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## **Units and Processes**

### **Our campuses**

- **santral**istanbul campus
- **santral**istanbul campus Annex building
- Kuştepe campus
- Dolapdere campus

## **Learning at BİLGİ**

### **Faculties**

- Faculty of Architecture
- Faculty of Business
- Faculty of Communication
- Faculty of Engineering and Natural Sciences
- Faculty of Health Sciences
- Faculty of Law
- Faculty of Social and Applied Sciences

### **Schools**

- School of Applied Sciences
- School of Aviation
- School of Sports Sciences and Technology
- School of Tourism and Hospitality

### **Vocational Schools**

- School of Advanced Vocational Studies
- Vocational School of Health Sciences
- Vocational School of Justice

### **Institutes**

- Institute of Graduate Programs

- European Institute
- Institute of Information and Technology Law

### **Administrative Units at BİLGİ**

- Academic Operations
- Finance
- Global Talent Management Center
- Human Resources
- Information Technologies
- Legal Office
- Marketing
- Promotions
- Security
- Student Support Services
- Technical and Administrative Affairs

### **General Information**

#### **Trial Period**

Commencing from your actual start date, the trial period is 2 months. During this period, you have the chance to evaluate Bilgi University as a place of employment and the University has the chance to evaluate you as a team member.

#### **Normal Work Period**

The weekly normal work period is 45 hours and can be evenly or oddly distributed among the work days in accordance with article 63 of Labor Law numbered 4857.

#### **Pay Day and Mode of Payment**

Following the month that you have worked, your salary is deposited to your salary bank account on the last working day of that month.

#### **National Days and General Holidays**

National days and general holidays as specified by law are off days for all staff. These days are:

New Year's Day	1 January
National Sovereignty and Children's Day	23 April
Labor and Solidarity Day	1 May
Commemoration of Atatürk and Youth and Sports Day	19 May

Democracy and National Unity Day	15 July
Victory day	30 August
Republic day	28 October after 1300 and 29 October
Ramadan festival	3,5 days (starts at 1300 on the eve of the festival)
Sacrifice festival	4,5 days (starts at 1300 on the eve of the festival)

### **Right to Go on Leave**

1 year < 14 days > 5 years

5 years < 20 days > 15 years

15 years < 26 days

Age 50 < 20 days

Marriage leave = 3 days

Bereavement leave = 3 days

Maternity leave (mother) = 16 weeks

Maternity leave (father) = 5 days

Nursing leave = 1.5 hours per day until the child is 1 years old

### **Payment for Employees on Sick or Accident Leave**

If an employee is unable to come to work due to an illness or accident;

- The employee should first contact their manager by 10 AM at the latest on the day they cannot come to work and inform them of their reason for not coming to work and when they will return, if possible.
- If an employee is ill, they must obtain a health report on letterhead stationary with an official stamp from an SGK institution or one with an SGK agreement indicating their inability to work. Bilgi University will pay your salary for the period indicated on the report. If the report is obtained from the SGK, SGK will pay your outside of hospital treatment expenses and two-thirds of your salary for the period that you are unable to work and you are expected to deposit this payment to an account of the University (excluding blue-collar workers).
- For hospital appointments during work hours, prior permission must be obtained from your immediate manager to leave work.

## **Unable to Work due to Maternity**

It is very important that female employees are not forced to work eight weeks prior to and after delivery. In cases of multiple pregnancies, two weeks are added to the eight weeks prior to delivery. However, provided their health condition is suitable and they have the permission of their doctor and they are willing to do so, female employees may work up until three weeks prior to delivery. If so, the time that has been worked is added to the post-delivery maternity leave.

Female employees are granted nursing leave for a total of 1.5 hours a day to nurse their under a year old child. It is up to the employee to decide when the hours will be used and how it will be utilized. This time is counted as part of the daily work period.

## **University Amenities**

- Health Services (Doctor & Nurse)
- Psychological Counseling & Guidance
- Library
- BİLGİ Swimming pool (Dolapdere)
- Sports Facilities (Kuştepe & Dolapdere)

## **Lunch Allowance**

At the beginning of every month, a pre-determined daily amount by the University is uploaded to the employee's lunch card.

## **Private Health Insurance**

Bilgi University provides "Private Health Insurance" to its white-collar workers in accordance with their positions.

