

Flowchart for considering time to train requests

This flowchart provides a high level overview of the process for considering a request for time to train. You can click on each flowchart stage to see more detailed guidance on www.businesslink.gov.uk/timetotrain.

Receive a time to train request

- you must respond to a valid request within set timeframes
- make sure you consider employment protection issues, e.g. discrimination, at all stages



Check the employee's eligibility

- only employees with 26 weeks continuous employment and who have not made a request in the last 12 months are eligible to make requests



Ensure all necessary information has been provided in the request

- if all the required information has not been included you are advised to tell your employee it is invalid and you will not consider it



Consider whether to accept or reject a request

- you can agree a request straight away; if this is not possible you must arrange to meet your employee within 28 days after receiving their request
- your employee is entitled to be accompanied by a colleague who also works for you
- the date and time for the meeting must be convenient to all of you
- you may only turn down a request under specified business reasons



Communicate your decision

- if you agree to an employee's request straight away you must tell your employee in writing within 28 days
- if you arranged a meeting with your employee you must write to that employee with your decision within 14 days after the meeting



Handle appeals internally

- if your employee wishes to appeal against your decision, they must write to you within 14 days of receiving your decision
- within 14 days of receiving an employee's appeal you must either accept the appeal and write to the employee or arrange a meeting with the employee to discuss their appeal