Unit4 ERP User Guide
ERP for Line Managers

Contents

1. Scope

This user guide has been written to help you work with the Line Management element of the ERP. As several services use the ERP, this user guide is specific to the area for which it is written.

Line managers have a responsibility to manage any data concerning their direct reports. This includes making sure any cases of absence from work are recorded in an accurate and timely manner through the ERP.

Failure to do this can have major financial implications for individual employees, team budgets and Shropshire Council as a whole.

2. Introduction

Line Management is about the viewing and maintaining employees' personnel records, recording unplanned absences, using forms to manage resources and positions, and running reports.

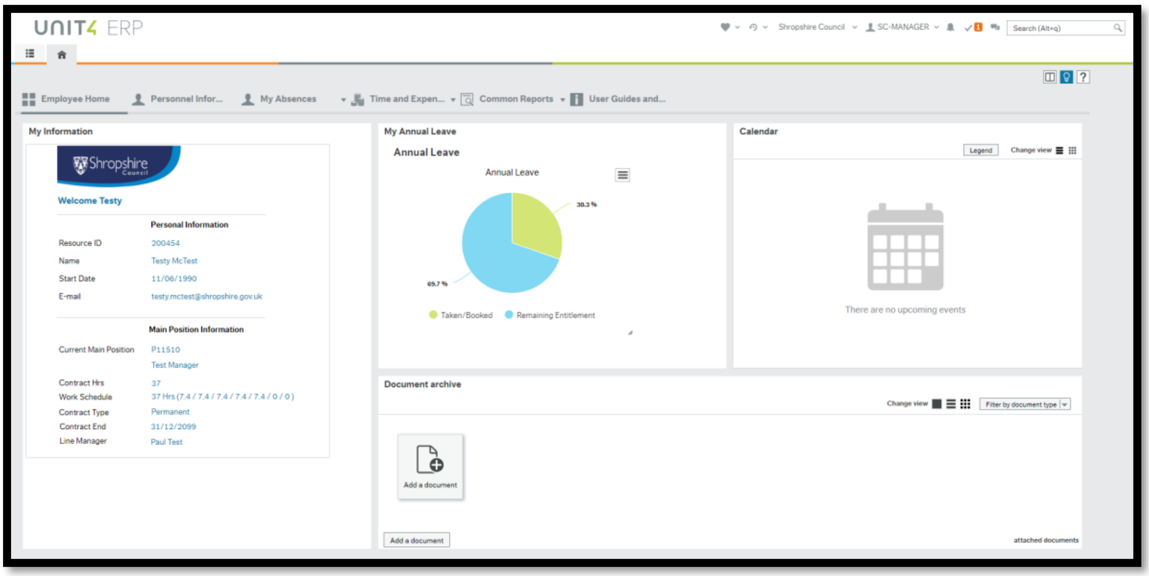
Occupational Health Referrals may be raised by Line Managers. All OH Referrals are workflowed to an OH Advisor. The outcome of the referral is notified to the Line Manager in the form of a report and an Alert.

Resource and position changes can be raised on the relevant forms by Line Managers but the changes in the ERP are actioned by HR Payroll.

3. Navigation

3.1 The Employee Home Dashboard

When you log into the ERP you will "land" on the Employee Home Dashboard.



Main Menu – opens the main menu from the dashboard or any page you are working in.

Employee Home – shows an overview of some useful personal and main position information, a pie chart of taken/booked annual leave and remaining entitlement, a calendar showing your upcoming absences, shortcut to the Document Archive for easy access to your payslips, P60s and other documents.

Personnel Information – under this tab you can find Contact Information, Payment Information, Employment and Pension.

My Absences – under this tab you can find Request Absence, Annual leave (AL) Entitlement Breakdown and Historic and Upcoming Absences.

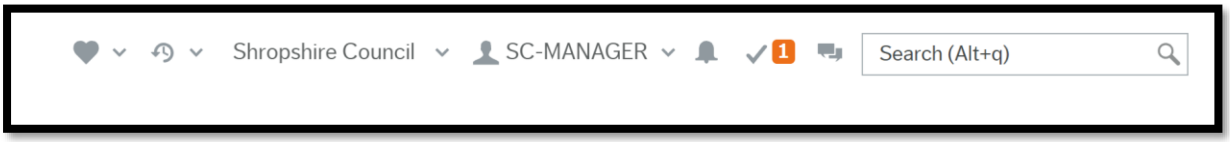
Time and Expenses – under this tab you can find Submit Timesheets, Submit Expenses, My Timesheets (last 90 days) and My Expenses (last 90 days.)

Common Reports – under this tab you can find quick links to My HR Forms report, My HR Forms Workflow report, My Paid Timesheets report, My Paid Expenses report, Cost Centre Authoriser Enquiry and the P2P Invoice Status Enquiry.

User Guides and Supporting Info Links - under this tab you can find links to the Intranet, User Guides and "How to" Videos.

3.2 Global Toolbar

The Global Toolbar is visible from every screen in the ERP.



Favourites - You can bookmark your most used functions (including forms and reports) by clicking the heart in the top right when in that screen and then accessing them by clicking on the heart on the Global Toolbar in the ERP or on the right-hand side in the Main Menu. This can be useful for quickly navigating to frequently used pages or reports and can save time by reducing the need to search for these pages or reports each time you need them.

Recently Used - The ERP will save shortcuts to your 20 most recently opened and closed screens. They can then be accessed by clicking the clock icon on the Global Toolbar or on the right-hand side in the Main Menu. This can also help to quickly navigate to frequently used pages or reports and can save time.

Legal Entity - This displays the organisation you are logged in to i.e. Shropshire Council.

User - This displays your Username. In the dropdown you can Clear the Cache under About Unit4 ERP, change your password under Your Profile and Logout.

Alerts - If an action has taken place within the ERP that you need to be notified about, then you will receive an Alert which appears as a tick and/or a number on the Global Toolbar. Alerts provide information that may be useful to you but do not require any action.

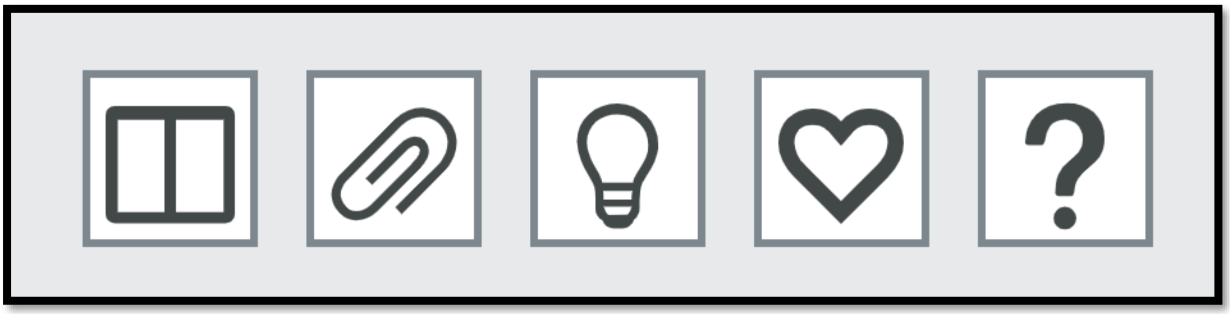
Tasks - If an action or a request has taken place within the ERP that you need to authorise or respond to, then you will receive a Task which appear as a tick and/or a number on the Global Toolbar. Tasks are generated to notify a person or team of an action requirement that is specific to each type of transaction and approval level.

Collaboration - This is a messaging function for ERP users.

Search - The Search function is accessible on the Global Toolbar and can also be accessed by pressing (Alt+q). You can start typing which function or form you need to go into and then click into it from here.

3.3 Page Toolbar

The Page Toolbar icons will change to reflect the open screen.



Split View - This feature allows you to view and compare different sets of data in a single screen. This can be useful for analysing and comparing data from different perspectives, or for comparing data from different time periods.

Open Documents - Supporting documents can be added to records and forms as attachments. Attachments can be added and viewed by clicking on the paperclip in the top right corner.