## **Social Benefits**

A contribution of 1000 TL is made for the following:

- Marriage
- Birth (Mother / Father),
- Death of a first degree relative (spouse, child, sibling, mother, father).

## **Transportation / Service bus**

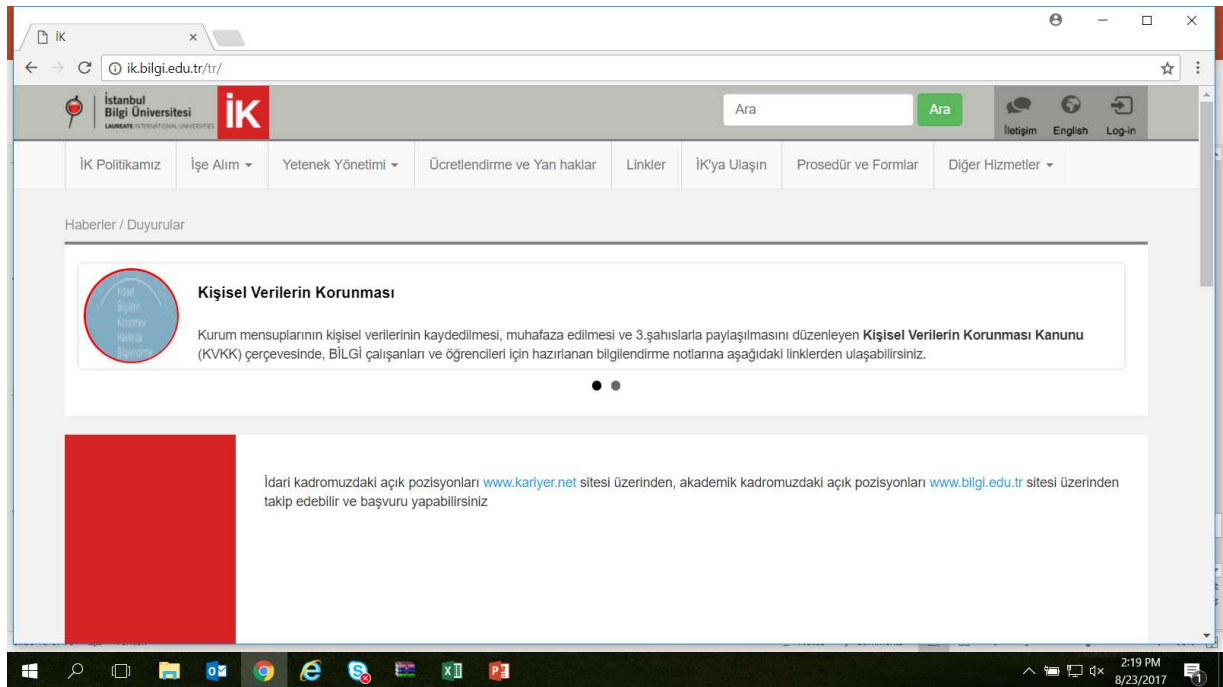
There are service buses that run along main routes.

## Exit Interview

An exit interview is conducted with every employee that leaves the workplace by the Human Resources Directorate. The employee is asked to fill out an "Exit Evaluation Form" during the exit interview. The interviewer also adds their comments to this form. If necessary, the "Exit Evaluation Form" is shared with upper management by the manager of the resigning employee.

