**Frequently Asked Questions (FAQs)**

**Associates- Covid-19 and furlough**

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|  | **Services** |  |
| **1** | Will I be paid for work carried out already? | Yes: for all work that is done, you should submit your claim for payment in the same way as usual. We will pay the claims in the usual timeframes. |
| **2** | Will I be paid for work that happens in the future? | If you are furloughed then you will not be offered any work during the period that you are furloughed.  If you are not furloughed then that is because there is a likelihood you will be offered work. You will be paid for all work that is done and you should submit your claim for payment in the same way as usual. We will pay the claims in the usual timeframes. |
| **3** | Will I be paid for work that has been cancelled? | If any activity is cancelled within 2 working days of its due date, you will be able to claim 50% of the relevant fee. |
| **4** | What do I do with work that I have been allocated but which is no longer required? | Please check with your City & Guilds contact about whether the work is required and, if not, do not proceed with it. |
| **5** | What is the likelihood of work in the future? | We are working closely with our regulators to arrange dispensations so that work can continue, albeit in a different way. We expect that much of our work can continue. We anticipate that we will again engage our community of Associates to provide services for our business. The extent and nature of the services will vary though, depending on the specific roles. |
| **6** | When will work be available in the future? | It is currently very difficult, if not impossible, to predict when it is likely that any form of 'normality' will resume. The timeframe in which further work will available will though depend on the specific roles. |
| **7** | If there is reduced workload, how are you selecting people for this work? | We have been carefully considering a number of factors including the type of Associate needed, location, activity, industry area and availability |
| **8** | What types of work are likely to be in the future? | It is currently very difficult, if not impossible, to predict when it is likely what work will be available in the future. We are working closely with our regulators to make arrangements for alternative working methods. Whereas we anticipate that there will be a return to normal ways of working, the specific types of work that will be available will though depend on the specific roles: more information will be made available as soon we are in a position to share our plans. |
| **9** | Is the work being cancelled or postponed? i.e. will additional work be available later in the year? | Due to the changes that are being imposed (such as the closure of colleges and training providers and the cancellation of the summer examination series), certain tasks will be cancelled whereas others will be postponed until later in the year. Additionally, some tasks will still be needed although in lower volumes than we will have planned.  The extent and nature of the services will though depend on the specific roles: more information will be made available as soon we are in a position to share our plans. |
| **10** | Will I be paid if I have technology issues remotely on a particular day? | No: it is your responsibility to check your technology, ahead of any activity, to ensure you can carry out your role. Please contact the usual teams should you have difficulties. |
| **11** | Will I be paid if I have difficulty working remotely on a particular day? | No: it is your responsibility to ensure that the remote working requirements will work, ahead of any activity, to ensure you can carry out your role. Please contact the usual teams should you have difficulties. |
|  | **Payment** |  |
| **12** | What is the payment process? | You should continue to submit your claims for payment in the normal way. |
| **13** | What is the position in relation to expenses that I have incurred where I am no longer allowed to travel? | You should try to cancel any travel bookings you no longer require. If you are not able to cancel, you should try to reschedule to a date later in the year. Only where it has not been possible to cancel or reschedule will we reimburse any claims for travel expenses. |
| **14** | What is the tax position on my fees? | For all individuals providing services as associates, we will continue to deduct income tax in accordance with the tax code that has been provided. We will however continue to make the payments without National Insurance deductions so you will remain responsible for this (and any other taxes that may be payable in relation to the fees). |
|  | **Sickness** |  |
| **15** | Am I eligible for statutory sick pay? | As a self-employed individual (and as set out in the contract), you are not eligible for statutory sickness pay. |
| **16** | Am I eligible for sickness pay from City & Guilds? | As a self-employed individual (and as set out in the contract), you are not eligible for sickness pay from City & Guilds. |
|  | **Miscellaneous** |  |