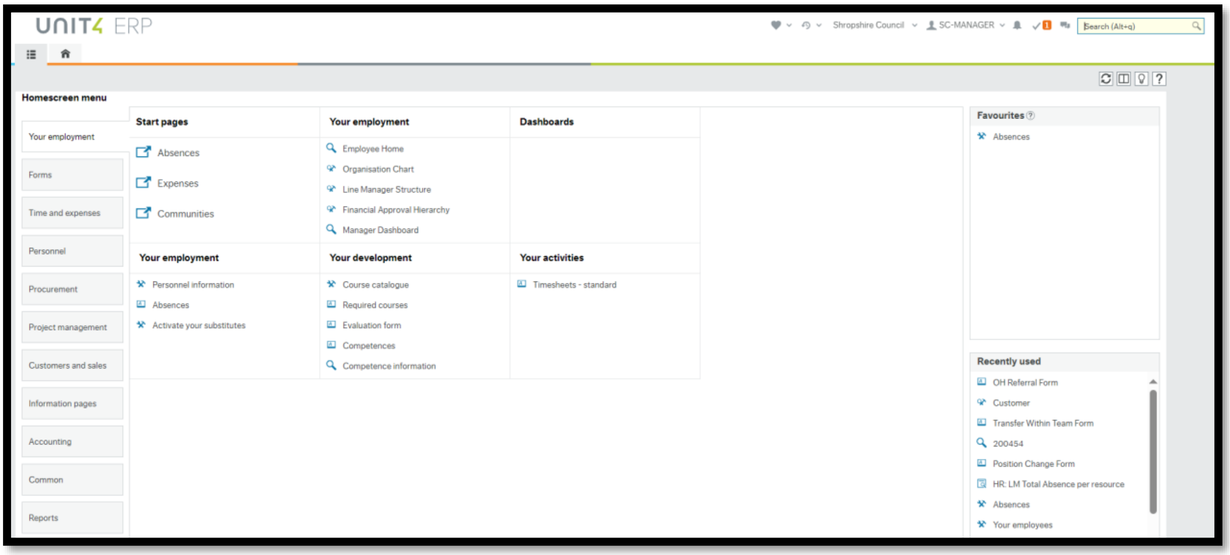
Knowly – There are in-system guidance notes (Knowly or Knowlies) that can be followed whilst working in that screen. They can be found by clicking on the blue lightbulb in the top right.

Favourites - You can bookmark the screen you are in by clicking the heart in the top right when in that screen. They can then be accessed by clicking the heart at the top of every screen in the ERP or on the right-hand side in the Main Menu.

Help – Opens generic Unit4 guidance information.

3.4 Main Menu

Click on the Homescreen Menu button to bring up the Main Menu screen.



Main Menu – menu options available for your access.

Content Pane - is where the contents specific pages are opened and worked in.

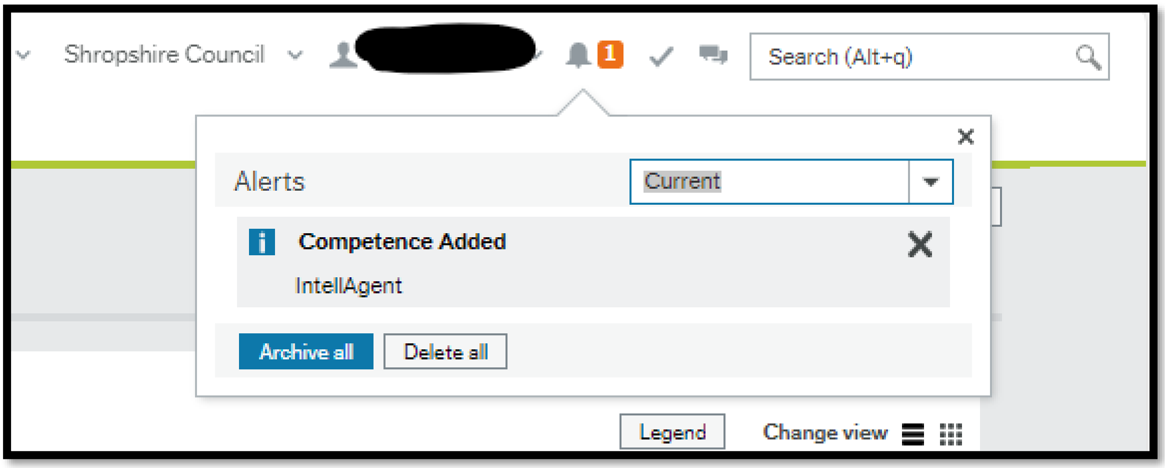
Favourite Pane - contains shortcuts to any page you add to it.

Recently Used Pane - contains shortcuts to recently opened and closed pages.

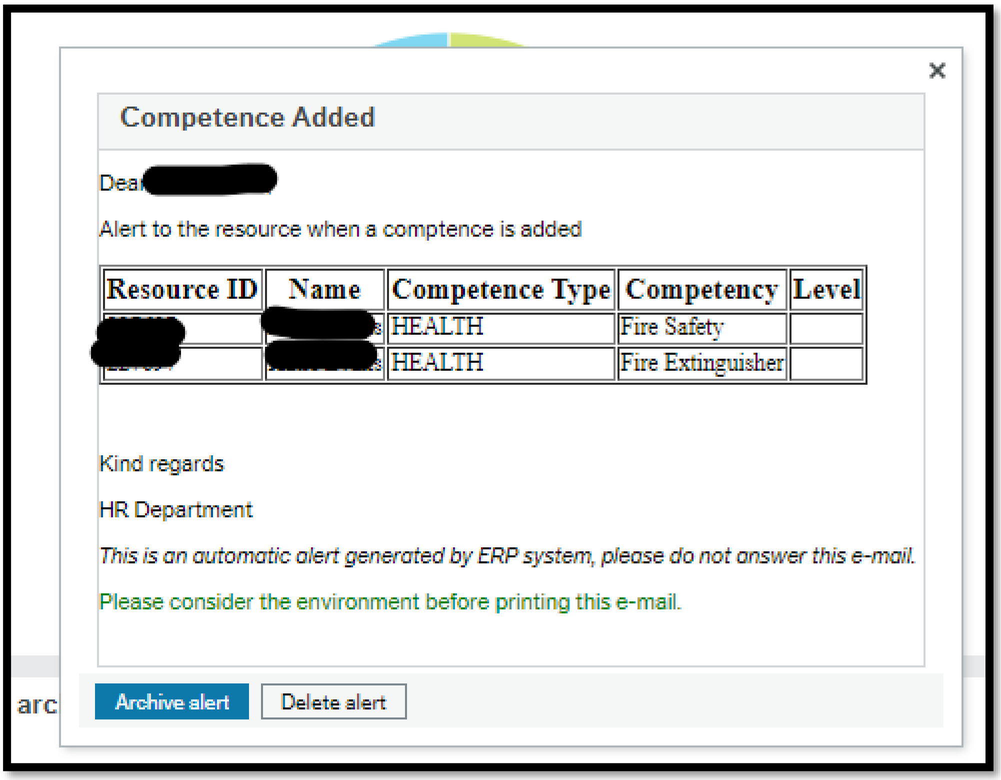
3.5 Alerts

An Alert provides information that may be useful to you. They do not require actioning to progress anything, but they may be related to an action or triggered by an action which has taken place in a Workflow. An example would when a competence is added, you will receive an alert to tell you which competence has been added. If you have any Alerts, a number will appear telling you how many.

3.5.1. Click Alerts



3.5.2. Click a specific alert to see more details



When you have read the information, you can:

- Close the popup window using the cross. This will keep the alert in the list
- Click Archive alert, to send the alert to the archive
- Click Delete alert

3.6. Tasks

Workflow Tasks are generated in the ERP according to a set of rules which are:

- Specific to each type of transaction
- Specific to each approval level

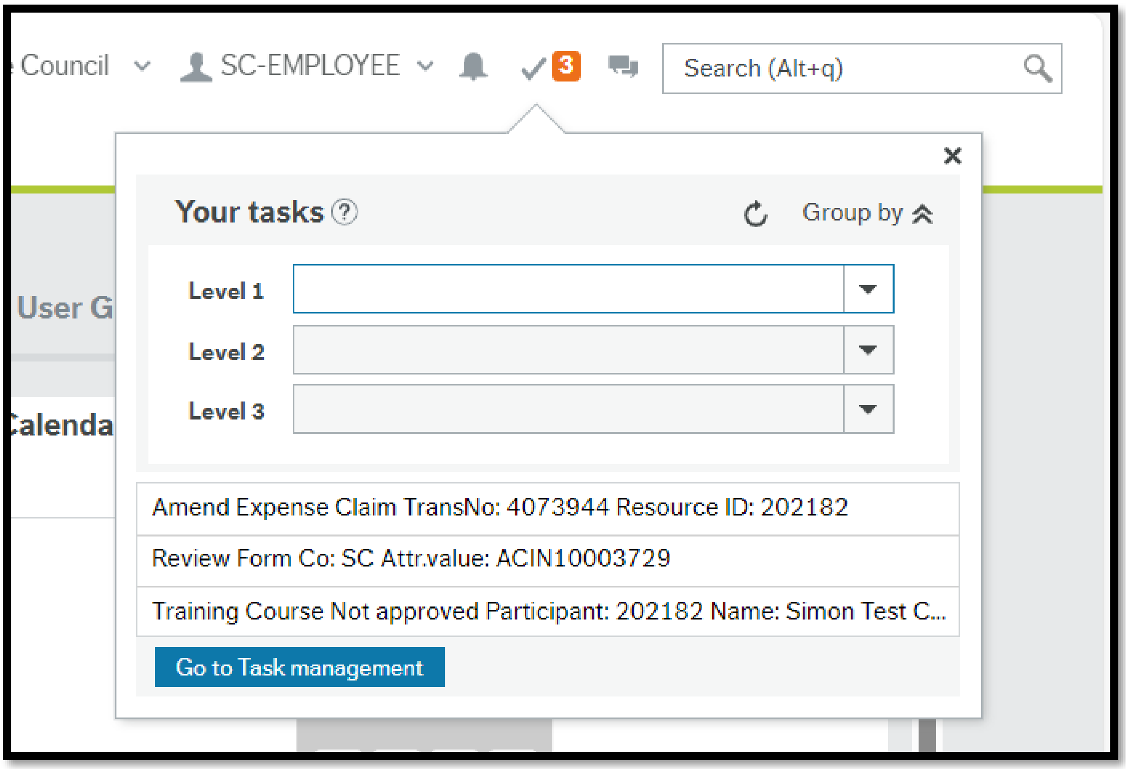
The Workflow Tasks ensure that:
- The correct person or team is notified of an action requirement.
- A link is provided to open the record requiring action
- The relevant action options are available

