## Reference request - (Employment confirmation, mortgage, rental, or job centre)

The full procedure can be viewed at:  Not yet available
The policy to which this process is linked, can be viewed at:  
[http://www.ucl.ac.uk/hr/docs/references.php](http://www.ucl.ac.uk/hr/docs/references.php)

This service standard is owned by Mike Sainsbury, Employment Contract Manager. If you have any complaint relating to this procedure, please contact him at:  [m.sainsbury@ucl.ac.uk](mailto:m.sainsbury@ucl.ac.uk), or on extension 53016

<table>
<thead>
<tr>
<th>Task name</th>
<th>Action</th>
<th>Standards</th>
<th>Responsibility</th>
<th>Dependencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference letter to company</td>
<td>ECA will, subject to the completion and receipt of the dependencies set out in this process:</td>
<td></td>
<td></td>
<td>1. Reference requestor – has sent a:</td>
</tr>
<tr>
<td></td>
<td>• Validate that the signature corresponds to the employees signed authority (where the request has no written authority, or an ambiguous signature, ECA will email the employee (if current) to get their permission, otherwise the requestor will be notified that no information will be provided until such time as the authorisation, or clarity, of information is provided)</td>
<td></td>
<td>Employment Contract Officer</td>
<td>• Company headed, signed, request for employment, personal information, salary, and/or post information</td>
</tr>
</tbody>
</table>
| | • Provide the requestor with a: UCL headed, signed letter, detailing the information required | Timeliness
All documents to be sent to the requestor, within 2 days of the day following receipt of all dependencies | ECA | • Request contains the employees signed authority and authority to release the required information to the requesting organisation |
| | | Quality
Correct letter templates, checked and then signed by ECO. | | |

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**Note:** The full procedure and policy mentioned earlier are not available, but the service standard is owned by Mike Sainsbury, Employment Contract Manager. For more information or complaints, contact him at [m.sainsbury@ucl.ac.uk](mailto:m.sainsbury@ucl.ac.uk) or on extension 53016.