewed for sign off by the HR Business Partnering Team.

The School / Section Manager or TSR Coordinator uploads the completed TSR Toolkit in line with the agreed timeline to the TSR Processing Team SharePoint site for approval. This will trigger an auto alert to the TSR Processing Team to check the TSR Toolkit to ensure there is no missing information, the HR Business Partners will only review completed Toolkits. Once the HR Business Partners confirm approval, the TSR Processing Team issue new contracts, complete right to work checks, extend or create new employments on MyERP, and process those who are not returning as leavers where appropriate.

### 2.2.1 | Populating the TSR Toolkit

There are three tabs on the TSR Toolkit that School / Section Managers or TSR Coordinators need to complete for contract requests and leaver information (TSR Extensions, New TSRs and TSR Leavers). The columns on the TSR Extensions and New TSRs tabs are divided into sections: personal details, current contract details (for extensions) and new contract/extension details. The School / Section Manager or TSR Coordinator should indicate on the TSR Toolkit:

- If individuals are leaving using the TSR Leavers tab
- Personal and employment details of new TSRs (please note that only UK addresses are accepted as staff must be in the UK to work)
- Extension details for returning TSRs

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School / Section Managers / TSR Coordinators are encouraged to check they have provided all relevant information as the TSR Processing Team cannot accept incomplete TSR Toolkits and any missing data will delay the approval process.

### Guidance on completing the ‘New Contract Details’ and ‘Extension Details’ sections:

- Contract Start Date / Contract End Date – these dates should reflect the dates between which the individual is actually engaged to work (not the full academic year if they are not engaged in TSR work for the full year). The individual will have access to UoB facilities during this period. The contract dates should include dates for any mandatory training attendance if undertaken in advance of teaching delivery.
- The breakdown of hours will need to be inputted against each category and will be displayed as such in the contract and some reports, but does not link to pay claims, i.e. hours are claimed as total hours, not against the category type “teaching delivery”, “assessment”, etc.
- Total hours should calculate automatically in the TSR Toolkit based on the hours entered in the previous columns.
- If DBS or Health Screening is required, the School / Section Manager or TSR Coordinator should follow up with the TSR Processing Team for the relevant processes to be instigated. Please note DBS checks may take up to 4 weeks to complete, it is important that no work is undertaken by the individual until DBS confirmation is received.
- Where an individual is not being re-engaged, it is important that this is notified to the TSR Processing Team with the actual leaving date so that the individual can be processed as a leaver and their P45 issued.

In addition to the standard information required for the contract, information about which teaching blocks are to be worked during the contract is also requested. This information is helpful to ensure that the contract start and end dates are appropriate, and for determining continuous service dates.

It is imperative that the TSR Toolkit is fully completed to mitigate any delays in processing contracts.

### 2.2.2 | Issuing Contracts & Setting up on MyERP

Based on the information provided by the School in the TSR Toolkit, the TSR Processing Team will generate contracts using data from MyERP and arrange for these to be signed by the individual. This process will be managed using DocuSign. DocuSign is the fast, reliable way to electronically sign documents and agreements on practically any device. This [video](#) explains how to sign the contract through an email link sent via DocuSign. Right to Work checks are carried out for new Teaching Support Staff by the TSR Processing Team as part of this process. Right to work checks may be completed via the University’s partner, Verifile. It is essential that this process is completed in a timely way and new Teaching Support Staff must be advised by Schools to prioritise completion of all paperwork and their right to work checks with the TSR Processing Team as they are unable to undertake any mandatory training or work activities until this has been completed. To support this process Schools are advised to review the TSR Toolkit (Tracker) to keep up to date on progress and should not engage workers until they have completed their RTW check and returned a signed contract.

Student/Tier 4 visa holders are only allowed to work a maximum of 20 hours per week during term time. This is a total amount and must combine any other work they are undertaking at UoB or

externally, which therefore may limit the number of hours they can complete as a TSR, it essential that Schools/Sections are aware of any other contracts held by the individual. Undergraduate students may work over this outside of term time (all vacation periods apply). Taught postgraduate (PGT) students may work over this during the winter and spring vacation periods only (the summer vacation period is classed as term time). Research postgraduate (PGR) students are restricted to 20 hours per week all year, unless they take formal annual leave.