General users could get the following tasks when using the ERP:
- Rejected leave requests, timesheets or expense claims
- Returned forms to review
- Request for training rejected
- Annual leave over the limit task

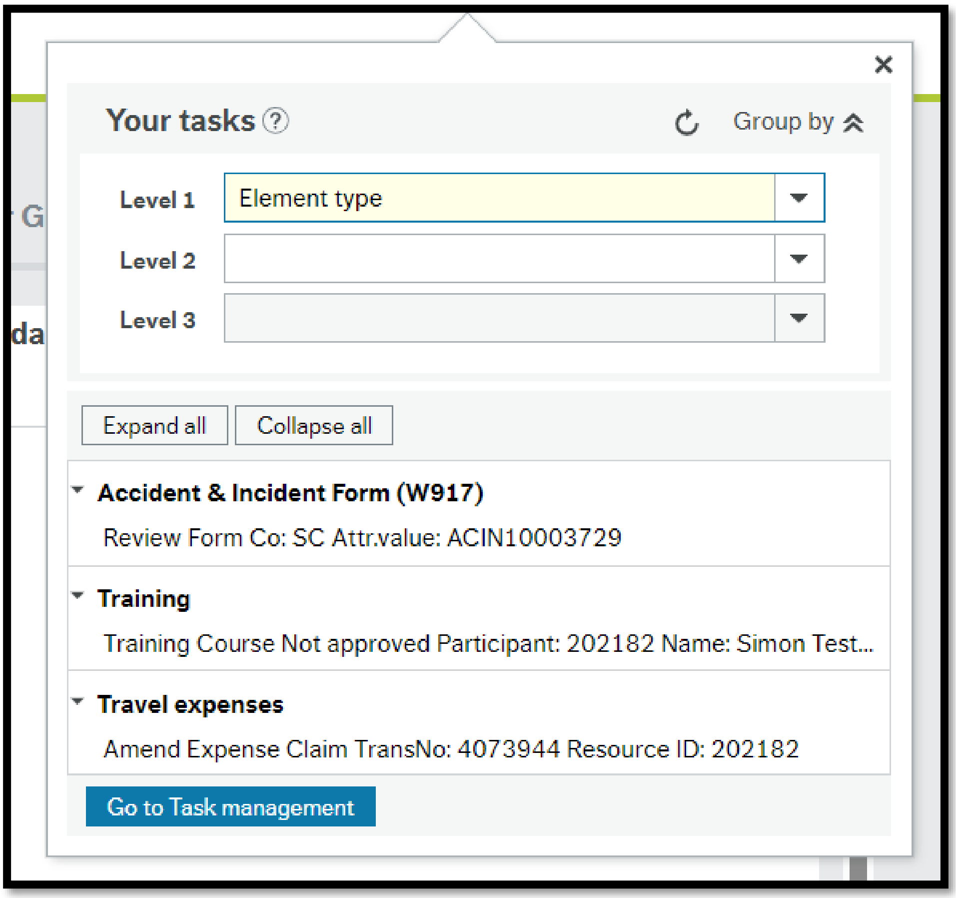
You can see that you have tasks that need dealing with if you have a number by the tick symbol on the Global Toolbar (in the top right.) The number of tasks displayed here will show a tally of all the separate task lines that need to be dealt with across all your tasks. If not all lines in a task are dealt with, the task will not be actioned fully so tasks should always be dealt with in Task Management.

If you receive rejected tasks, go to Task Management and check the comments before amending and resubmitting or rejecting and deleting the request.

You can also group your tasks so you can clearly see what they are for. Go to Tasks on the Global Toolbar and click on the arrows next to Group by.



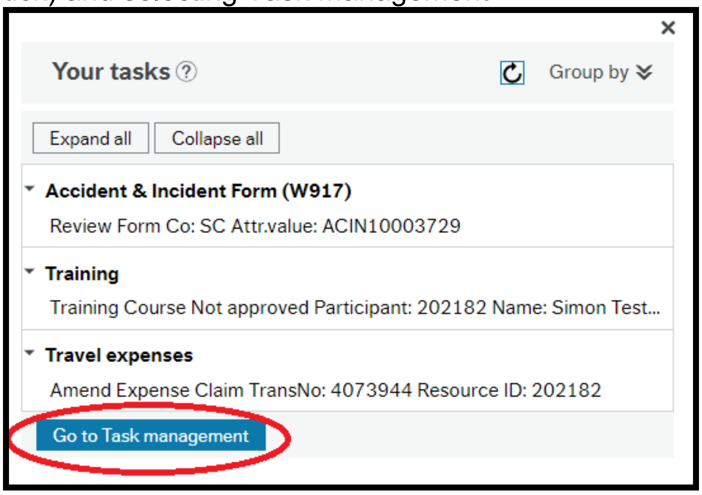
On the dropdown for Level 1 select Element type.



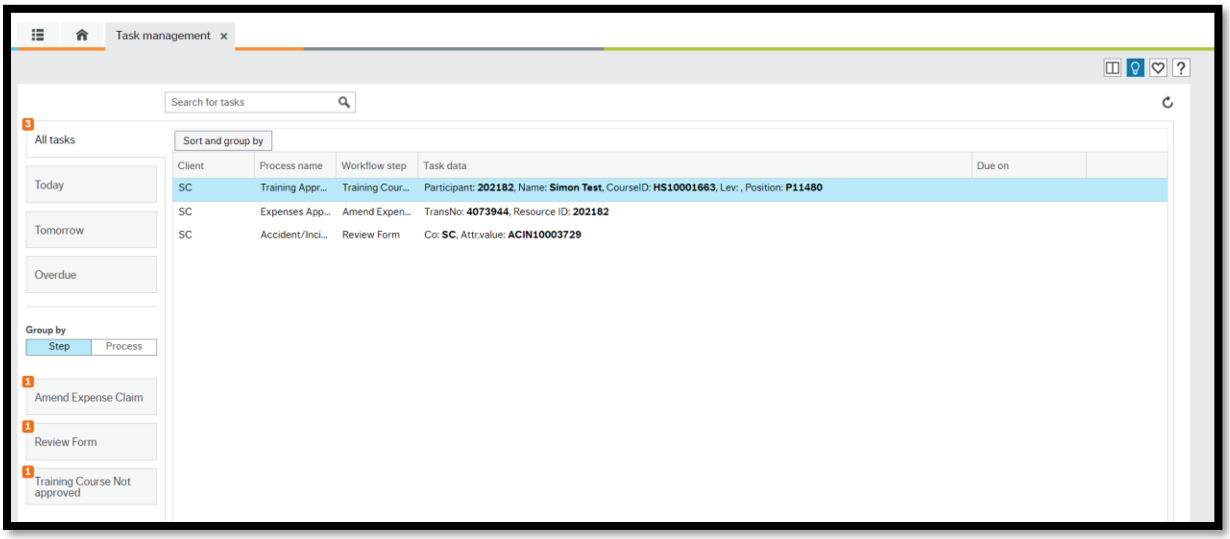
Your tasks will then be grouped into Element Type and will remain this way every time you use the ERP.

3.7 Task Management

The best way to work through your tasks in the ERP, is to go into Task Management.
You can get into Task management by clicking on the Tasks icon on the Global Toolbar (the tick) and selecting Task Management.

