

Reference Guide to Recording Sickness Absence

including phased returns and the recording and uploading of certificates

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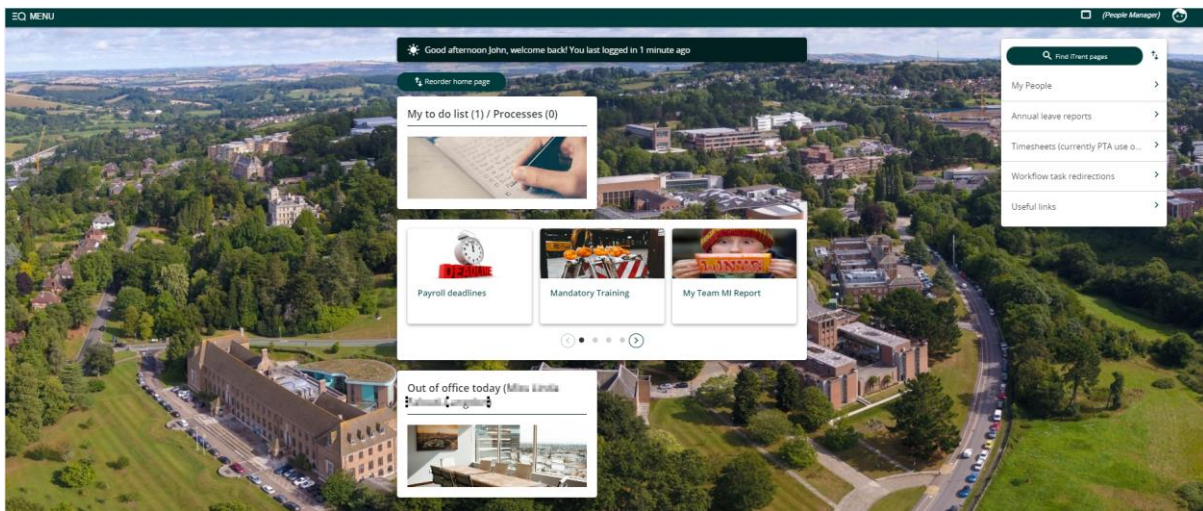
Reference Guide to Recording Sickness Absence

This guide enables managers/supervisors and sickness co-ordinators to record the absence of employees due to sickness, and to verify and provide supporting certification.

Logging a new sickness absence:

Log into Trent by clicking [here](#) (if you have more than one role select People Manager).

Select 'My People' or 'People' from the home page.



Action:

- Select the appropriate individual.
- Select **> Absence** from the 'Links' section at the bottom of the screen.
- Select **New - Sickness absence**
- 'Sickness period' – This defaults to 'More than one day'. Do not amend (unless it's for a phased return) – even if the employee is only absent for one day or part of a day as this can be recorded in the following fields.
- Enter the 'Absence start date'
- Enter 'Absence start type' – selecting either 'Full day' or 'Half Day' as appropriate.
- Do not enter an end date. The record will remain open until the employee returns to work and enters their return date.
- Enter 'Absence type' and select 'Absence reason'
- Click **Save**

Sickness absence details New ▼ MENU 🔄 🖨️ 📎

Sickness period

Sickness period* ⌵ ← Do not amend.

Absence start

Absence start date* 📅 ← Enter start date.

Absence start type ⌵ ← Select 'Full day' or 'Half day' as appropriate.

Absence end

Absence end date 📅 ←

Absence end type ⌵ ← Do not amend.

Expected end date 📅 ←

Absence

Absence type* ⌵ ← Pick 'Sickness'.

Absence reason* ⌵ ← Pick reason from the dropdown.

Hide absence reason

This will trigger an email to the employee advising them to enter their last day of sickness absence on their return.

For info - If the employee has any other absence recorded eg annual leave, you will get a message similar to that shown below. This is just a warning and there is no need to click on save again.

⚠️ This absence overlaps with the following existing absence(s): 21/12/2017 - 22/12/2017 (Annual leave) 19/12/2017 - 19/12/2017 (Annual leave)
 ⓘ Changes have been saved.

No further action is required from the line manager at this stage. The record will remain open until the employee returns to work and enters their return date.

