

Leaving the University of Surrey Procedure	
Enabling Policy Statement; Executive Owner; Approval Route:	Our Colleagues – Chief Operating Officer – Operations Committee
Is the Procedure for internal use only (Non- disclosable) ?	Disclosable
Associated Policy Statements:	N/A
Authorised Owner:	Human Resources Director
Authorised Co-ordinator:	Associate Director (People Services)
Effective date:	08 July 2025
Due date for full review:	08 July 2028
Sub documentation:	N/A

Approval History

Version	Reason for review	Approval Route	Date
1.0	Migration to POPP	Operations Committee (Chair's Action)	08 July 2025

1. Purpose

- 1.1.** This procedure relates to all categories of University staff and establishes guidelines for managers, staff and HR in relation to an employee leaving the University's employment. It ensures that the individual is clear what their contractual and University obligations are when leaving the University and allows the manager to ensure that the terms of the employment contract are met, that the leaving process is implemented fairly and consistently, and that the leaving information reaches all those who need to know across the University.
- 1.2.** This procedure focuses on those staff who are voluntarily leaving the University's employment. Whilst the majority of the information contained in this policy is relevant in other circumstances, specific details regarding retirement, redundancy, end of contract and dismissals are contained in other procedures which should be read in conjunction with this procedure.

2. Scope and Exceptions to the Procedure

- 2.1.** This procedure applies to all employees from their first day of employment at the University of Surrey and its subsidiaries.
- 2.2.** This procedure does not form part of any employee's contract of employment. It may be amended from time to time.

3. Definitions and Terminology

N/A

4. Procedural Principles

4.1. Notice Provisions

- 4.1.1** If an individual wishes to leave the University they must provide written notice addressed to their manager and copied to their local HR representative. Where an employee provides verbal notification that they are leaving, this should be formally followed up in writing (this includes email).
- 4.1.2** The employee should give at least the amount of contractual notice required, as detailed in the Staff Handbook.
- 4.1.3** It is best practice for the line manager to discuss the resignation, and the reasons for it, with the employee. If the line manager has any concerns regarding the reason for the resignation, they should discuss it with HR.
- 4.1.4** Where an employee wishes to have a shorter notice period this should be requested to the line manager and HR. Such requests will be considered by the University on a case-by-case basis but will depend on operational requirements.
- 4.1.5** Where an employee wishes to withdraw their notice to leave, they should confirm this in writing to their line manager, copied to HR. Such requests can only be granted with the agreement of the manager and HR, so there is no guarantee that notice can be withdrawn.

4.2 Payment in Lieu of Notice (PILON)

4.2.1 The University reserves the right to pay an employee in lieu of notice. The University may terminate an employee's employment at any time and with immediate effect, following appropriate legislation and University practice by notifying them that:

- (1) we are exercising our right to pay in lieu of notice and,
- (2) that we will make within 28 days a payment in lieu of notice (a Payment in Lieu) to the employee.

4.2.2 The Payment in Lieu would be equal to basic salary (as at the date of termination) which the employee would have been entitled to receive during the notice period (or, if notice has already been given, during the remainder of the notice period) less income tax and National Insurance contributions. Payment in Lieu is discretionary and as such would not be applicable in cases such as dismissal for gross misconduct. In such cases the University shall also be entitled to recover any Payment in Lieu (or instalments thereof) already made.

For the avoidance of doubt, the Payment in Lieu shall not include any element in relation to:

- (a) any bonus or commission payments that might otherwise have been due during the period for which the Payment in Lieu is made;
- (b) any payment in respect of benefits which you would have been entitled to receive during the period for which the Payment in Lieu is made; and
- (c) any payment in respect of any holiday entitlement that would have accrued during the period for which the Payment in Lieu is made.

4.3 Retirement from the University

4.31 Employees can voluntarily retire and draw an occupational pension, subject to the provisions of the University's Superannuation schemes which set out criteria including the earliest dates at which an employee can access their pension.

4.32 If an employee makes a decision to retire and access their occupational pension, notification should be given in writing at least **4 months** in advance to the University pensions department due to notice required to notify the Pension scheme.

4.33 Formal notice should be provided to Human Resources in line with the terms of an employee's contract. HR will write to the employee and acknowledge their retirement and action the retirement date on the HR system.

4.34 Should an employee wish to withdraw a notification of retirement from employment this will be considered, however there is no obligation of the University to accept this.

4.35 HR will inform the Faculty Dean/Director of Department of the forthcoming retirement. In

instances where the employee retiring has over 15 years service, the Vice Chancellor will be informed accordingly.

4.36 Employees who retire can seek re-employment via the University's normal recruitment procedures. For further information regarding the effects on pension benefits on re-employment, contact the pensions@surrey.ac.uk. For re-employment after retirement, it is important to establish that there has been a break in continuity of employment. This is unlikely to be established without a break of at least 30 days.