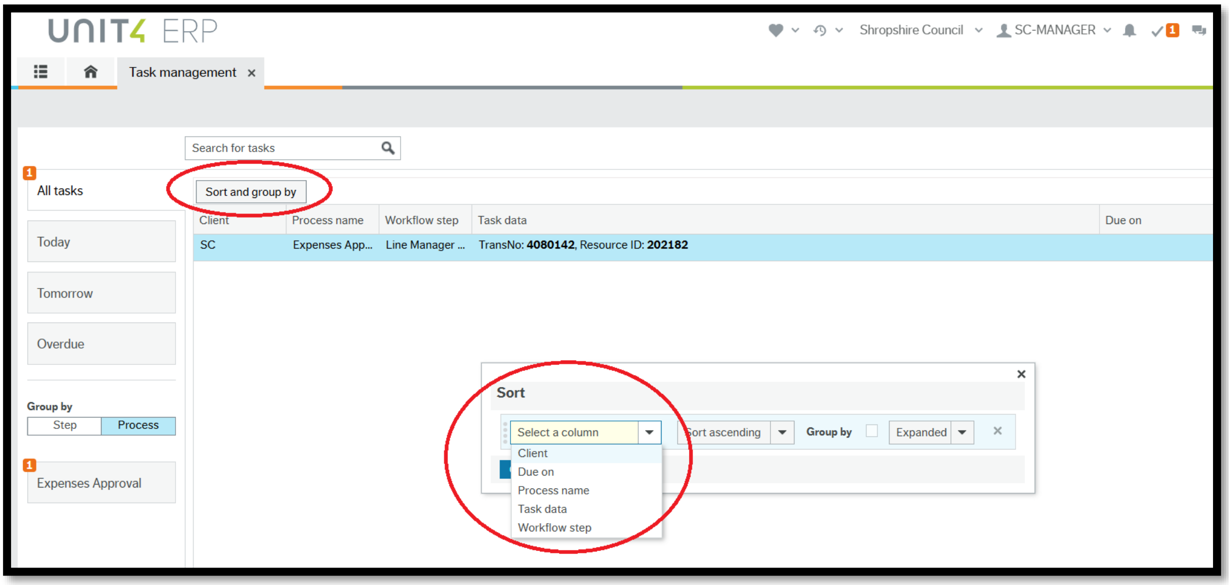


Within Task Management the tasks are categorised and when you have approved/rejected a task, it will automatically move on to the next task.



Tasks are clearly labelled down the lefthand side so you can see what they refer to. Click on the task you wish to deal with first and once you have clicked approval or reject, it will go into the next task automatically. You don't need to go through them in that order you can click on which one you want to look at and approve.

You can also click on Sort and Group by to perform a more detailed sort.



3.7.1 What sort of tasks could you receive?

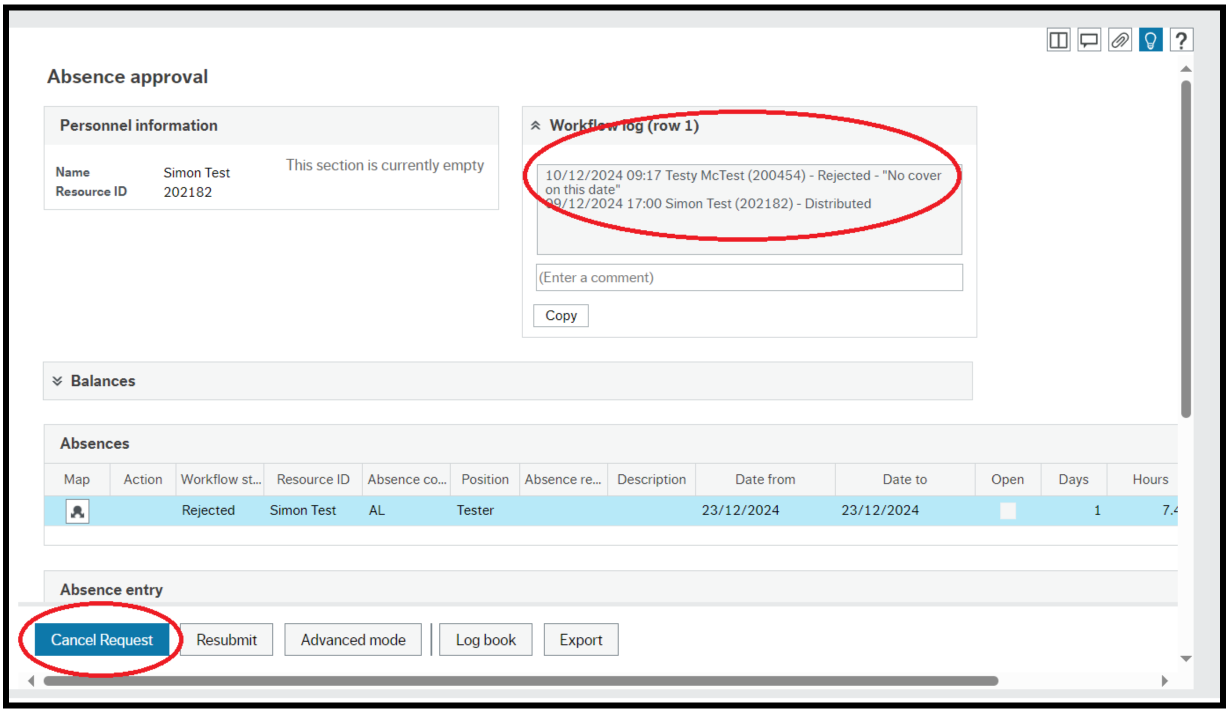
As a Line Manager you will receive many tasks, some of the more common tasks will be:

- Annual leave requests
- Timesheets
- Expenses
- Forms

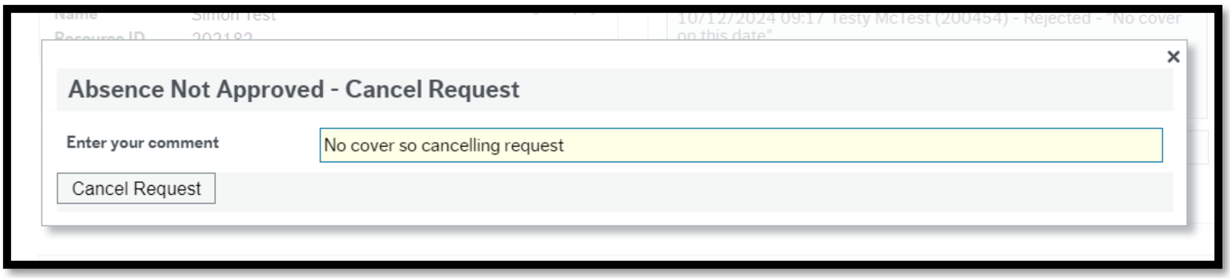
3.7.2 Action a Specific Task

Click the required task (for this example it will be a rejected absence request.) Read the Workflow Log. Rejected tasks always have a reason entered.

Click Cancel Request if the request or product line is to be cancelled or enter the changes and click Resubmit.



When cancelling the request, you will need add a comment and confirm Cancel Request.



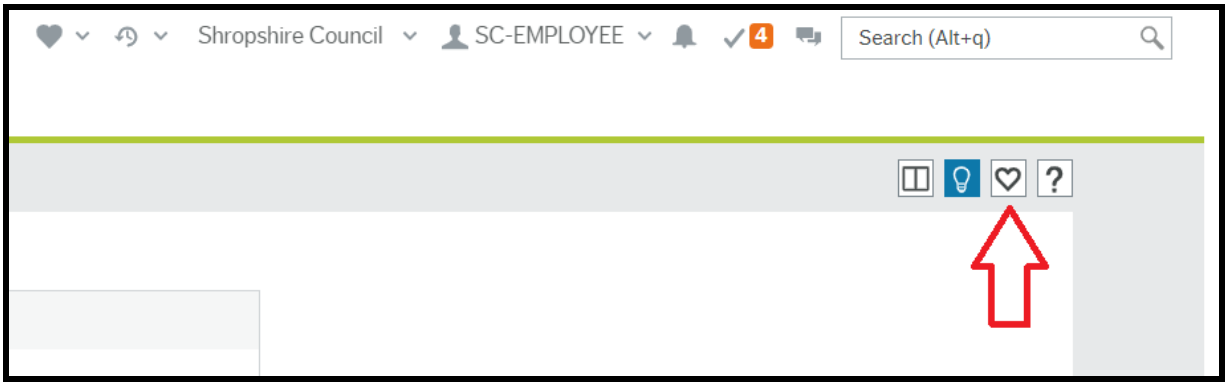
If you have any more tasks to deal with, it will then open the next task in the list.

3.8 Favourites

Favourites is a means of bookmarking your most used functions to quickly navigate to frequently used pages or reports. This can save time by reducing the need to search for these pages or reports each time you need them.

