



TITLE	REF	VERSION
Flexible Working Procedure	HRPRO012	1.2

DEPARTMENT	Group Human Resources		
DATE	1/7/2023	REVIEW DATE	1/7/2025

# FLEXIBLE WORKING PROCEDURE

## Procedure Statement

Activate Learning believes that flexible working can increase staff motivation, promote work-life balance, reduce employee stress, and improve performance and productivity. All employees have the right to request flexible working from their first day of employment and to have their request considered seriously by their employer.

## Requests for flexible working

A request for flexible working could include a request for a change to the number of hours that the employee works, a request for a change to the pattern of hours worked, a request to job share or a request to perform some, or all the work from the employee's home.

## Eligibility

An employee has the right to apply for flexible working from their first day of employment. Employees are only permitted to submit up to two flexible working requests over a rolling twelve-month period. Additional requests may be permitted however, these will be managed on an individual basis.

## Process for making a flexible working request.

All requests must be made in writing on the Flexible Working Application Form (appendix 1) and submitted via the HRBP Service Desk <https://servicedesk.activatelearning.ac.uk/>. Any request made under this policy must include:

- the date of the application.
- the changes that the employee is seeking to their terms and conditions.
- the date on which the employee would like the terms and conditions to come into effect.
- a statement that this is a statutory request.
- whether or not the employee has made a previous application for flexible working; and
- if the employee has made a previous request, when the employee made that application.

Where the request is being made by an employee defined as disabled by the Equality Act 2010 as part of a request for a reasonable adjustment to their working arrangements, the employee should state this in the written application.

The employees Manager should not unreasonably refuse a request that does not contain the required information but should explain to the employee what additional or amended information they need to provide and ask the employee to resubmit the request.

## Flexible Working Request Process

### Acknowledgement of Flexible Working Request

Once a Manager and Associate HRBP have



The decision of the chair of the appeal will be notified to the employee within five working days of the appeal hearing. The decision will be final and binding and there will be no further right to appeal.

### **Timescales**

All requests will be dealt with within a period of two months from first receipt to notification of the decision on appeal. The line manager should hold the meeting within 28 days of receiving the request and notify the decision to the employee within five working days of the meeting, so that there is enough time for any appeal to be concluded.

Employees who are dissatisfied with the outcome of their request are to lodge an appeal within five working days of the notification, with the appeal to be heard within 14 days. The employee will be informed of the outcome of their appeal within five working days of the appeal meeting.

The above time limits may be extended where both the employee and employer are in agreement. For example, the relevant manager and the employee may agree to extend the time limit to give the employee a trial period on the flexible working arrangements.

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A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the applicant to provide details of their flexible working request.

**I understand I have a statutory right to apply for flexible working and have considered my application carefully and completed the application to the best of my knowledge.**

**Employee Signature:**

**Date:**