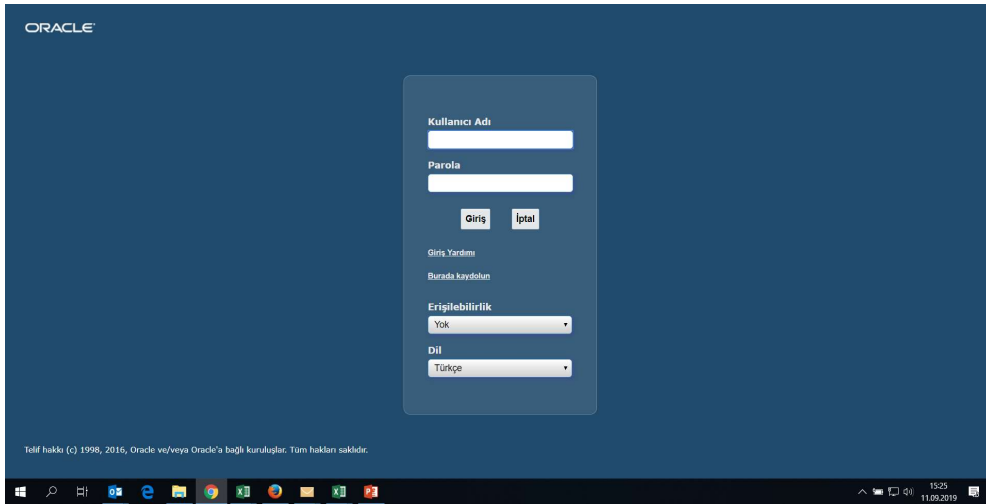
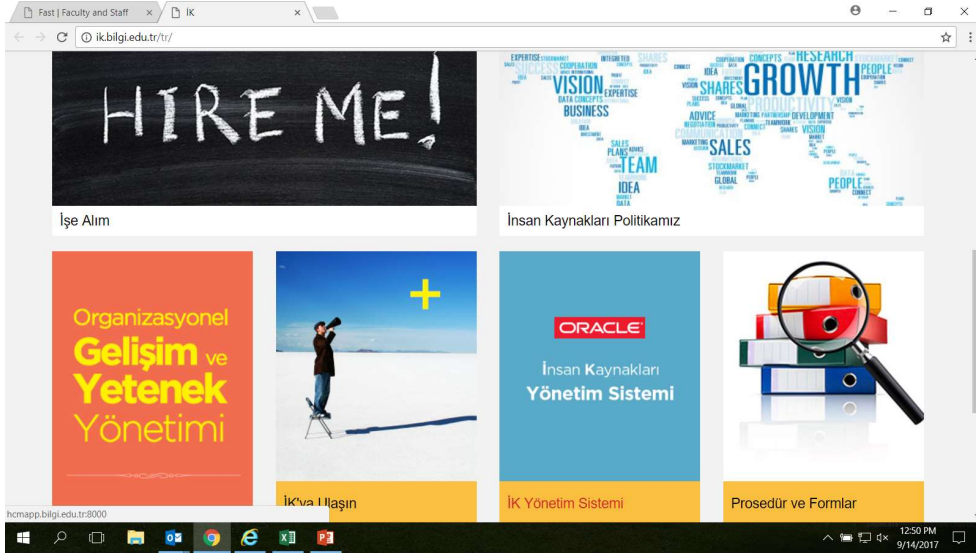
## HR Portal

<https://ik.bilgi.edu.tr/en/>



The screenshot displays the HR Portal website for Istanbul Bilgi University. The browser address bar shows the URL <https://ik.bilgi.edu.tr/en/>. The website header includes the university logo, the acronym "İK", a search bar, and navigation links for "İletişim", "English", and "Log-in". A horizontal menu below the header lists various HR services: "İK Politikamız", "İşe Alım", "Yetenek Yönetimi", "Ücretlendirme ve Yan haklar", "Linkler", "İK'ya Ulaşın", "Prosedür ve Formlar", and "Diğer Hizmetler". The main content area is titled "Haberler / Duyurular" and features a news article with a circular icon containing the text "Kişisel Verilerin Korunması". The article title is "Kişisel Verilerin Korunması" and the text below it states: "Kurum mensuplarının kişisel verilerinin kaydedilmesi, muhafaza edilmesi ve 3. şahıslarla paylaşılmasını düzenleyen **Kişisel Verilerin Korunması Kanunu** (KVKK) çerçevesinde, BİLGİ çalışanları ve öğrencileri için hazırlanan bilgilendirme notlarına aşağıdaki linklerden ulaşabilirsiniz." Below the article, there is a red rectangular placeholder and a text block that reads: "İdari kadromuzdaki açık pozisyonları [www.kariyer.net](http://www.kariyer.net) sitesi üzerinden, akademik kadromuzdaki açık pozisyonları [www.bilgi.edu.tr](http://www.bilgi.edu.tr) sitesi üzerinden takip edebilir ve başvuru yapabilirsiniz." The Windows taskbar at the bottom shows the system tray with the date and time: "2:19 PM 8/23/2017".

