



HR FREQUENTLY ASKED QUESTIONS (FAQs) – UPDATED ON 31.03.2020

1. Can I cancel the leave booked over the Easter period?

We are asking people to take any leave that was booked before the current situation. We are mindful that even when people are working from home, everyone needs time to switch off completely from work from a health and wellbeing perspective. We are also conscious that we need to ensure there is adequate cover over the summer period, when we hope to be back physically at work. As a result, we are asking managers to work with their teams to ensure staff are taking leave in the normal way and in particular to try and take some leave over the Easter period when no teaching will be taking place and many managers are themselves on leave. This is an opportunity to take some time off and come back refreshed.

Also refer to question 13 below.

2. I am having issues logging onto Employee Self Service (ESS), what should I do?

In order to access ESS you must log into the staff network via VMware, as ESS is not accessible outside of the College network. The link below will guide you how to do this. The benefit of using VMware is that it will enable you to access everything as if you were on your PC on a College site.

https://cwcwebsite.blob.core.windows.net/sitefinityassets/docs/default-source/coronavirus/2020-03-16/2020-03-17-ucg-how-to-set-up-vmware-horizon.pdf?sfvrsn=1e37276f_4

HR FAQs on 27.03.2020

3. What happens if my probation review meeting is due during the remote working period?

Your line manager will be expected to hold the review meeting with you as scheduled either over the phone or through Microsoft Teams.

As part of the process your line manager will be required to share the form with you prior to the meeting. Once the meeting has been concluded the manager will email the completed report to HR copying in the employee as confirmation that the meeting has taken place and they agree to its contents.

4. When will we return to working from the office?

Presently an exact date is unknown. However, the College will continue to follow the guidance and information being provided by the government and as a consequence all staff will be continually updated through the various College links which include:

<https://ucg.ac.uk/resources>

<http://portal.cwc.ac.uk/Info/Pages/Coronavirus.aspx> for CWC Staff

<http://staffsp.cnwl.ac.uk/Pages/default.aspx> for CNWL staff

5. Will I have access to the office during the remote working period?

After this week all College campuses will be closed except where there is an **essential** requirement for staff to physically access sites. As a result the College is making arrangements to open sites on an operational requirement basis. This is being co-ordinated through the various service and faculty heads. If under these circumstances you need to access any campus you are asked to contact your line manager in the first instance.

6. Will posts still be advertised by the College over the coming weeks?

The College has a number vacancies which are current being advertised and these can be found on the [UCG website](#). As a result of the current working arrangements, as required HR will liaise directly with recruiting managers regarding the extension of any closing dates. Currently it has been agreed that any selection process will be on hold until staff return to onsite working, and all applicants will be informed of this arrangement accordingly.

7. During the current circumstances, will I be entitled to take special leave in order to care of a dependent?

It is envisaged that as a result of COVID-19, some staff will be required to care for dependents and loved ones. Please contact HR for advice.

HR FAQs on 24.03.2020

8. How do I contact the HR Department?

HR will continue to be on hand to support all staff during this difficult period, to provide information and guidance on any of the usual HR queries and concerns you may have.

The team at both Colleges can be contacted by email on hr@cwc.ac.uk. Please note office phones have been diverted, so that if you wish to contact specific members of the team directly, you will be able to do so. Or alternatively for emergencies contact 07855443847.

9. Is the College Closed?

Further to Stephen Davis's email sent on 23rd March 2020, effective 24th March 2020 all colleagues are asked to work remotely with the exception of those staff members identified as business critical services (BCS).

10. Which staff are identified as BCS?

There are a few staff who work within Group services who will need to attend the college site to ensure business continuity. The SLT are currently working to put a plan forward that will outline what these services are and how we propose they are deployed over the period of the COVID-19 outbreak in a manner that minimises the number of staff at on site whilst ensuring that critical services are maintained for both staff and students. Maintaining safe travel and safety whilst on site of those staff will be our priority

11. Who do I contact if I need assistance with IT/Computer issues?

Staff from CNWL should contact it.helpdesk@cnwl.ac.uk and CWC staff should email itsupport@cwc.ac.uk.

12. I am an agency member of staff will I be paid?

Yes until further notice, any agency staff currently engaged by the College will be paid for the hours they are scheduled to work. Please liaise with your line manager accordingly.

13. As the College will be closed over the Easter period, should I book this as holiday?

As there is no teaching over the Easter period, you are asked to ensure any leave you are due to take is booked through Employee Self-Service (ESS).

14. What do I do if I feel unwell during the period of remote working?

Whether you have COVID-19 symptoms or not and feel unable to work, please contact FirstCare as usual on **0345 456 5780** to report your absence and contact them to close your absence to confirm your return to work.

Please be mindful of the following:

- **If you have symptoms of coronavirus**, however mild, stay at home and do not leave your house for 7 days. You do not need a test if you are staying at home; these are reserved for the vulnerable and healthcare workers. You must refrain from work in line with the PHE and NHS UK guidelines.
- **If someone you live with has coronavirus symptoms**, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms.

- **If you are feeling unwell with symptoms unrelated to coronavirus or need to report emergency special leave**, please contact FirstCare as usual.

15. I have an underlying health condition, what should I do?

Staff with an underlying health condition which may put them in a high risk category should inform their line manager and HR on hr@cw.ac.uk. However if you feel unwell and unable to work, you should contact FirstCare.

16. Do I contact First Care when I feel better?

Once you report your absence, you must adhere to the instructions given by FirstCare regarding how to close the absence period. This indicates that you are ready to continue remote working.

17. Can I book special leave during the period of remote working?

Yes. Special leave should be requested in the usual way, informing your line manager and contacting FirstCare to open and close the period of special leave.

18. If I am looking after a dependent who has COVID-19 symptoms what should I do?

If in doing so you are unable to carry out your work duties, then you should request special leave in the usual way, informing your line manager and contacting FirstCare to open and close the period of special leave.

19. I have contacted FirstCare but am unable to get through?

Unfortunately, as a result of the current situation FirstCare have been experiencing a higher volume of calls which have resulted in longer wait times. However they are working to improve this and in the interim you should also email your line manager and hr@cw.ac.uk and keep trying the FirstCare number.

20. Where can I find College information on the latest situation?

The College is updating information on a daily basis, and staff should refer to the following link:

<https://ucq.ac.uk/resources>

Or alternatively, CWC staff should also refer to:

<http://portal.cw.ac.uk/Info/Pages/Coronavirus.aspx> whilst CNWL staff may visit: <http://staffsp.cnwl.ac.uk/Pages/default.aspx>

21. During this difficult time, is there any external support the College can recommend?

College employees have free confidential access to a 24/7 year round advice and stress counselling service on the following matters.

- Stress counselling
- Family issues
- Medical information
- Lifestyle addictions
- Gambling
- Financial
- Relationships
- Domestic abuse
- Insurance claims
- Consumer issues
- Debt
- Legal
- Stress
- Child care
- Work
- Housing

To access the service you are asked to contact **the Abbey Advice/Claims Line** on telephone number **03332342189** and quote **Policy number 1075626**.

All calls will be transferred to a qualified and experienced counsellor who will offer help and support in a professional, friendly and non-judgemental manner.