In exceptional circumstances the manager/supervisor or sickness co-ordinator can enter the Absence end date on their behalf.

- Following 7 days absence the manager/supervisor and employee will receive an email reminding them of the requirement for a Drs certificate/fit note/medical certificate.
- Following 28 days absence the manager/supervisor will receive an email advising them that the employee is on a long term absence and to contact their HR Advisor.

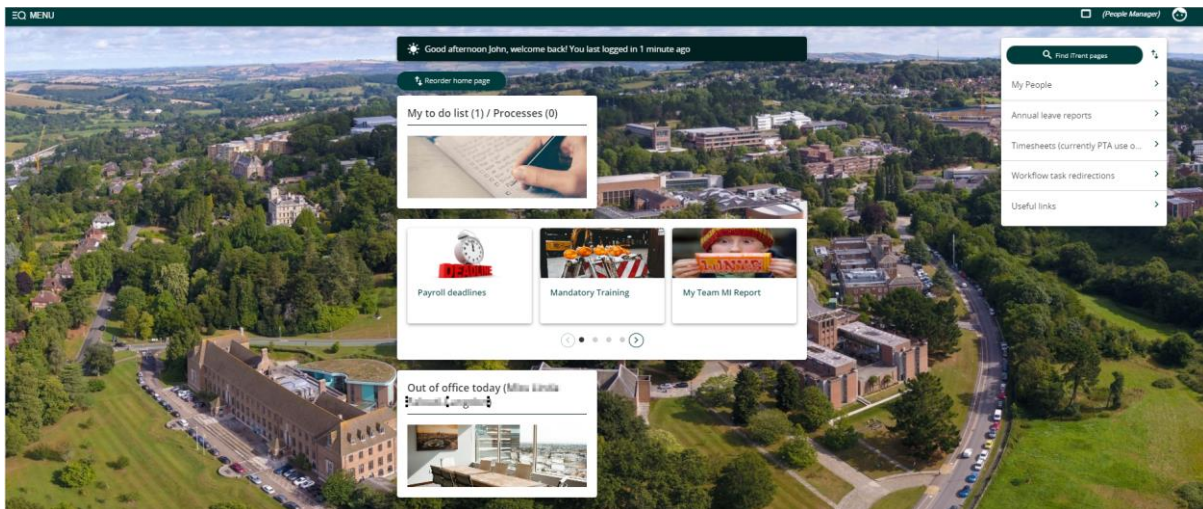
If you experience any problems please contact humanresources@exeter.ac.uk.

Recording and uploading medical certificates:

The following shows managers/supervisors and sickness co-ordinators how to record dates and details of medical certificates and upload scanned copies to iTrent.

The employee should provide you with an original hard copy certificate signed by a medical professional for sickness absences exceeding 7 days.

Select 'My People' or 'People' from the home page.



Action:

- Select the appropriate individual.
- Select **> Absence** from the 'Links' section at the bottom of the screen.
- Click on **New - Sickness certification dates** and select the appropriate period of sickness.

A screenshot of the 'Certification details' form in iTrent. The form has a dark header with 'Certification details' and a 'MENU' dropdown. On the right side of the header, there are three icons: a refresh icon, a print icon, and a red circle around an upload icon. The form fields are: 'Certification type' with a dropdown menu set to 'Doctor's certificate'; 'Certification reason' with a text field containing 'Slipped disc'; 'Final certificate' with a checkbox; 'Start date' with a date field set to '12/12/2019' and a calendar icon; 'End date' with a date field set to '26/12/2019' and a calendar icon; and 'Submission date' with a date field set to '16/12/2019' and a calendar icon.

- Enter the appropriate certificate type, reason (free text field), start and end date of the certificate and the date it was submitted.

i Within the 'Sickness certification dates' there is a *notes* field (see circled in red above) where additional details eg reasonable adjustment etc can be recorded.

- Click *Save*.
- Scan a copy of the sickness/medical certificate and return the original to the employee.
- Click on
- If there is more than one period of sickness, the dates will flash and you should select the appropriate sickness dates. The following screen will load, be patient if it's not immediate.