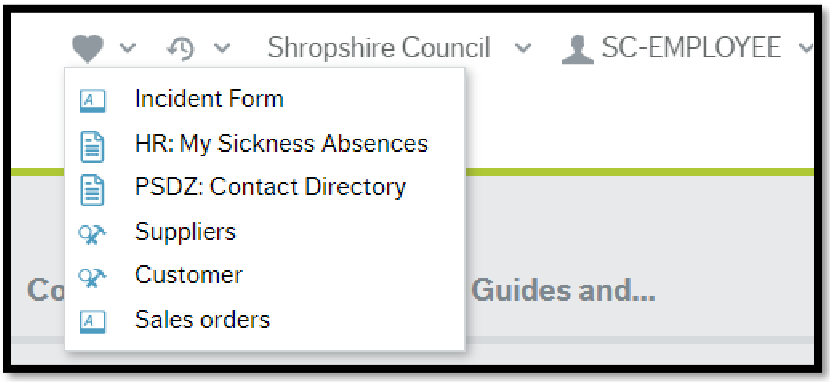
3.8.1 Mark as Favourite

To add a page as a Favourite, click the heart in the top right when in that screen. The icon will become blue. Clicking it again will remove it from the Favourites list.

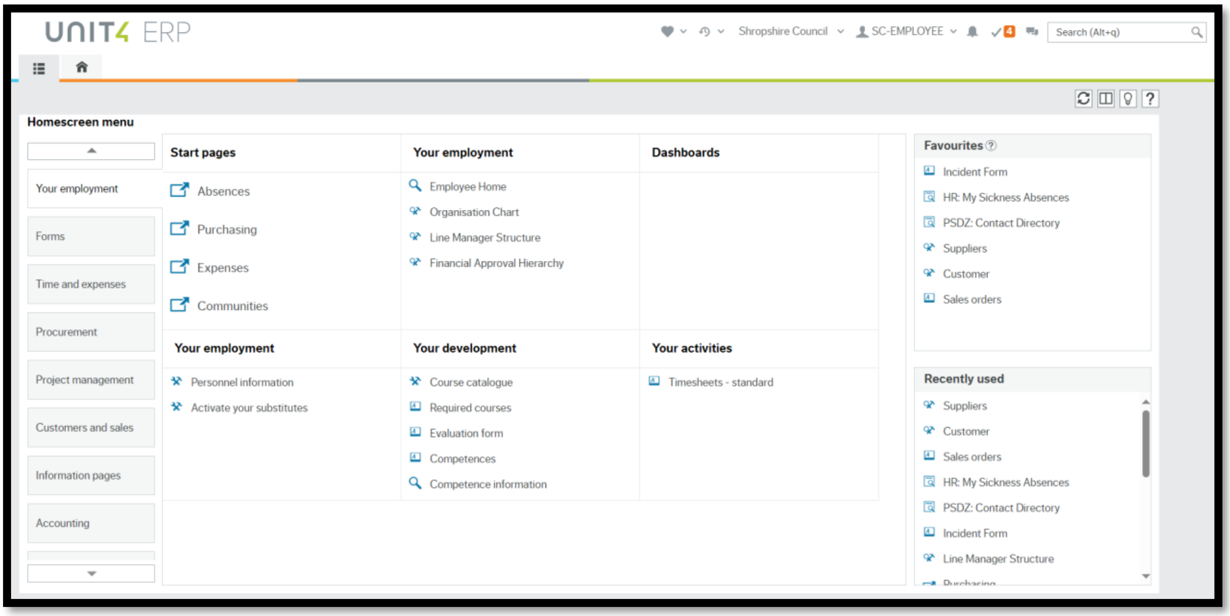


3.8.2 View Favourites

Favourites can be accessed in two places. The Favourites icon on the Global Toolbar produces a popup list of screen shortcuts.



The Favourites pane in the Main Menu contains the same list of screen shortcuts.



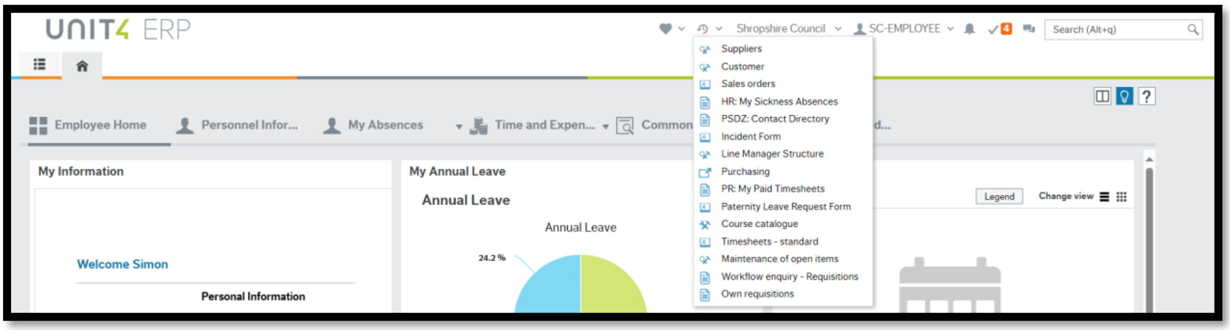
Click any of the links listed to open them.

3.9 Recently Used

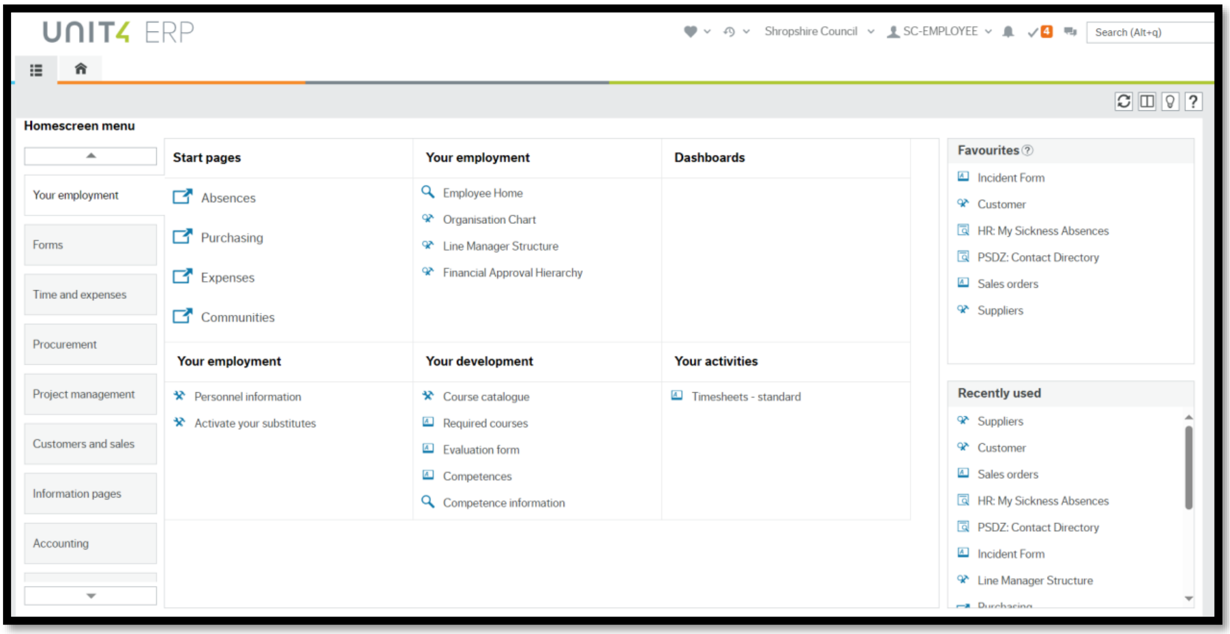
The Recently used pane is a list of shortcuts to the 20 most recently opened screens, whether or not they are in the Favourites pane. Each new screen that is opened is automatically added to the Recently used pane.

3.9.1 View Recently Used

It can can be accessed in two places. The Recently Used icon on the Global Toolbar produces a popup list of screen shortcuts.



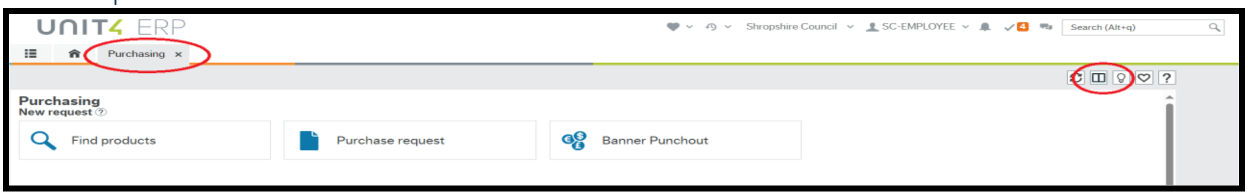
The Recently Used pane in the Main Menu contains the same list of screen shortcuts.