TSRs who are sponsored on a Skilled Worker visa and will be undertaking TSR work in addition to the job specified on their certificate of sponsorship (CoS) must not work over 20 hours per week, which must be worked outside the working hours covered by their CoS.

On receipt of a signed contract and on completion of right to work check the TSR Processing Team will create or update the employment in MyERP, which will enable IT and UCard access for the individual. New Teaching Support Staff will receive an automated 'welcome email' which includes details of how to obtain their UCard, how to make claims, etc.

Note, the Teaching Support employment record in MyERP is typically set up to end slightly later than the contract end date, to allow time for the individual to submit their final claim and to prevent IT and UCard access being cut off over the summer for staff who may be re-engaged for the following academic year.

### 2.3 | Contracting Teaching Support Staff Outside of the Annual Review Process

Outside of the annual review process, additional TSR requirements should be raised, and advertising timelines agreed with the Resourcing Team and TSR Processing Team as soon as possible. Once appropriate workers have been identified the School / Section Manager or TSR Coordinator should upload a fresh copy of the TSR Toolkit (listing only the new workers recruited) to the TSR Processing Team SharePoint site as outlined in [sections 2.2 – 2.2.1](#). Please note that approval is still required from the HR Business Partnering Team and any requests received outside of agreed timelines will not be prioritised.

To allow the TSR Processing Team to focus on issuing contracts and extensions in the lead up to the start of the academic year, it is asked that any amendments to hours be submitted outside of this period and submitted during the adjustment period in February ([section 4.1.3](#)).



## 3 | Paying Teaching Support Staff

### 3.1 | TSR Monthly Claim Process

Teaching Support Staff are not paid automatically based on their contracted hours, but on the basis of a fee claim form submitted for the actual hours worked. The TSR fee claim form (previously known as hourly paid teaching (HPT) fee claim) is a MyERP form and full details on how to use this are set out on the [MyERP Support SharePoint site](#).

**It is essential that claims are submitted on a monthly basis for work completed in the previous month, by the appropriate deadline** (deadlines and timescales associated with claims and payments can be found on the [Finance Services SharePoint Site](#)). This is very important in terms of HRMC regulations and the accuracy of the University's reporting and compliance monitoring adherence to visa restrictions in the case of Student/Tier 4 student workers. Failure to submit claims on a timely basis could lead to unnecessary concerns and investigations.

It is also a contractual requirement that claims are submitted on a monthly basis, and the individual is directed to do this and is provided with a link to guidance in their TSR Contract and the TSR Welcome alert.

The individual works their contracted hours and at the end of each month worked, completes the MyERP TSR (HPT) Fee Claim Form.

If the School requires additional information from individuals to inform approval of claims, e.g. which unit the teaching relates to, the individual can use the 'comments' field on the claim form to provide this. The School / Section Manager or TSR Coordinator should communicate this to their Teaching Support Staff locally.

An email alert is generated to the individual to remind them of their contract end date, final pay claims must be submitted prior to this end date as they may not have access to MyERP after that date to submit the claim.



Note, Schools must ensure that individuals working on a [Student/Tier 4 visa](#) do not work more than the hours permitted depending on their student status i.e. UG or PG. Please note that the 20 hour limitation is per week and cannot be averaged over any other period. The Staff Immigration Team perform a monthly audit so it is imperative that Schools/Sections keep accurate records of hours worked and that these do not breach visa restrictions.

### 3.2 | Workflow Approval

Once submitted by the individual, the fee claim form will workflow to the relevant School / Section manager and TSR Approver (where there is one) for approval. The School / Section Manager or TSR

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Approver is required to complete the second tab. Full details on how to approve claims are set out on the [MyERP Support SharePoint site](#).

The person approving the claim may need to liaise with other parties (off-system) to confirm that the work was carried out before authorising a claim.



An additional “TSR Approver” may exist where the School/Section has identified an individual other than the School / Section Manager who needs to be involved in signing off claim forms. Workflow tasks go to both School / Section Manager and TSR Approver and disappear from each person’s task list as soon as the item has been actioned.