- Against the 'Document' field enter a description of the document eg 'Fit note – 27/01/2022'.
- Select 'Absence – Sickness certification' from the Document type' drop down.
- Click on 'Choose File' and search for the scanned certificate.
- Click

If the 'May be fit to work' box on the certificate has been ticked or the medical professional has recommended reasonable adjustments, you should contact your HR Advisor.

You can view historic certificate date details by clicking on and the actual certificate by clicking on

If you experience any problems, please contact humanresources@ex.ac.uk.

Recording phased returns following sickness absence:

After a long term absence Occupational Health may recommend that an employee's return to work be phased to help restore confidence and help them readjust gradually to work. A phased return is where less than the contractual hours are to be worked for an initial, defined period (not normally exceeding three months). A phased return must be properly structured, and the OHA/HR Partner/Advisor will offer advice and guidance to managers to assist in drawing up a return to work programme for the employee.

A phased return may also be recommended by the employee's GP on their fit note.

Where a phased return is recommended, issues to be considered by the manager, with the advice of their HR Partner/Advisor, include the nature of the work, the hours to be worked, remuneration and the duration of the arrangement.

Where Occupational Health have recommended a phased return to work, the employee may use any untaken annual leave entitlement or carried forward untaken statutory leave on the days when they will not be attending work. Alternatively this may be counted as sick leave or unpaid leave or as part-time work, according to the circumstances and the employee's entitlements. (Unpaid leave and part-time work may affect pension contributions). These arrangements should be confirmed in writing.

If the Faculty/Division does not deem a phased return to be reasonable then a discussion needs to take place with the line manager and HR Partner/Advisor to consider business as well as employee needs. There is no right for an employee to have a phased return to work and this option should only be used in exceptional cases.

Recording phased return:

- Select the appropriate individual.

The screenshot displays the HR system interface for Mrs Anna Sparrow. The interface includes a search bar, a navigation menu, and a main content area. The main content area is divided into several sections: Personal, Employment, Calendar, and LINKS. The Personal section shows details such as 'Currently under probationary period review', 'Known as Anna born on 03/06/1972', and '19 Year(s) 3 Month(s) in service'. The Employment section shows 'Records Administrator', 'Exeter - Streatham | Global Employment', '25.55 hours | Part-time | Open-ended/Permanent | Grade II | Scalepoint I', and 'Occupancy started on 06/06/2022 | expected occupancy end date 03/09/2023'. The Calendar section shows a calendar view for 16 Feb - 01 Mar 2023, with a total of 175.82 hours and 0 sickness hours. The LINKS section at the bottom contains several buttons: Person, Job, Absence, Learning & Development, and Timesheets (PTAs only). The 'Absence' button is highlighted with a red circle. Below the 'Absence' button, there are several options: Absence calendar, Holiday details, New - Holiday absence details, Holiday entitlement summary, Sickness details, New - Sickness absence, Sickness certification details, New - Sickness certification details, and View certification/Upload new cert. The 'New - Sickness absence' option is also highlighted with a red circle.

- Select [Absence](#) from the 'Links' section at the bottom of the screen

- Select New - Sickness absence

Sickness absence details New

MENU
↻
🖨
📎

Sickness period

Sickness period* Part day ▼

Absence start

Absence start date* 15/02/2023 📅

Absence start type Part day ▼

Hours absent 03:30

Absence end

Expected end date 📅

Absence

Absence type* Sickness (Phased return) ▼

Absence reason* Backpain, sprain, strain, mus ▼

Hide absence reason

Authorisation Awaiting authorisation

Save

- ‘Sickness period’ – Select either ‘Full day’ or ‘Part day’ as appropriate
- ‘Absence start date’ – Enter as appropriate
- If you selected ‘Part day’ complete ‘Absence start type’ – Select either ‘Part day’, ‘Half Day PM’ or ‘Half Day AM’ as appropriate.
- ‘Hours absence’ - If you selected ‘Part day’ enter the number of ‘Hours absent’ – Enter the number of working hours absent in hours and minutes, eg 3:30 for 3 hours and 30 minutes.
- ‘Expected end date’ – There is no requirement to complete this field for phased returns.
- ‘Absence type’ – Select ‘Sickness (Phased return)’
- ‘Absence reason’ – Enter as appropriate
- Click Save

• **For phased returns you will be required to enter each day separately.**

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