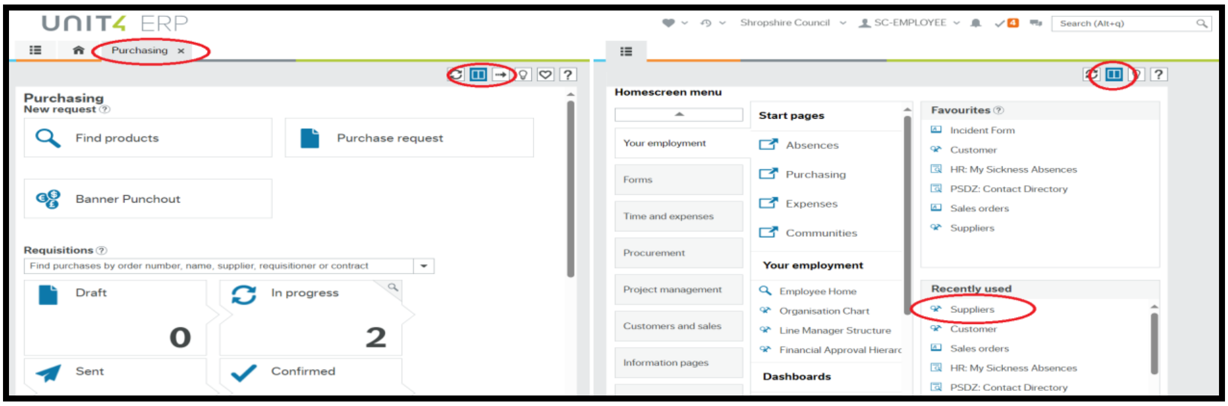
3.10 Split View

The Split View function allows you to have two screens open at the same time.

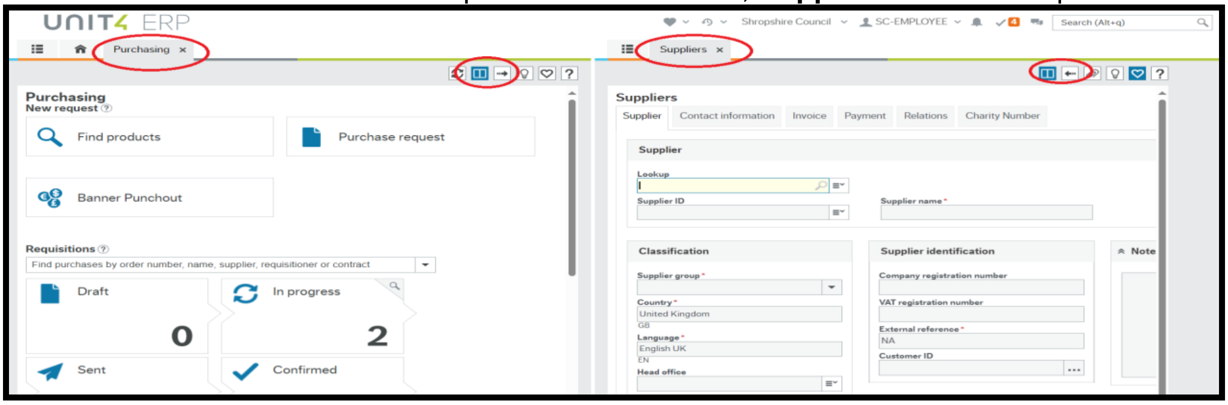
3.10.1 Open Two Screens



Open the first screen that you want, **Purchasing** in this example, and click **Split view.**



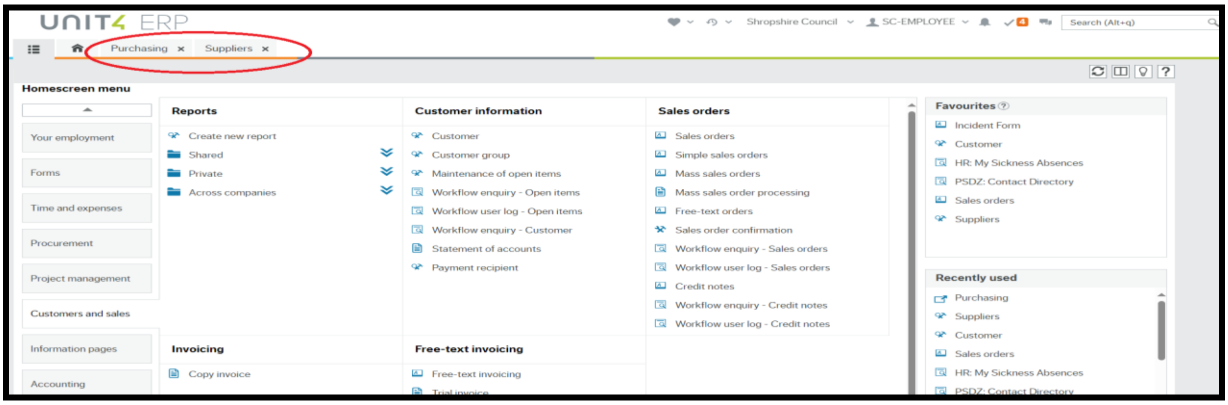
The **Menu** is now open to the right of the selected screen and the split view icon is blue. Select the next screen to be opened from the menu, **Suppliers** in this example.



Both the **Purchasing** and **Suppliers** screens are open at the same time.

3.10.2 Return to a Single Screen

To return to a single screen, click Split view again and now a single screen is open but there are now two Screen tabs available.



4. Personnel and Your Employee Records

The Personnel section is where the details of all employees are held. It is the primary HR record. It is also visible to Payroll/HR staff, as well as HR Business Partners and those with the appropriate HR Menu Access Roles in the ERP.
A slimmed down version of this screen is accessible to Line Managers and all employees where this screen is known as Your employees or Personnel information, respectively.

All staff and Line Managers are expected to maintain certain information for themselves, such updating contact details (i.e. address, phone number and emergency contacts), updating bank details and completing the **Diversity** tab.

To see your own personnel information, navigate to:

Your employment → Your employment → **Personnel information**

To see your employees' information, navigate to:

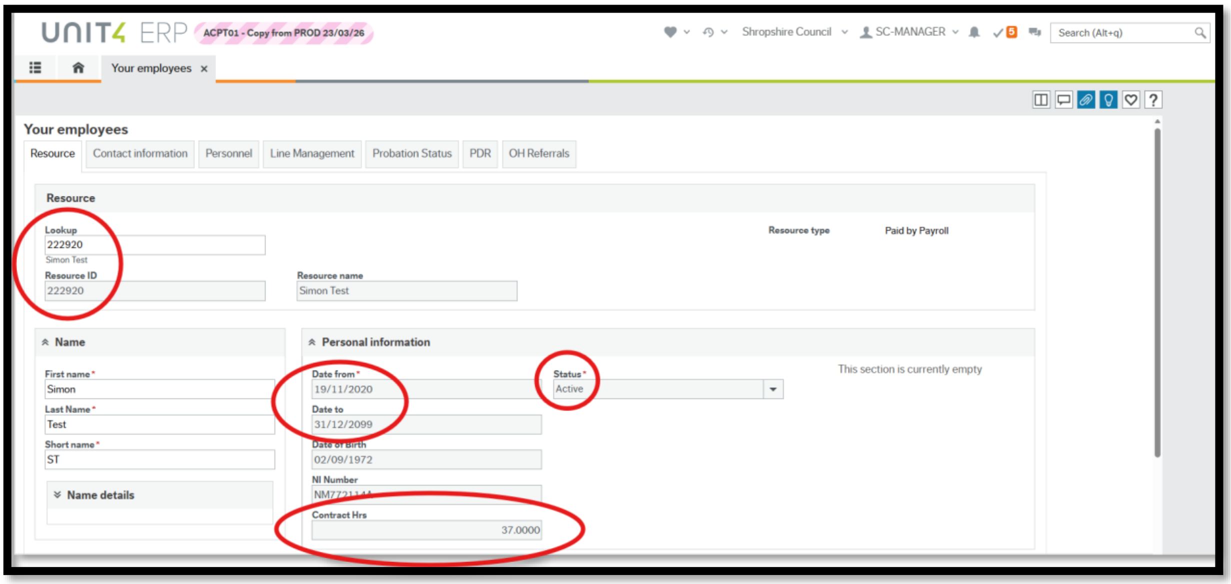
Personnel → Personnel → **Your employees**

Different user roles have different levels of access to the HR screens. The table below shows which screens can be seen by the different user types.

