

Frequently Asked Questions for Managers – Sickness Absence

1. Do employees need to complete a self – certification form for sicknesses of 7 calendar days or less?

No, there is no longer a need for this as managers will record all sickness absences in Portal, and this information feeds through to HR.

2. Do employees need to provide medical certificates for absences of 8 calendar days or more?

Yes, and these need to be sent to HR as normal.

3. As a Manager of a large team, can I view the absences of all the employees that I am accountable for?

Yes, you can view all of your direct reports absence in Portal.

You will also receive a monthly report which gives full details of sickness absences for your direct reports and any employees they themselves manage.

4. Can I view another manager’s team scheduler?

No, this functionality does not exist within the current version of Portal. However, this may become available in subsequent versions.

5. Can I delegate the recording of sickness absence to another employee?

No, this functionality does not exist within the current version of Portal. However, this may become available in subsequent versions.

If you are unable to record sickness for your team (if you are sick yourself or on annual leave) then your local Absence Administrator can do this on your behalf. Please note that the Absence Administrator is a back-up for sickness entry and should not be used as the first port of call.

6. What happens if I am sick at the same time as my employee reports their sickness?

All managers should ideally enter their employees’ sicknesses onto Portal, but we recognise that this may not always be possible. Each School or Department has a nominated ‘Absence Administrator’ who can enter sickness on your behalf if you are sick or on annual leave.

You should ensure that employees who report directly to you know who to report their sickness absence in instances where you are not available, normally you would refer them to the Absence Administrator for your area.

7. Can I view my employee absences on a monthly basis as well as on a weekly basis?

Yes, you can view either a week at a time, or a month at a time. Use the ‘Days’ and ‘Months’ button to change your view.

8. Can I view the reasons for sickness absence on the team scheduler?

You cannot view the reason for sickness from the Team Scheduler calendar view, but you can view this by double clicking into a particular absence to view more details.

9. Why does the system show ‘balances’?

The Portal will give you a sickness balance for each employee in both days and hours. You will find the days more useful for full time employees, and hours more useful for part time employees. This is to give you an overview of your team’s sickness absence for the last rolling year.

10. What day needs to be recorded as the last day of sickness?

This will depend on whether your employee has a regular or irregular working pattern.

For employees that work the same days/hours each week you will need to enter the last day of sickness as the day before the employee returned to work. This may be a day they are not scheduled to work. For example, a full time employee returning to work after sickness on a Monday will have their last day of sickness as Sunday.

For employees that work irregular days or hours, you will need to enter the last day of sickness as the last day that the employee was due to work for that period. For example, in a given week an employee is due to work Sunday – Wednesday but falls sick. They return to work the following Tuesday. Their last day of sickness would be the Sunday.

Please refer to the full [Managers' Guide](#) for more information about Working Patterns.

11. What happens if an employee is sick part way through the day, or returns to work in the afternoon?

It is normal practice for Aston University to record sickness in half day or full day periods only. If an employee works for over half their scheduled hours for a day, but does not work the whole day then this would be recorded as a half day sickness.

We are aware that some departments may have local arrangements over the use of flexi-time to compensate for leaving early when sick. These can still be used at managers discretion.

12. What happens if an employee falls ill over a period of annual leave?

If an employee is unfortunate enough to fall ill over a period of annual leave, and wishes to reclaim their annual leave days, they will need to notify you and the HR Administrator and:

- Provide a medical certificate to cover the period of sickness
- Confirm the period of annual leave they would like to reclaim

HR will amend the system on your behalf, and change the annual leave to sickness.

13. Can I record and/or approve any other types of leave e.g. TOIL, Flexi, Jury Service etc.?

Currently only sickness absence is being recorded through the Portal. However, we will shortly be launching annual leave recording through Portal. You will be notified when this is released.

It is not currently planned to use Portal to record flexi-leave and TOIL, please continue to use your normal method.

14. What type of reports can I expect to receive?

Each week you will receive a report to highlight:

- Employees who recorded as uncertified sick leave, but their last day of absence is in the past
- Employees who recorded as certified sick leave, but they have not had a return to work interview
- Employees who are outstanding medical notes to cover their absence

This is to assist you in ensuring your team's information is kept up to date.

Each month you will also receive a report which gives full details of sickness absences for your direct reports and any employees they themselves manage. This is to assist you in managing the sickness absence of your team.

15. When an employee is returning from long term sickness absence, can the system prompt the manager to arrange/ complete the return to work interview?

The Portal will not prompt the manager to arrange/complete a return to work interview. This is part of the normal practice for sickness and a return to work 'interview' should be held after **any** period of sickness.