## Annual Leave Entry



## Useful Links

### Intranet

<https://www.bilgi.edu.tr/en/staff/>

### HR Web

<https://ik.bilgi.edu.tr/en/>

### Contact HR

<https://ik.bilgi.edu.tr/en/content/iletisim/>

## University Document Management System

<https://dys.bilgi.edu.tr/SitePages/Home.aspx>

### Contact Persons

Department	Issue	Contact Person	Telephone	E-Mail
Human Resources	ID card, lunch card, private health insurance, yearly leave, pay slips, etc.	Kübra Yavuz, HR Operations Specialist	0212 311 61 50	<a href="mailto:kubra.yavuz@bilgi.edu.tr">kubra.yavuz@bilgi.edu.tr</a>
Accounting - Purchasing	Invoice tracking, purchasing issues, etc.	Özgen Güzel Tekingül, Administrative Unit Assistant	0212 311 65 50	<a href="mailto:ozgen.guzel@bilgi.edu.tr">ozgen.guzel@bilgi.edu.tr</a>
Information Technologies	Computer, work/mobile telephone, internet connection etc.	Hanife Helvacı Uçkun, Administrative Unit Assistant	0212 311 74 00	<a href="mailto:hanife.helvacı@bilgi.edu.tr">hanife.helvacı@bilgi.edu.tr</a>
Technical and Administrative Issues	Car park, company car, Personnel Services etc.	İlknur Özent, Administrative Unit Assistant	0212 311 62 36	<a href="mailto:ilknur.ozant@bilgi.edu.tr">ilknur.ozant@bilgi.edu.tr</a>
Security	Campus Entry Issues	Ferhat Şahin, Security Group Chief	0212 311 77 55	<a href="mailto:ferhat.sahin@bilgi.edu.tr">ferhat.sahin@bilgi.edu.tr</a>
Health Services (Infirmary)	Examinations, etc.	Hulusi Orhangazili, Health Services Manager	0212 311 76 70	<a href="mailto:hulusi.orhangazili@bilgi.edu.tr">hulusi.orhangazili@bilgi.edu.tr</a>
Workplace Health and Safety (WHS)	Workplace Health and Safety Issues	Eda Vatansever, WHS Expert	0212 311 78 91	<a href="mailto:eda.vatansever@bilgi.edu.tr">eda.vatansever@bilgi.edu.tr</a>



## Performance Management System

### Performance Review

In order to help the full-time administrative and support personnel at our University achieve the strategic aims as determined by the University's vision, the review is done individually by utilizing fair and objective criteria and is planned and realized in accordance with the directives of the University.

The employee performance review is conducted every year at the University using the associated measurement method. The results obtained from this review are used to review the success level of the employee, determine the areas of performance development and contribute to their training and development processes.

In order to use a common language throughout the institution, the scale outlined below is used during the performance review process.

Target Evaluation Scale
(5) Greatly Exceeds Expectations
(4) Exceeds Expectations
(3) Meets Expectations
(2) Partially Meets Expectations
(1) Does not Meet Expectations
(0) Too Early for Review or Not Applicable

## Unit for the Prevention of Sexual Harassment and Assault (UPSHA)

The academic and administrative staff and the students of İstanbul Bilgi University, including the representatives and employees of subcontractors and all personnel of service providers can report any form of sexual harassment and/or assault that they encounter on university campuses and at locations and/or vehicles assigned to the university or in a digital environment to UPSHA. Additionally, any form of sexual harassment and/or assault that starts outside the university between university members and continues within the university environment or has an effect on academic life or the working environment can be reported to UPSHA. Any person who thinks they witnessed any harassment and/or assault may report it to UPSHA by sending an email to [ctsob@bilgi.edu.tr](mailto:ctsob@bilgi.edu.tr). No personal information besides contact information is required. All submissions

and discussions are confidential. Detailed information about UPSHA can be obtained from <https://ctsob.bilgi.edu.tr>.

## Protection of Personal Data

Your personal data, in accordance with the university's human resources policies and the aims stipulated in your work contract and to be able to fulfill the legal requirements to conduct our activities and operational processes, will be stored physically and electronically from the beginning of your contract and throughout your employment to sustain and develop an efficient method of work, fulfill the obligations set forward in the contract, review the performance of employees and ensure and develop workplace safety. The personal data that is collected for this legal reason and as part of the 5<sup>th</sup> and 6<sup>th</sup> articles of law numbered 6698 concerning the conditions and purposes for the processing of personal data can also be processed and transferred as stipulated in articles (b) and (c) of the CONSENT AND CLARIFICATION TEXT ON THE PROCESSING OF PERSONAL DATA BY İSTANBUL BİLGİ UNIVERSITY, which can be found here.

