



Step	Route	Process
1	All	<ul style="list-style-type: none"><li>Employee has informal conversation with line manager</li></ul>
2	Short-term	<ul style="list-style-type: none"><li>Short-term process followed when arrangement lasts <b>3</b> months or less</li></ul>
2a	Short-term approved	<ul style="list-style-type: none"><li>Final outcome is provided by line manager in writing (e.g. email)</li><li>Outcome of decision, including details of agreed arrangement, must be confirmed in writing by line manager and submitted to HR via a service request through Help Desk in UniCore for processing and reporting purposes</li></ul>
2b	Short-term rejected	<ul style="list-style-type: none"><li>Request cannot be accommodated after full consideration</li><li>Final outcome is provided by line manager in writing (e.g. email)</li><li>Employees can opt to proceed with a formal statutory request at any time during the process</li></ul>
3	Formal, statutory	<ul style="list-style-type: none"><li>Process followed when arrangement lasts over <b>3</b> months, or informal conversations have not reached an outcome locally</li></ul>
3a	Formal, statutory	<ul style="list-style-type: none"><li>Employee makes request via application form and provides a completed copy to line manager or designated individual</li><li>Line manager holds consultation meeting within <b>10</b> working days of receiving request</li><li>Manager must discuss with Head of School/ Department/Associate Director or other designated individual, including seeking any relevant budgetary approval where applicable</li><li>The University has a responsibility to provide a response to a formal request within a timescale of <b>2</b> months from receipt of the request to notification of any appeal decision</li></ul>
3b	Formal, statutory approved	<ul style="list-style-type: none"><li>Line manager informs employee of outcome usually within <b>10</b> working days of consultation meeting (including any conditions such as trial periods)</li><li>Line manager provides copy of the outcome letter, including the working pattern, duration of request, alongside the flexible working application form to HR via HR service request through Help Desk in UniCore for processing and reporting purposes</li><li>HR will update the employee record in UniCore and will issue a letter confirming changes to terms &amp; conditions</li></ul>
3c	Formal, statutory rejected	<ul style="list-style-type: none"><li>Line manager must consult relevant HR Business Partner before rejecting any requests</li><li>Line manager must meet employee to discuss reasoning for the rejection and provides written confirmation within <b>10</b> working days of consultation meeting</li><li>Line manager must provide a copy of the outcome letter confirming the declined request, alongside the application form, any relevant notes to HR via HR service request through Help Desk in UniCore for reporting purposes</li></ul>
4	Appeal process	<ul style="list-style-type: none"><li>Employee appeals decision within <b>5</b> working days of receiving notice of rejection. Appeal put in writing to Head of School/ Department/Associate Director or other designated individual, with a copy sent to HR Employment Relations</li><li>Appeal meeting arranged within <b>10</b> working days of receiving appeal notice</li><li>Manager who heard appeal will inform employee of final outcome within <b>5</b> working days of the meeting</li></ul>

		<ul style="list-style-type: none"><li>• Details of appeal outcome, including the agreed arrangement such as working pattern and duration of request and any relevant notes, must be submitted to HR via HR service request through Help Desk in UniCore for processing and reporting purposes</li></ul>
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