

Manager Self Service: Absence Reporting

This guide will help you use Manager Self Service to record sickness and non-sickness related absence on behalf of your staff.

Reporting absence guidance:

The sickness absence types you can record using Self Service are:

- sickness absence
- disability related sickness
- work incident related sickness
- 3rd party accident related sickness.

The non-sickness related absence types you can record using Self Service are: paid personal leave e.g. carers leave and bereavement leave, unpaid personal leave e.g. dependant care and parental leave and unpaid unauthorised leave.

Managers should record any sickness absence for staff that is for 8 calendar days or more or to start or close an open ended period of absence.

Self-certified sickness absence (7 calendar days or less) should be recorded by the member of staff by using Employee Self Service. If an employee does not have access to Employee Self Service the manager should record all periods of absence on their behalf.

If you are entering a sickness absence related to a 3rd party accident via Manager Self Service, you must ensure the employee is made aware of the Absence & Accidents section of the Kent Scheme.

Select the employee:

1. Click on 'Absence Reporting' from the Manager Self Service menu.
2. On the 'People in Hierarchy' screen, against the employee whose absence you need to report, select 'Action' on the far right hand side of the screen.
3. This will take you to the 'Absence Reporting: Summary' screen, which will give you a summary of the employee's absence history.
4. To view further information about an existing absence record, click on the 'Details' icon.
5. To record a new period of absence, select 'Create Absence'.

Note. You can only report absence for employees that are within your supervisor hierarchy i.e. reporting directly to you, or reporting to someone who reports to you.

Note. A Return to Work interview and form should also be completed with the employee.

Please refer to the relevant guidance section depending on whether you are entering sickness or non-sickness related absence:

Entering sickness related absence:

You will be taken to the 'Create Absence: Enter Absence Details' screen.

Complete the following fields:

1. Brief description of sickness - free text to briefly describe the illness
2. Absence status - 'Confirmed' should be selected.
3. Absence type - select relevant option
4. Absence Reason - select from drop down list
5. Start Date - first day of absence
6. End Date - last day of absence (if the employee has returned to work)*
7. Sickness Hours - enter the number of working hours lost due to sickness (to 2 decimal places. e.g. a full working day = 7.40 for an employee working a 37 hour week)
8. Days - click on the Calculate Duration button. Please note, it is correct that this will calculate the number of calendar days that the sickness absence was for.

Once all the information has been entered select 'Next'.

Note: If you have multiple absences to record for this employee, ensure you submit these in chronological order i.e. earliest absence first.

***Note: If the employee has not yet returned to work, the end date must be left blank (regardless of whether a doctor's fit note has been presented). The end date should only be entered once the employee has returned to work.**

Updating an existing open ended sickness absence e.g. adding an end date:

If an absence does not have an end date, you are able to update the information for this absence. For example, when the employee returns to work you should add the end date by:

1. Selecting the employee.
2. On the 'Absence Reporting: Summary' screen, for the relevant absence record select the 'Update' pencil icon.
3. You will be taken to the 'Create Absence: Enter Absence Details' screen. The details that were previously entered will be displayed.

4. Follow the reporting process outlined in the 'Entering sickness related absence' section, ensuring that if the employee has returned to work the 'End Date', 'Sickness Hours' and 'Days' fields are completed.

Note: Once an end date has been added to an absence record you will not be able to update it (the 'Update' icon will be greyed out). You will need to contact HR Connect if any details need to be amended.

Entering non-sickness related absence:

You will be taken to the 'Create Absence: Enter Absence Details' screen.

Complete the following fields:

1. Brief description of sickness - this field can be left blank, but you can enter text if you wish to
2. Absence status - 'Confirmed' should be selected
3. Absence Type - select the relevant option - this will either be 'Paid Personal Leave (All Staff) or Unpaid Personal Leave (All Staff) or Unpaid Unauthorised Leave (All Staff)
4. Absence Reason - select from drop down list
5. Start Date - first day of absence
6. End Date - last day of absence
7. Sickness Hours - **do not** use this field, as it should only be completed for sickness related absence
8. Hours - this field will only be displayed if you select the Absence Type 'Paid Personal Leave (All Staff)'. Enter the number of working hours lost (to 2 decimal places. e.g. a full working day = 7.40 for an employee working a 37 hour week).

If you click on the 'Calculate Duration' button the 'Hours' field will populate with the system default value - please check if this value is correct. You can enter a value that is different from the system default if required. If you do this, and click on the Next button, a warning message will be displayed at the top of the screen. To proceed with entering this value click on the 'Next' button again.

9. Days - this field will only be displayed if you select the Absence Types 'Unpaid Personal Leave (All Staff)' or 'Unpaid Unauthorised Leave (All Staff)'. Click on the 'Calculate Duration' button to populate the number of calendar days that the absence was for. For unpaid leave you are **not** required to enter the number of hours the employee was absent for.

Once all the information has been entered select 'Next'.

Note: If you have multiple absences to record for this employee, ensure you submit these in chronological order i.e. earliest absence first.

Note: Employees may be granted up to 10 days paid personal leave in any leave year with your agreement (the amount will be pro rata for part time staff)

Review and Submit:

When the 'Review' page is displayed, check the information you have entered. If you need to amend anything, select 'Back' to return to the 'Create Absence: Enter Absence Details' screen.

If all the details are correct, select 'Submit'.

Confirmation:

Upon selecting 'Submit' you will be returned to the Summary screen and a confirmation message will appear. The absence will be automatically approved and input onto the employee's record. The 'Approval Status' on the Summary screen will initially say 'Pending Approval' but will change to 'Approved' within a few minutes. You will receive an e-mail confirming the absence has been processed. The employee (if they are a Self Service user) will receive a notification confirming that their absence has been recorded.

The employee's absence history:

On the 'Absence Reporting: Summary' screen the employee's absence history will be displayed in a summary table. A maximum of 10 rows will be shown, so you may need to click on the 'Next' button, at the bottom right of the table, to display more rows. Rows can be ordered by clicking on the headings e.g. sorting by 'Start Date' or 'Absence Type' etc.

You can use the 'Search' section to restrict the absences that are displayed. Select the required value from the relevant drop down list and click on the 'Go' button. The absence summary table will display the relevant rows according to the search parameters you have set. In order to show all rows again, click on the 'Clear' button and then click on the 'Go' button.

To view further information for an existing absence record, click on the 'Details' icon.

If you need a copy of an employee's absence history, e.g. for an Occupational Health referral, you can obtain this within the 'My Employee Information' tool. Please refer to the relevant quick guide for more information.

Help and Support:

Further information and guidance on the 'Absence Reporting' is available on KNet.

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail ICTservicedesk@cantium.solutions and they will raise a request on your behalf.

If you have an HR related query, log into Service Now and raise a call by selecting the 'Human Resources' Service on the left hand side of the screen or alternatively us the 'Chat' function.