<https://www.bilgi.edu.tr/media/uploads/2018/03/19/ki-isel-verilerin-lenmesi-al-an-26nis17.pdf>

## Library and Access to Resources

The BİLGİ Library directly contributes to teaching, research and intellectual development. There are many areas like individual and group study areas for research, study and reading, quiet reading corners and IT corners in the 3 libraries and 15 study halls. The rich library collection is made up of such resources like books, e-books, magazines, e-magazines, CDs, music CDs, DVDs, musical scores and academic internet resources. Faculty member, student and staff suggestions for items such as books and DVDs are taken into consideration and added to the collection: <https://library.bilgi.edu.tr/en/collection-development/>

The BİLGİ Library contains more than 175,000 printed resources and the BİLGİ e-Library contains more than 500,000 electronic books, 62,500 electronic journals, 125 electronic databases and encyclopedias. Access to these resources is available via the Internet, on or off-campus any time of the day. The use of all printed and digital resources at the library are subject to **the intellectual and artistic works law numbered 5486** and the licensing agreement articles agreed upon with the information providers.

Book readers that have e-Ink "electronic paper" reading screens are also available for check out. BİLGİ members can read thousands of e-books and provides access to over 7500 newspapers and magazines in their original format in 60 different languages from 100 countries.

Information managers aid in using the library's print and electronic resources, formulating research strategies and answering general and in-depth questions through online or face-to-face applied seminars. Detailed information: <https://library.bilgi.edu.tr/en/instruction/>

All library news, activities, and developments can be followed from the library web site (<https://library.bilgi.edu.tr/en/>) and social media.

## **Training**

In accordance with the university's vision and strategies, it is our aim to increase the level of the knowledge, skills and competencies of our personnel and help them adapt to developing technologies. To this end, the training requests that are made in line with needs are evaluated according to the university's needs and competencies and planned by primarily utilizing internal resources.

There is a regularly scheduled Administrative Orientation program organized for newly employed administrative staff to provide information about the structure of the university, Human Resources, health services, work place health and safety and the library and e-resources.

As part of the compulsory trainings, there are trainings for work place health and safety and first aid, and if the date of validity for these trainings are about to expire, refresher trainings are provided for those staff that need it.

## **Employee Grievances**

### **Raising grievances informally**

Those involved should aim to resolve grievances quickly and informally through discussion with the person concerned or via a third party such as a line manager. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you can speak informally to an HR representative. Human Resources can provide advice and arrange mediation intervention to help with the resolution of grievances. Mediation can be used at any stage of the resolution process but individuals are encouraged to use this option at an early stage. If the grievance cannot be resolved informally, you should follow the formal procedure below. However, the informal steps can be returned to and can be used at any stage.

### **Formal written grievances**

If your grievance cannot be resolved informally you should put it in writing and submit it to your line manager with a copy to the relevant HR Partner, indicating that it is a formal grievance. If the grievance is against your line manager then you should submit it to your line manager's manager instead.

The person to whom your grievance is submitted may discharge it to another appropriate and suitably senior manager to investigate and/or hear on his or her behalf.

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. The petition should also

describe any prior attempts made towards solving the issue. In some situations you may be asked to provide further information.

The method of communications regarding hearings and outcomes will be agreed with you. In the absence of agreement, the preferred method of communication will be by email to your University email account.

## **BİLGİ Ethics Helpline**

You can use this helpline to report a behavior that you think is in violation of the İstanbul Bilgi University Code of Conduct and Ethics, to consult whether a behavior is in compliance with the Code of Conduct or Ethics, or to ask questions about the Code of Conduct and Ethics.

It is important that you specify the information in a clear and detailed manner related to the subject being reported for the correct and quick solution.

Although it is not obligatory to provide your personal information in the notifications you will make, it will make it easier for us to return to you to ask questions if needed. All the information provided by you will be kept strictly confidential.

All reported violations will be examined in a short time and appropriate actions/measures will be taken.