4.37 Employees who are unhappy with a decision in respect of their retirement arrangements or pension benefits are advised to contact Human Resources in the first instance to determine whether an informal resolution can be achieved.

4.4 Return of University Property

- 4.4.1 Employees will be required to return all University property allocated to them during the course of their employment, whether as a contractual benefit or to assist in the performance of their duties, on or before the last day worked. Further information about what should be returned, and to where, is given below, and a summary checklist can be found on SurreyNet: <https://surreynet.surrey.ac.uk/hr-policies-and-forms>
- 4.4.2 Employees should return the completed checklist to their HR department on or before their last day of employment, as this provides the employee and the University with evidence that the property has been returned correctly. The University reserves the right to seek reimbursement from the employee for the value of equipment not returned.

4.5 Car Parking Permit

- 4.5.1 To cancel your parking permit and claim a refund you should wait until you have worked your last day and follow the below process:

Once you have worked your last day you should claim any remaining balance from your parking permit by going online and clicking in the box top right of the screen "My PAYG balance", once you have done this you should cancel your parking permit. You can still log in with your University email address to do this even if it has been closed down by the University.

The link to do this is: <https://totalpark.cloud>

4.6 Equipment (laptop, phone etc., uniform/protective equipment, work documentation)

- 4.6.1 It is important that all equipment is returned to the line manager on or before the last day of employment. All such equipment procured with University funds (including via external sources such as research grants) belongs to the University. The University retains responsibility for the equipment, its usage (including complying with software licences) and its proper disposal.
- 4.6.2 If there is work documentation that is password protected, these passwords should be passed on to the line manager, along with confirmation of the location of the files. Any organisational documents that are stored on the 'my documents' file, should be moved to an appropriate shared drive.

4.7 Purchase Card

- 4.7.1 This should be returned to the Procurement Department. Any receipts and paperwork for transactions not covered by the most recent statement should be forwarded to the line manager, pending a final statement from the purchase card provider.

4.8 Books

- 4.8.1 These should be returned to the library by the due date.

4.9 Staff Card

- 4.9.1 The staff card should be returned to the line manager or the HR department before the last day of employment.

4.10 Keys

- 4.10.1 These should be returned to the line manager on the last day of employment. If an employee fails to return their equipment by their leaving date, the line manager, in conjunction with the Human Resources Department, will have the discretion to decide on further action on a case-by-case basis.

4.11 Staff annual bus travelcard

- 4.11.1 It may be possible to receive a refund on your staff annual bus travelcard. If you require a refund, you should contact the Stagecoach Customer Services on 0345 810 1000. Stagecoach will work out the amount owing and if a refund is possible, they will refund the card the purchase was made on.

4.12 Leaving Arrangements and Communications

4.12.1 Annual leave

During the leave year in which employment comes to an end, staff are entitled to annual leave on a pro rata basis. Employees are strongly encouraged to take any leave owing to them prior to leaving and this should be discussed with the line manager. Any accrued leave that cannot be taken should be discussed with the local HR Representative for approval to make a payment in lieu. The University reserves the right to ensure an employee takes outstanding leave during the notice period.

Where a member of staff leaves the University and has taken more leave than they have accrued, payment for this excess is deducted from their final month's salary.

4.13 Annualised hours

- 4.13.1 Where an employee leaves the employment of the University and they work annualised hours, arrangements should be made to recalculate the number of hours they should have worked to that date in the year. This figure should be compared to the actual hours worked which may result in an adjustment to the employee's final salary.

4.14 Loans, advances and relocation monies

- 4.14.1 If an employee has any outstanding loans or salary/expenses advances, they should be aware that the outstanding monies will be deducted from their final salary. If their final

salary does not cover all of these monies, or if the deduction would cause financial hardship, the employee should contact the Payroll Office (prior to the 10th of the month in which they are leaving) to discuss an alternative repayment method or repaying the monies over an agreed period.

- 4.14.2 If an employee has received relocation monies via the Relocation Procedure, they may be required to repay some or all of the monies they have received depending on the date they claimed and the date they are leaving. Further details can be found in the Relocation Procedure [HR procedures - Human Resources | Surreynet](#).
- 4.14.3 Where deductions are to be made from the final salary, the employee will be notified of this in advance.

4.15 Salary Sacrifice

- 4.15.1 If the leaving employee is a member of a University salary sacrifice scheme their membership will end with their employment. Where the salary sacrifice is for a scheme operated for the University by an external organisation (nursery, childcare vouchers, Sports Park etc.) they should inform the relevant external organisation and discuss any future actions needed.

4.16 University Nursery

- 4.16.1 Staff members who leave the University's employment and who have a child (or children) who attend Campus Kids nursery must discuss with Bright Horizons the new arrangements for paying nursery fees or their balance.

4.17 Maternity Leave Payments

- 4.17.1 If an employee decides to leave the University whilst on maternity leave or up to 3 months following their return from maternity leave the University has the right to reclaim the whole of the non-statutory element of Maternity Pay. This will be deducted by payroll or the employee will be contacted and asked to make the necessary arrangements for repayment.