| **17** | Can I be considered for an employment contract from City & Guilds in future? | Although City & Guilds Group is not actively recruiting at the moment, you can of course apply for any position that we advertise as part of a recruitment process in the future. Associate work continues to be contracted on a 'self- employed' basis. |
|  | **Furlough** |  |
| **18** | How will you determine which associates will be furloughed? | The furlough of our associates is based on key principles that will enable us to continue to support our customers and the sustainability of our business:  Associates are considered for furlough where: • there is a loss of all work and associated income within the target furlough period (April-June) because activity has ceased. • there are limited opportunities to delay work until later in the year.  Furlough will not be considered: • if there is a risk that the associate would be needed to work in one of their associate roles during the period. • if associates are paid as a limited company. • if the projected income for the furlough period is less than £100 |
| **19** | How do you determine what income will be paid during furlough? | Subject to confirmation from the HMRC of acceptance of associates into the Coronavirus Job Retention Scheme, we will pay 80% of either an average of the monthly payment for the previous 12 months OR the actual payment from the same month in the previous year whichever is the highest. This is capped at £2,500 per month. |
| **20** | What if I only worked for 3 months in the last 12  months? | Under the government guidance we must calculate the average over 12 months as one of the options for payment calculations. The average payment will be based on the number of months you were contracted during that period regardless of how many months you worked. If you were contracted for the full 12 months your average payment will be your total earnings divided by 12. If you started your contract during the 12 months your average payment will be divided by the number of months you were within a contract. |
| **21** | Can I be paid for the work I did in the same month last year instead of what I was actually paid as my payments are always in arrears | Under the government guidance the requirement is to pay you the same as what you were paid in the same month as last year - there is no opportunity to pay you for the earnings from a different month. |
| **22** | Can I volunteer to be furloughed? | No, the roles that can be furloughed will be decided based on the principles stated above. |
| **23** | If I am furloughed when will I get paid? | We will transfer the funds in the next pay run after they have been received from HMRC. We aim to pay furlough payments for April in June, furlough payments for May in July and furlough payments for June in August. |
| **24** | What impact will furlough have on my pension contributions? | None as these will continue unchanged. Pension contributions will continue to be paid into your NEST scheme based on the furlough amount paid to you |
| **25** | If I am shielding / caring for children / unable to work during this period can I be furloughed? | The decision to furlough will be based on the Associate role and in accordance with the principles outlined above. We are unable to consider individual personal circumstances. |
| **26** | If I am furloughed can I work for other Awarding Organisations during this period? | Yes, you can work for any other awarding organisation. |
| **27** | If I am furloughed can I do other work for City & Guilds? | No, whilst you are furloughed you cannot do any work/ provide any service to any company within the City & Guilds group. This includes emails, which you shouldn’t be responding to. |
| **28** | If I am furloughed from my permanent employment can I also be furloughed by City & Guilds at the same time? | Yes, if your role meets the criteria for furloughing. The decision to furlough will be based on the Associate role and in accordance with the principles outlined above. |
| **29** | If I do not want to be furloughed how do I change this status? | Once you receive your confirmation letter from us you must respond to [associate.furlough@cityandguilds.com](mailto:associate.furlough@cityandguilds.com)  within 48 hours to explain why you object to being furloughed. |
| **30** | If I do a number of roles at City & Guilds and one fits into the principles to be furloughed. Can I be furloughed? | No, you can only be furloughed if the all of the work you perform for City & Guilds is contained within the principles. If you are furloughed you must not do any work for any company within the City & Guilds Group. |
| **31** | Am I on call whilst I am furloughed? | It is highly unlikely that you will be needed during the furlough period however if the situation changes we reserve the right to end your furlough with 48 hours’ notice. In this case we will ‘phone you. As the Government will not pay under the Coronavirus Job Retention Scheme for any furlough period less than 3 weeks, we would try to avoid this eventuality. |
| **32** | How long will my furlough period last for? | The dates of your furlough will be stated in your letter. If the Government extend the scheme further, we will write to you by email to confirm if this affects you. |
| **33** | Will my team be notified I am furloughed? | Yes, we will notify the teams |