Tab	HR	Employee	Line Manager	OH
Resource				
Contact information				
Relations			×	×
Payment Information			×	×
Payroll			×	×
Employment			×	×
Personnel				×
Action Overview			×	×
Line Management				×
PR YTD			×	×
Diversity			×	×
Resource Checks			×	×
Probation Status				×
PDR				×
HR Casework		×	×	×
OH Referrals				
OH Activity	×	×	×	
Pension Auto-enrolment			×	×
Apprenticeship info		×	×	×
School Workforce Census		×	×	×
SWC Curriculum		×	×	×

4.1 Resource

This is the “header record” for the Resource Profile. It is used to capture basic information such as name, start and finish dates, birthdate, etc.

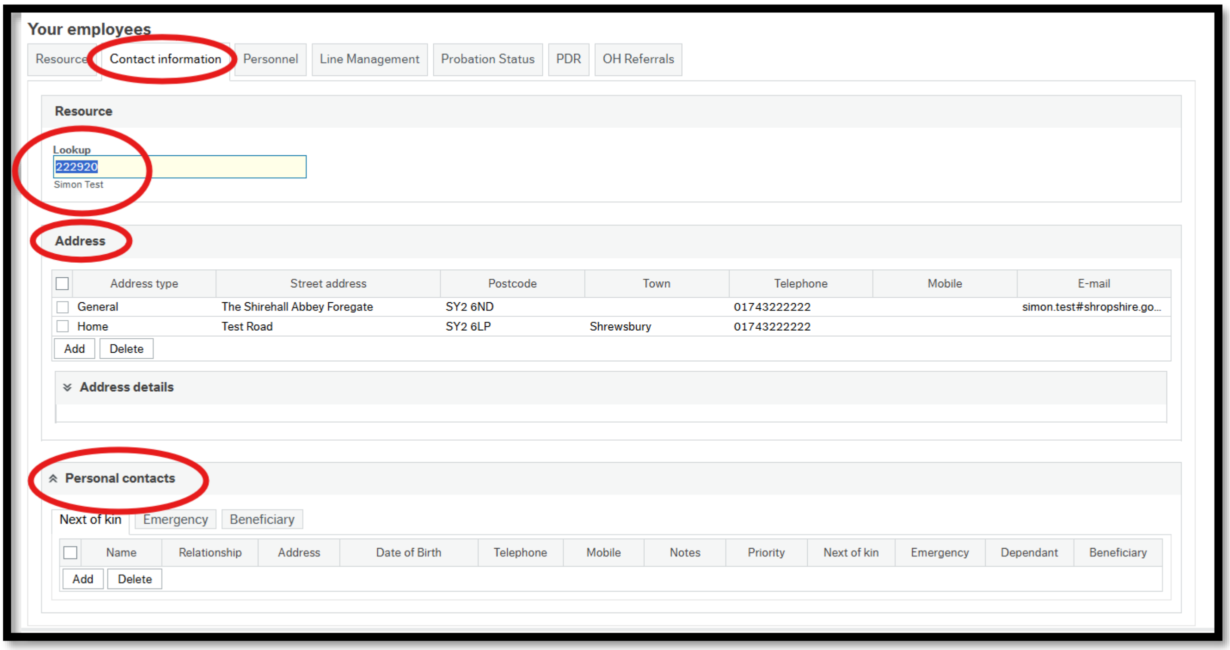


Below is a table of some of the fields that may need further explanation.

Field	Description
Lookup	The field to use Type-Ahead to look for a name (first or surname), in **Your employees** only. In **Personnel information** the resource cannot be changed from the person logged in.
Resource ID	The staff member’s unique resource number.
Date from	The date this resource started at the Council/Other entities.
Date to	Defaults to 31/12/2099 when the end date is not known.
Status	The options are: Active, Parked, Closed and Terminated. Resources in use must be Active. When a resource leaves, the **Date to** is completed and the status changed to Closed.
Contract Hrs	The contracted weekly hours.

4.2 Contact Information

This tab is used to record all contact details for a resource. Every resource must have a **General** address which is used to record details of where they work and a **Home** address.



There are three sections on this tab:

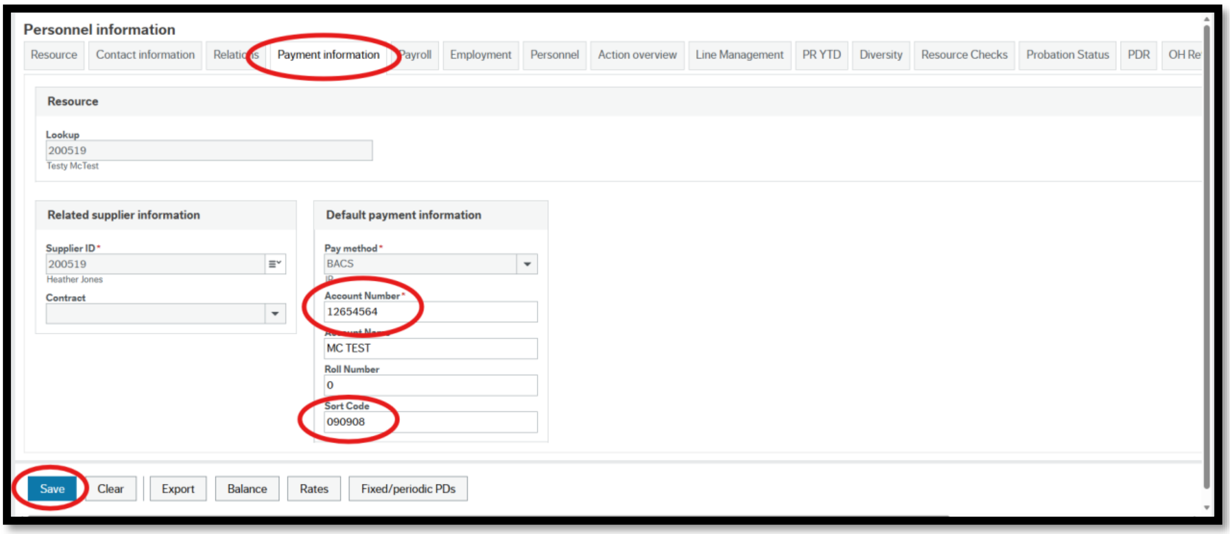
- **Resource** – The field to use Type-Ahead to look for a name (first or surname), in **Your employees** only. In **Personnel information** the resource cannot be changed from the person logged in.

- **Address** – Every resource must have a **General** address which is used to record details of where they work and a **Home** address. Amendments can be made here by clicking on your **Home** address line, making the amendments and selecting **Save** to update.

- **Personal contacts** – this section has three tabs for **Next of Kin**, **Emergency** and **Beneficiary** contact details. These can be added by selecting the relevant tab and clicking **Add** or amended by clicking on the line, amending the fields and selecting **Save** to update.

4.3 Payment Information

Seen in **Personnel information** only. This tab is where the personal bank details for the resource are kept. It is added when the person starts as part of the starter details and initial creation process. It can be amended by the resource here if they wish to be paid from a different bank account. Amend the Account Number, Account Name (if applicable) and Sort Code (numbers only) and select Save to update.



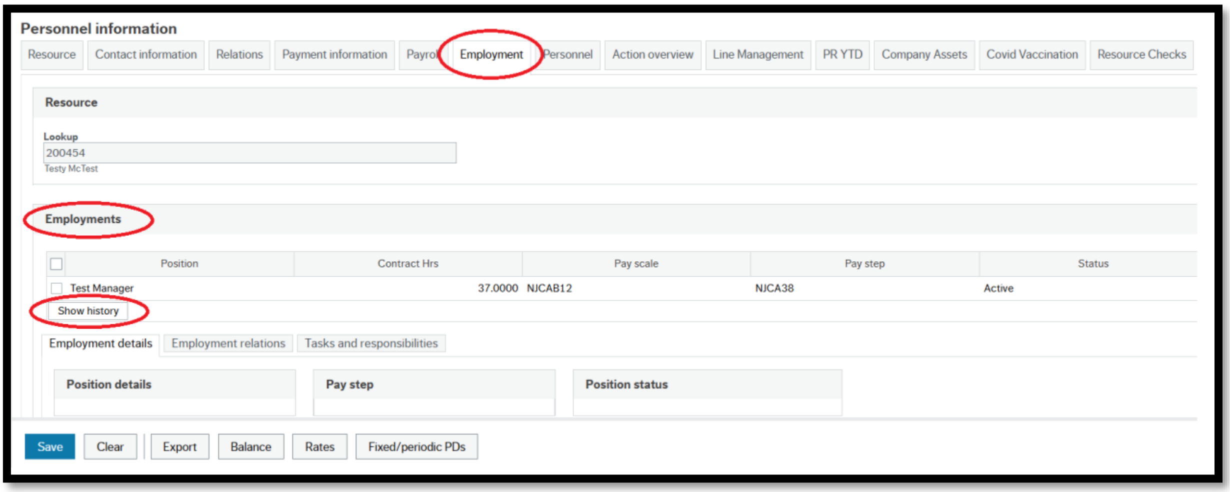
4.4 Employment

Seen in **Personnel information** only. This is the screen that links a resource to a position. When creating a new resource, or adding position to an existing resource for the first time, the fields in this screen will be blank. Once a position is linked to a resource, the current and main position details will be displayed when this screen is first accessed.