4.18 Training Costs and Fees for Award Bearing Courses

- 4.18.1 If an employee leaves after the University has incurred liability for the cost of the training or has made a contribution to the fees for an Award Bearing course, the member of staff will be liable to repay some or all of the fees, expenses in accordance with the Staff Development Procedure. This will be deducted by payroll or the employee will be contacted and asked to make the necessary arrangements for repayment.

4.19 Academic duties

- 4.19.1 Where an academic or research member of staff is leaving the University, they should discuss with their line manager what should happen with regards to any research grants they are principal or co-investigator on, on-going student supervision, exam setting and marking, and/or the handing over of teaching and administrative duties.

4.20 Research samples

- 4.20.1 All departing employees should ensure that any research samples are appropriately stored, and where applicable, disposed of, in accordance with Faculty policy.

4.21 HR

- 4.21.1 HR will write to the employee and acknowledge the resignation and action the leaving date on the HR system.
- 4.21.2 Where an employee is planning on changing their address shortly after leaving employment, they should notify HR so that any final correspondence can be sent to the correct place.

HR will arrange for all final payments, including outstanding annual leave (upon approval) to be paid. Please ensure this is discussed with the line manager and HR so that the final details can be processed by the payroll cut-off date for the month the employee is leaving Surrey's employment.

4.22 Pensions

- 4.22.1 Once the Pensions Department has been notified by HR that an employee is leaving, the Pensions Department will forward details to the appropriate pension scheme. The scheme will then contact the member direct to provide both the deferred benefits and options.

If an employee is considering leaving the University and could be eligible to have their pension put into payment, they should contact the Pensions Department as early as possible to discuss.

4.23 Payroll

- 4.23.1 Payroll will pay the employee's final payments, deducting any outstanding loans or deductions. Final payments are always paid into the normal account on the last working day of the month, regardless of when the employee leaves Surrey's employment. The P45 will also be generated at this time and cannot be issued prior to the payrun as it is system generated. **P45 and other payroll documents, including P60s, are only available via the ePay online system.**
- 4.23.2 Leavers should therefore **update their ePay email address to their personal email address**, to enable them to access these documents after they have left the University. This can be done via the "My Details" section of ePay, once logged in.

4.24 Email account

- 4.24.1 Once the employee has been confirmed as a leaver on the HR system, an auto-generated email will be sent to the employee confirming that their email account will close on their last day of service. In exceptional circumstances it might be possible to get a small extension to the account, if there are University-related work issues that will need finalising. Such extensions can only be actioned with the permission of the Dean of Faculty, Faculty Manager, Head of Department or HR Business Partner.
- 4.24.2 The employee should be aware that any files or documents saved under 'my documents'

will be deleted when the email account is closed, so any University work should be moved onto the appropriate shared folder.

4.25 Exit questionnaire / interview

4.25.1 All departing employees will be offered the opportunity to complete an exit questionnaire at the time their resignation is acknowledged. This is a confidential questionnaire designed to find out why people are leaving the University, as well as their views on how the University has performed during their employment in a number of areas. If an employee wishes to raise more specific concerns, it is recommended that they discuss this with their HR representative. An exit interview with HR can be requested, either as well as, or instead of, an exit questionnaire. This can be requested by contacting HR Operations or noting it on the questionnaire.

4.26 References

4.26.1 If an employee wishes the University to provide future references on their behalf, they should ensure that they have discussed this with the person they wish to act as referee. Whilst the University usually provide references, it is not obliged to do so and has the right not to supply references at its discretion.

5. Governance Requirements

5.1. Implementation: Communication Plan

This procedure has been amended in July 2025 to reflect migration onto the POPP procedure. All staff need to know about the procedure and is referenced on the HR intranet pages.

5.2. Implementation: Training Plan

5.2.1. Support is provided to colleagues when implementing and following this procedure when required.

5.3. Review

5.3.1 This procedure will be reviewed every 3 years or sooner if required by a change in legislation or practice.

5.4. Legislative Context and Higher Education Sector Guidance or Requirements

N/A

5.5. Sustainability

This procedure supports the SDG 8 – Decent work and economic growth.

This is by ensuring a smooth transition for individuals, promoting decent work and economic growth through fair, transparent, and supportive processes that enhance job opportunities and workforce mobility.

6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was completed on 03 July 2024 and is held by the Authorised Co-ordinator.

6.2. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Review of V1.0	N	23/05/24	Kelley Padley, Governance Officer
H&S	Review of V1.0	N	10/06/24	Matt Purcell, Director of Health and Safety
Sustainability	Review of V1.0	N	21/03/25	Martin Wiles, Head of Sustainability
Academic Freedom / Freedom of Speech	Review of V1.0	N	16/04/25	Abi Bradbeer, Project Manager for AFPE.