To set up a new or remove a current “TSR Approver” School Managers will need to contact the [Finance and HR Systems Team](#).

### 3.3 | Payment of Claims

Once authorised by the School / Section Manager or TSR Approver, payment of the fee claim form is processed by Payroll in the next monthly payroll run and the individual will receive payment at the end of that month. The TSR Processing Team are not involved with the payment process for TSRs so TSRs should raise any queries regarding pay with their School / Section Manager or TSR Approver who should then liaise directly with the [Payroll Team](#).

Teaching Support Staff are entitled to the equivalent of 5.6 weeks’ (28 days) annual holiday per year (pro rata depending on hours worked), including all bank holidays and University closure days. Holiday entitlement will therefore accrue at the rate of 12.07% of the total hours actually worked. To ensure individuals receive the benefit of their entitlement to rest and recuperate, they will be deemed to have taken annual leave at the end of each day they provide services to the University on a rolling basis as holiday entitlement is accrued. Any payslips issued in respect of the days actually worked will clearly confirm holiday pay for the month in question.

## 4 | Contract Changes

### 4.1 | Contract Changes

Where there are significant changes made to an existing contract, the TSR Processing Team should be notified by the School / Section Manager or TSR Coordinator by uploading a new TSR Toolkit with the amended details, approval will need to be given by the HR Business Partnering Team.

Depending on the details of the change, a new contract may be issued – e.g. where there is a change to the contract dates, rate of pay, or a significant change to the contracted hours (50 additional hours or more).

#### 4.1.1 | Changes to Hours

As a general rule, if the only changes to a current TSR contract are additional hours the following principles will apply:

- **Ad hoc changes up to 49 hours** – where the change is unplanned and ad hoc (e.g. a small number of additional hours appended to the original contract) a new contract will not need to be issued. The individual should claim the additional hours when submitting their normal monthly claim form. The contract makes some provision for variation of hours, so The TSR Processing Team do not need to be notified for small variations.
- **Planned changes for 50 hours and above** – where the change is planned or longer term (e.g. the addition of a significant number of new hours as part of another teaching unit within the same department), a new TSR Toolkit will need to be uploaded detailing the changes so that an amended contract or letter to the individual confirming the new arrangements can be issued.

#### 4.1.2 | Other Working Arrangement Changes

Where the department, type of work and/or rate of pay differs from the current TSR contract the following contract routes are available:

- **Ad hoc (less than 4 weeks)** – where the change is unplanned and ad hoc (e.g. hours working as an exam invigilator) the School / Section Manager or TSR Coordinator should engage with the Temporary Staffing Service - Casual, Academic and Guest (CAG) Team prior to the work commencing.
- **Longer term/planned** – where the change is planned or longer term (e.g. additional hours working in a different Teaching Support role in another department) the TSR Processing Team must be notified following the process described above ([section 2.2-2.2.1](#)) as a new contract will need to be generated for the work.



Where an individual with a TSR contract is required to undertake additional hours of non-Teaching Support work, this should be managed either under a CAG contract via the Temporary Staffing Service (ad hoc) or an additional main staff contract (longer term)

### 4.1.3 | Adjustment Period

Schools / Sections should postpone submitting amended hours until the adjustment period in February. This allows the TSR Processing Team to prioritise issuing new contracts and extensions at the start of the academic year which helps to streamline the contracting process.

# 5

## Absences

### 5.1 | Administering Teaching Support Staff Absences

TSRs must notify the Head of School/Division or other appropriate person at the earliest possible opportunity in the event that they are unable to attend work. With the exception of sickness (see below), payment will only be due for work actually completed.

#### 5.1.1 | Sickness absence

If an individual is unwell and unable to meet their contractual obligations as a result of sickness, they should first attempt to rearrange these obligations to a date/time when they could meet their commitment. If such attempts to reschedule their commitments are unsuccessful or unrealistic in the circumstances (as agreed with the Head of School) the individual may be eligible to receive sick pay as listed below. If the sickness lasts for more than 7 calendar days' then individuals must provide the School/Department with a supporting doctor's note.

