

HR Services update April 2019

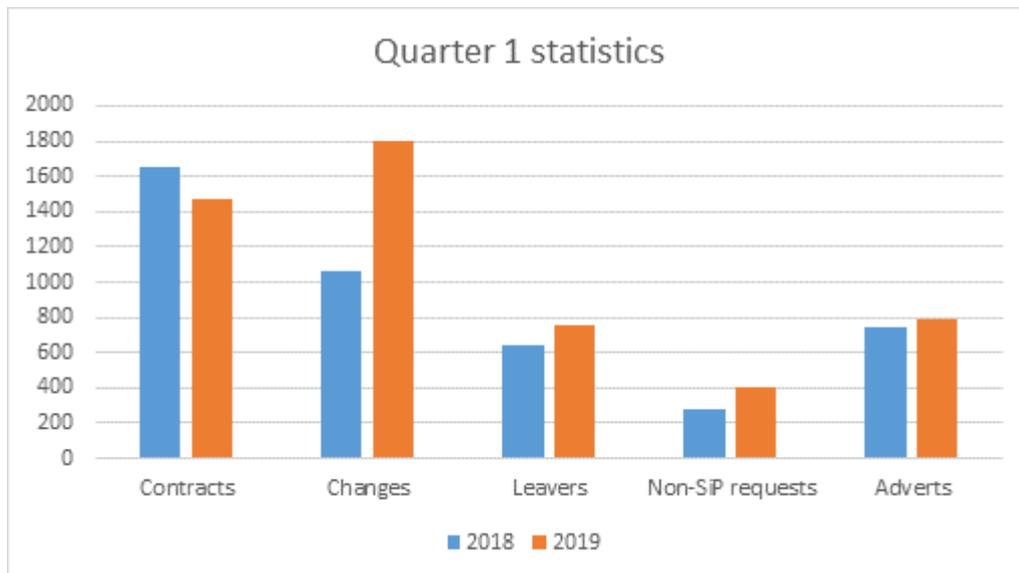
Dear all

Please find below an update on the following areas:

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First quarter figures

During the first three months of 2019 the team have seen an increase in the number of requests received across the majority of our processes, the only exception being contract requests. On average this equates to a year on year increase of 22% of requests received into the team.



In addition to the above the HR Services Support Desk have received 12,520 calls, emails and visitors. The team have answered 77% of queries within the 24 hour SLA, and feedback has been 90% positive.

The team have, due to the early April payroll deadline, had a very busy couple of weeks which have unfortunately resulted in some requests taking longer to process than we would

like. I apologise if there are any issues outstanding which have not been resolved promptly, if there is anything outstanding please do let me know.

Right to work training sessions

You will have recently been contacted about Right to Work (RTW) training for departmental staff. The training is for staff who have a departmental HR role or a role which has a HR element. It is suitable for both those who have attended a training session before and would like a refresher, and those who have not attended RTW training at UCL previously.

The training will include the following areas:

- what is valid RTW
- how to check RTW documents
- a brief overview of the sponsorship process

Demand for the sessions has been high, and the April, May and June sessions are now all fully booked.

The July session will take place on 25 July at St Martin's Le Grand. If you would like to book a place, or be placed on the waiting list for future sessions please contact Natalie, n.scargill@ucl.ac.uk.

Brexit Immigration update

The Home Office have issued some guidance regarding Right to work checks for EU staff post-Brexit.

The guidance clarifies that there will be no changes to right to work checks until 1 January 2021, even if there is a 'no deal' Brexit. Employers will not be required to differentiate between EEA, EU and Swiss citizens and their family members based on whether they were resident in the UK before or after Brexit. From 1 January 2021, new guidance on right to work checks will apply and the Home Office will issue this guidance in due course.

Please therefore continue to check RTW for new employees in line with the [codes of practice on the prevention of illegal working](#) (last updated in January).

The guidance from the Home Office also summarises the different immigration systems that will apply if the UK leaves the EU with a deal and if the UK leaves with no deal. Further information can be found [here](#).

If you have any questions you can contact the UCL Brexit helpline at eustaffqueries@ucl.ac.uk or 0203 108 9483 (ext. 59483).

Tier 2 rule changes for Academic Staff

In March the Government announced that from autumn 2019 PhD-level occupations will be exempt from the Tier 2 (General) cap on the number of skilled worker visas that are granted each month. The Tier 2 cap is a monthly limit on the number of Tier 2 visas that can be granted to skilled workers from outside the EEA and Switzerland.

It was also announced that from autumn 2019 the immigration rules on 180-day absences will be changed so that researchers conducting fieldwork overseas will not be penalised if they apply to settle in the UK.

Under the immigration rules, non-EEA staff applying for indefinite leave to remain (ILR) will not have their application granted if they have spent more than 180 days abroad in any rolling 12-month period during the qualifying period for ILR (usually five years), unless there are exceptional reasons. Absences due to employment, whether related to the applicant's job in the UK or not, would normally count towards the 180-day maximum each year. This announcement means researchers will now be able to exclude time spent overseas for fieldwork, which is a welcome change to the rules.

If you have any questions on these changes to the Immigration rules, please let me know.

CoS applications and Immigo

In October 2018 we rolled out the use of Immigo, Newland Chase's electronic portal for Certificate of Sponsorship applications. Most of you will by now have been set up with an account and have begun submitting applications via this route.

From 1st May we will no longer accept CoS applications via email, all applications will need to be made via Immigo. If you have not yet registered for an Immigo account, please email HR-Services@ucl.ac.uk and the team will arrange access for you.

Departmental Administrator HR Services Induction

The team are currently working on a new HR Services Induction for departmental staff who have HR elements to their role. The induction day will aim to give new starters (and current colleagues) an overview of how HR Services at UCL works, an introduction to the teams, an HR systems induction and an overview of relevant HR policies. We hope that this will enhance departmental and central HR relationships, enabling more streamlined processing.

A pilot will be taking place over the next few months (thank you in advance to those departments taking part). If successful we will roll out across all UCL departments and you will be able to book in any new starters who join your teams. Of course, if any existing colleagues would like to have an induction with the HR Services team, to get a feel for how we work and build on existing relationships, you will be very welcome.

The future plans are to include the wider Professional Services Hub teams in this induction, therefore giving a full overview of the centralised professional services teams.

If you have any questions or feedback regarding this new Induction please contact Georgia, georgia.payne@ucl.ac.uk.

Customer Feedback Survey

Some of you will have noticed that there is an option to provide feedback on the service provided by the HR Service Support Desk. The feedback survey is available on the resolved response you receive from Remedy, confirming that your ticket has been closed.

To help improve the service of the team, I would be very grateful if where possible you can complete this short survey to provide feedback on the service received.

If you have any questions regarding the content of this email, or about the HR Services team more generally, please do not hesitate to contact me.

Wishing you all a relaxing Easter break.
Jodie

Jodie Trumper
HR Services Director

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www.ucl.ac.uk/transforming-our-professional-services/tops-projects/professional-services-hub

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Location: Professional Services Hub, Ground Floor, 1 St Martin's Le Grand, London, EC1A 4EU

UCL says Full Stop to bullying, harassment and sexual misconduct. Visit [Report + Support](#) for more information.