Thank you for taking the time to report any behavior you see is contrary to the Code of Conduct and Ethics.

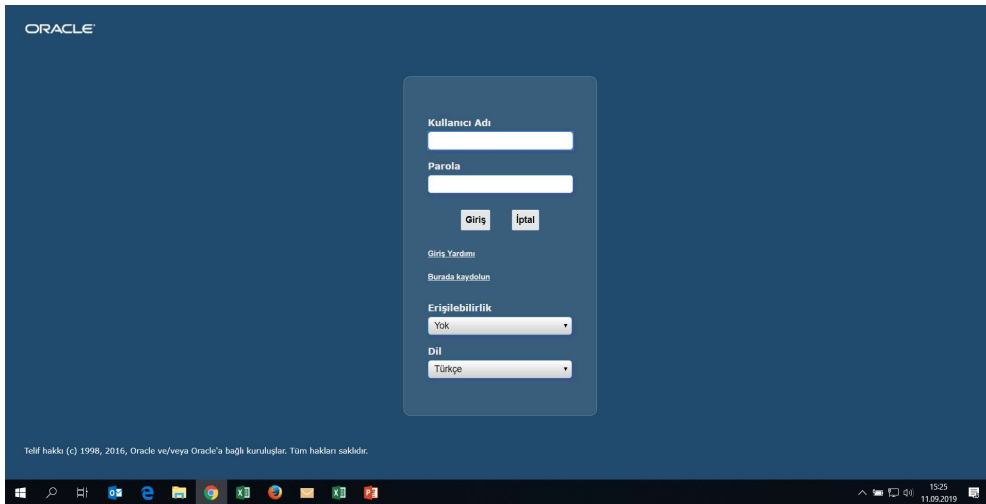
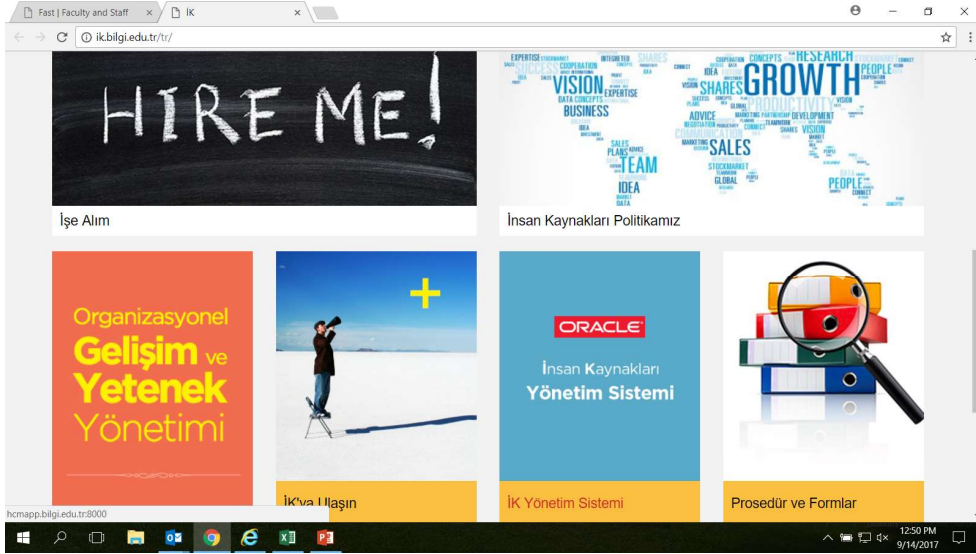
For application, please fill in the Ethics Helpline Form or send an e-mail to [bilgiethics@bilgi.edu.tr](mailto:bilgiethics@bilgi.edu.tr)