- **OSP** – the maximum entitlement to sick pay is up to one month's paid sickness leave within the first year of service, increasing to two months' paid sickness leave after one year's continuous service and three months' paid sickness leave after two years' continuous service. For this purpose, a month's pay is calculated by dividing the total hours in the contract by 12 to give an equivalent entitlement in hours.
- **SSP** – where statutory criteria are met.

In situations where it may be appropriate to pay sick pay, this should be referred to the TSR Processing Team who will discuss the case with HR and Payroll to assess eligibility and what sick pay is payable.

Where it is agreed that sick pay is payable, HR will provide Payroll with the relevant details, and Payroll will arrange for the individual to receive payment accordingly.

#### 5.1.2 | Statutory family leave

Teaching Support Staff have the same entitlement to Maternity leave and other statutory family leave as main staff (pro-rata). The TSR Processing Team will liaise with HR & Payroll off-system when an application is received to discuss next steps, including the entering of the calculated maternity or other pay onto MyERP.

## 6 | Monitoring / Reporting on Teaching Support Staff

There are several reports available in MyERP to support the monitoring of TSR activity and to provide information on Teaching Support claims to support the workflow approval process. The reports available to School / Section Managers and TSR Approvers are summarised in the table below.

For more information on how to run these reports see [Staffing Reports for Managers](#) on the MyERP Support SharePoint site under Teaching Support Roles.

Note, the “My TSR...” reports by default will return **current TSR contracts plus those that have ended within the past 12 months**. This is to allow you to view any contracts relating to the current academic year even if they have already ended. This will be more relevant when running the reports in the latter part of the academic year, e.g. when running the reports in May or June, to include contracts that were only for teaching block 1.

The reports include an **editable date parameter** on ‘Contract End Date greater than or equal to’. By amending the date value to today’s date and then clicking ‘Search’ on the report, you can restrict the results to just those contracts which are currently active (i.e. where the contract end date is in the future).



When liaising with colleagues in the TSR Processing Team and Finance regarding TSR data, be aware that:

- HR have access to the same TSR reports as School/Section Managers.
- Finance use a different report for viewing data on TSR contracts, which has different date parameters than the School/Section Manager reports. It may be necessary to further filter report results in Excel in order to get corresponding data sets.

### Teaching Support Reports available to School / Section Managers and TSR Approvers:

Report	Description
My HPTs	Shows a summary of contracts and payments made to Teaching Support Staff (one row per TSR Contract), for each Resource employed in a TSR position in a School/Section. Includes current TSR contracts plus those that have ended within the past 12 months.
My HPT Contract Details	Shows details of Teaching Support Staff contracts (one row per TSR contract), for each Teaching Support contract in a School/Section. By default, includes current TSR contracts plus those that have ended within the past 12 months,

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but the 'Contract End Date' criteria can be amended when running the report to include current contracts only.

My HPT Contract Payment Details	Shows details of each monthly payment made to an individual within a specific TSR contract, for each TSR contract in a School/Section. By default, includes current contracts plus those that have ended within the past 12 months, but the 'Contract End Date' criteria can be amended when running the report to include current contracts only.
My HPT VISA Details	Shows work visa details for Teaching Support Staff (one row per resource), for each individual with a contract in a School/Section.
Forms – HPT Claims (Org)	Shows all TSR Claim Forms submitted in MyERP by Teaching Support Roles with a contract in a School/Section.

## 7 | Appendix

### 7.1 | Supporting Teaching Support Staff

Many TSRs are PGR students who may be new to teaching. Academic Staff Development offer learning and teaching workshops such as 'Introduction to HE Teaching' which is appropriate for new Teaching Support Staff. See the Bristol Institute for Learning & Teaching (BILT) website at [PGRs | Bristol Institute For Learning and Teaching | University of Bristol](#). The BILT [Introduction to Teaching](#) is a blended course that is usually held in September and January. However, the course has asynchronous options so TSRs who are contracted after the live runs of the course will be able to access and complete the course online via the asynchronous route.

Schools should also offer informal sessions and/or drop-in sessions to support new TSRs, for example help with submitting claims, local departmental processes, etc, if it is felt that this would be beneficial to Teaching Support Staff in the School.