

NEW ENTRANT AND REJOINER PROCESSES

Table 1 New entrant with job offer of 12 months or more employment

Process Owner	Trigger points and pension actions	Service Standard/timeliness of completed action
Employer	Decides to appoint Send Pensions Questionnaire (May 2008) and covering letter to new entrant with instruction on when to return it. See Annex B, letter text K	Within 48 hours of making decision to appoint
New entrant	Returns completed questionnaire, showing no previous CSP employment	Within time specified on letter or, where prospective employee requests an extension because of extenuating circumstances, by employer verbal agreement.
Employer	As Pensions Questionnaire shows no previous CSP employment: 1) order Starter Pack NE1 from St Ives, using DRF 2 spreadsheet or form, as applicable 2) issue LOA using text in Annex B, letter A 3) set up payroll record, defaulting new entrant into nuvos , ensuring correct percentage rate of employer (ASLC) and employee contributions are applied	Within 5 working days of receiving completed questionnaire
St Ives	Despatches Starter Pack to new entrant	Within 48 hours of receiving order from employer
New entrant	Reads pack and completes Pension <i>Choices</i> form to confirm membership of nuvos or apply for partnership .	Within 3 months of start date

	Send to APAC or employer, as per address on form	
Employer (if Choice form is returned to employer)	<p>If new entrant's choice is nuvos, forward form to APAC as new entrant will already have been enrolled.</p> <p>If new entrant's choice is partnership, follow actions given in Employers' Pension Guide, Section 4.2. 'Unscramble' contributions from nuvos and change contracted-out status to "not contracted-out".</p> <p>If new entrant wishes to opt out, send the PensionChoices form to your APAC immediately. They will contact the member to make them aware of what they are giving up. See section 4.1.52 for further action.</p>	<p>Within 10 working days of receiving Choice form</p> <p>Before next available pay run date</p> <p>Before next available pay run date</p>
APAC	Process PensionChoices form as agreed with employer and in line with Cabinet Office procedures	Within 5 working days of receiving form

	follow actions given in Employers' Pension Guide, Section 4.2. Send Pension <i>Choices</i> form to APAC	
APAC	Process Pension <i>Choices</i> form as agreed with employer and in line with Cabinet Office procedures	Within 5 days of receiving form

Table 3 Rejoiners (people who have previously worked for a CSP employer)

Process Owner	Trigger points and pension actions	Service Standard/timeliness of completed action
Employer	<p>Decides to appoint</p> <p>Sends Pensions Questionnaire (Rev May 2008) and covering letter to rejoiner with instruction on when to return it. See Annex B, letter text K</p>	<p>Within 48 hours of making decision to appoint</p>
New entrant	<p>Returns completed questionnaire, showing previous CSP employment</p> <p><i>(See over page for next stage in process)</i></p>	<p>Within time specified on letter or, where prospective employee requests an extension because of extenuating circumstances, by employer verbal agreement.</p>

Employer	<p>1) Checks pension choices by inputting information from questionnaire onto the Rejoiner Calculator (held on CSP website www.civilservice-pensions.gov.uk)</p> <p>2) Undertakes CSP13 (Estimate) action, where appropriate. (Section 4.3, EPG refers). Follows up cases with APAC, where appropriate. (The calculator will indicate)</p> <p>3) Where rejoiner has “quarantine period”, asks APAC for quarantine end date. (Make sure you include this date in the LOA to the member)</p> <p>4) Issues LOA using appropriate text from Annex B as indicated by Rejoiner Calculator</p> <p>5) Orders Starter Pack from St Ives (if applicable) as indicated on Rejoiner Calculator, using DRF 2 spreadsheet or form</p> <p>6) Defaults rejoiner into appropriate scheme ensuring correct contributions are applied by payroll</p>	<p>Within 5 working days of receiving completed questionnaire</p> <p>CSP13 (Estimate) action must be completed and new entrant informed of abatement effect at the earliest opportunity so that they can decide whether or not to accept the post.</p> <p>Where abatement may apply, timing will be dependent on the completion of the CSP 13 (Estimate) action.</p> <p>Where the rejoiner has a quarantine period, you must get the information from the APAC and pass it to the member as soon as possible so they can decide whether or not to accept the post.</p>
St Ives	Despatches Starter Pack to new entrant	Within 48 hours of receiving order

New entrant	<p>Reads pack and complete Pension<i>Choices</i> form Sends details to APAC or employer, as per address on form</p>	<p>New entrant can decide to complete and return Starter Pack at any time during employment. However, they must return a completed Pension<i>Choices</i> form within 3 months of their start date if they want contributions to be backdated.</p>
Employer (if Choice form is returned to employer)	<p>If rejoiner chooses nuvos or premium (according to their pension choices), forward form to APAC as they will already have been enrolled.</p> <p>If the rejoiner chooses partnership, follow actions given in Employers' Pension Guide, Section 4.2. 'Unscramble' contributions from nuvos or premium, as appropriate, and change contracted-out status to "not contracted-out".</p> <p>If rejoiner wishes to opt out, unscramble any nuvos or premium contributions that may have been paid and change the contracted-out status to "not contracted-out".</p> <p>Send Pension<i>Choices</i> form to APAC</p>	<p>Before next available pay run date</p> <p>Before next available pay run date</p>