Tel: 0850 203 4 429

## Frequently Asked Questions (FAQs)

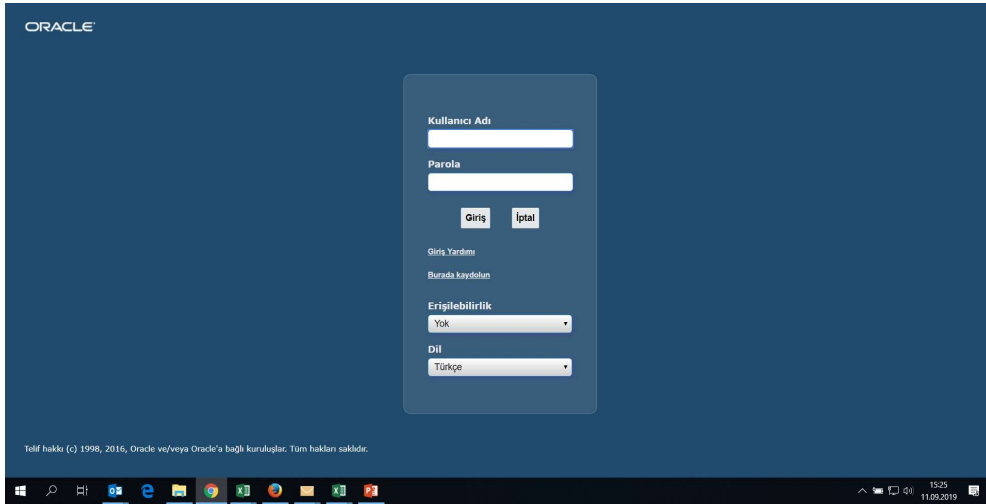
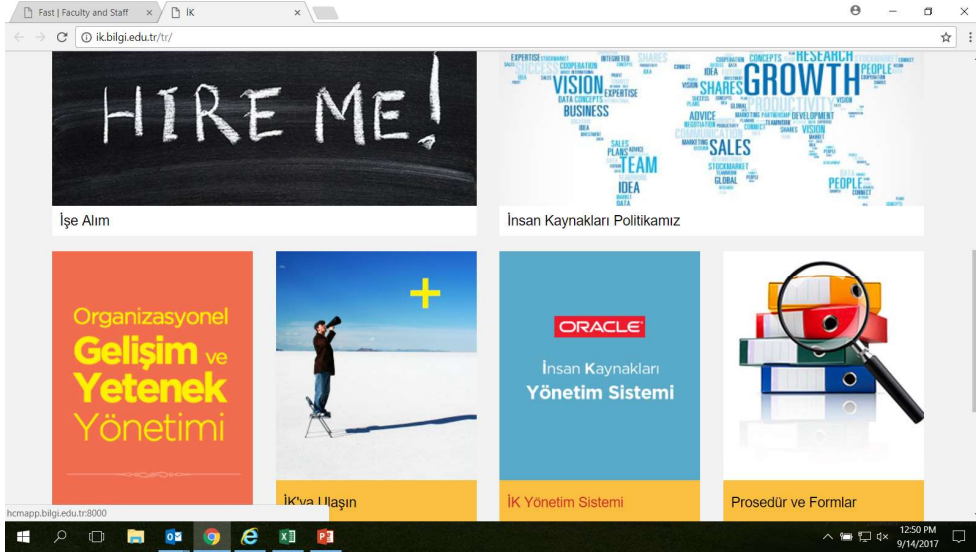
### Where do I enter my yearly leave data?

All yearly leave data entries are done through Oracle, the Human Resources Management System. The user name and password to access the system is the same as your computer user name and password. There is a screen shot of the portal below.



## Where can I access my pay slip?

Similar to the entering of your yearly leave data, you can access your pay slip through Oracle, the Human Resources Management System. The user name and password to access the system is the same as your computer user name and password. After accessing the system, by going to the Bilgi Staff Self Service area and clicking on the e-pay slip report, you can access your pay slip. There is a screen shot of the portal below.



### **Where can I get my employee ID card?**

After your work entry has been completed, your ID card will be printed and sent to you by Human Resources shortly after you have started working.

### **I lost my employee ID card, what should I do?**

It is sufficient for you to send an email to Human Resources ([cbhelpdesk@bilgi.edu.tr](mailto:cbhelpdesk@bilgi.edu.tr)) providing information on what happened. Your new card will be printed and delivered as soon as possible.

### **Where can I get my lunch card?**

After your work entry has been completed, your lunch card will be sent to you by Human Resources as soon as possible.

### **I lost my lunch card, what should I do?**

It is sufficient for you to send an email to Human Resources ([cbhelpdesk@bilgi.edu.tr](mailto:cbhelpdesk@bilgi.edu.tr)) providing information on what happened. Your new card will be delivered as soon as possible.