The screen has two sections. An upper section in which the data relating to the main position is displayed in row form, and a lower section in which the position(s) actual details and position history can be displayed.

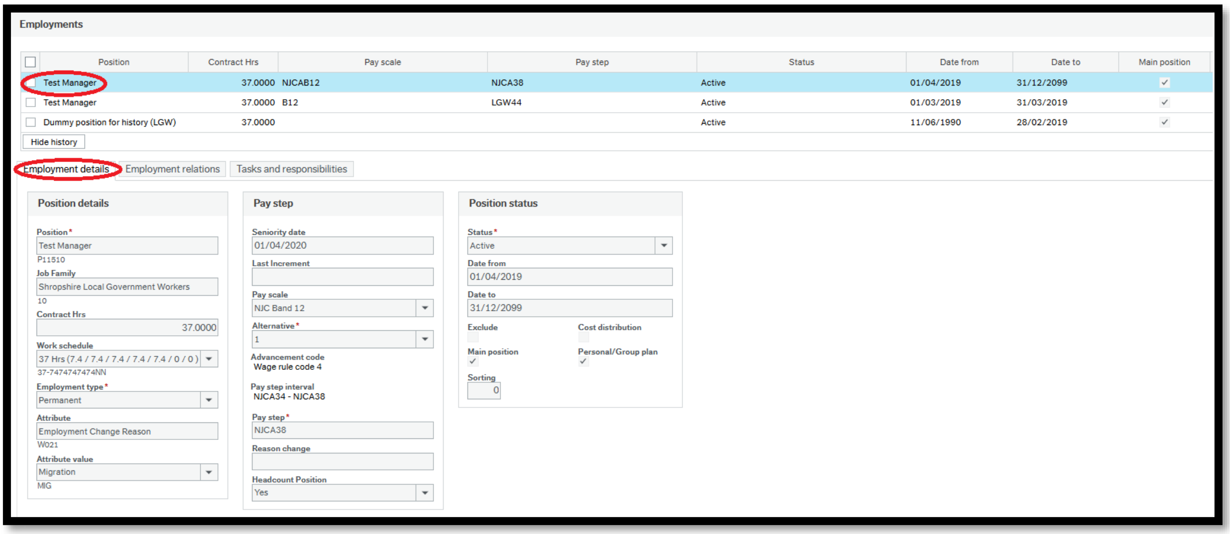
4.4.1 Show History

Click on **Show history** to reveal previous Positions held by this resource.

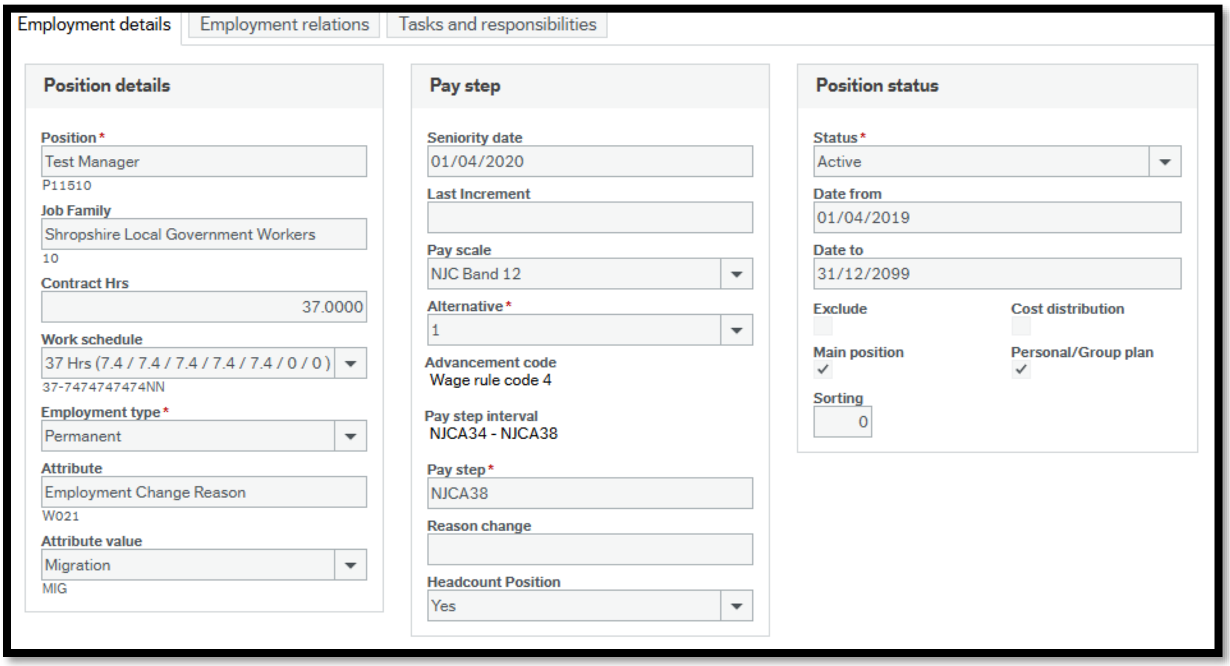


4.4.2 Position Description

Click on the **Position description**, or the row, to reveal the bottom half of the screen's data.



4.4.3 Employment Details

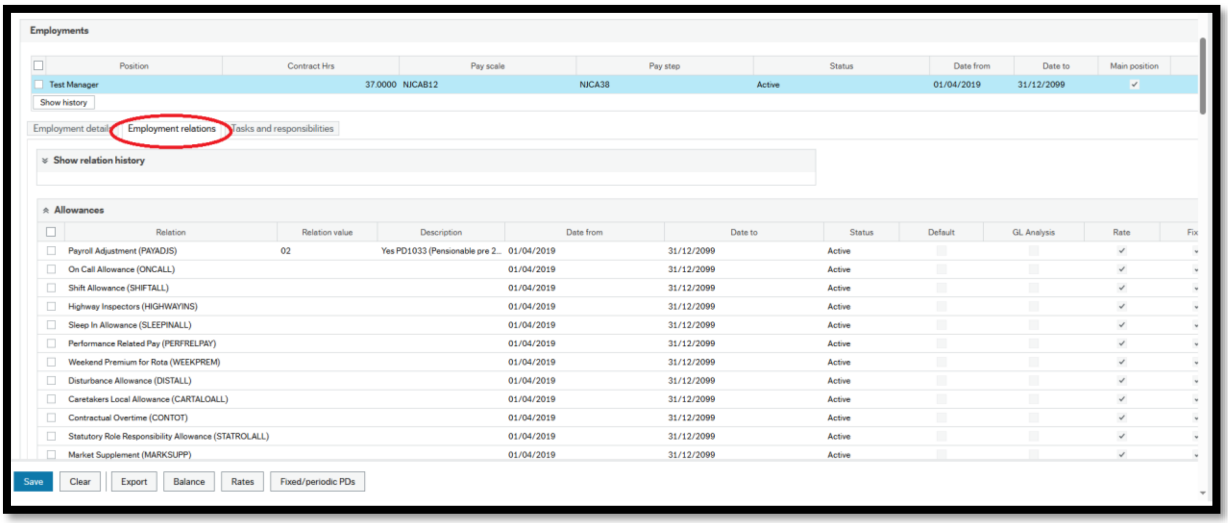


This shows detailed information for the selected position in the Employment section.

Field	Description
Position	This is the **Position** to which the resource is linked including the Position ID (code P*****.)
Job Family	The corresponding **Job Family** will be displayed here.
Contract hrs	This person's agreed hours in this **Position**.
Work schedule	Every resource needs to be linked to a **Work schedule** to correctly record their absence.
Employment type	This could be a Permanent, Temporary acting up or Casual position etc.
Attribute	Relates directly to **Attribute value** field below. Acts as a heading only.
Attribute value	The reason for change, should this position and data have been changed. Will show **Migration** if no change has happened.
Pay scale	Shows the default values of Pay scale, interval and interval pay step related directly from the **Position** register. Applies to all in this position, but tailored for the Resource should it be necessary.
Reason change	Will show one of 2 reasons (Cost of Living Increase or Incremental Increase) should the **Pay step** have been altered.
Position status	Shows the status of the position on the record. Options are: **Active**: Position is active and therefore in use.

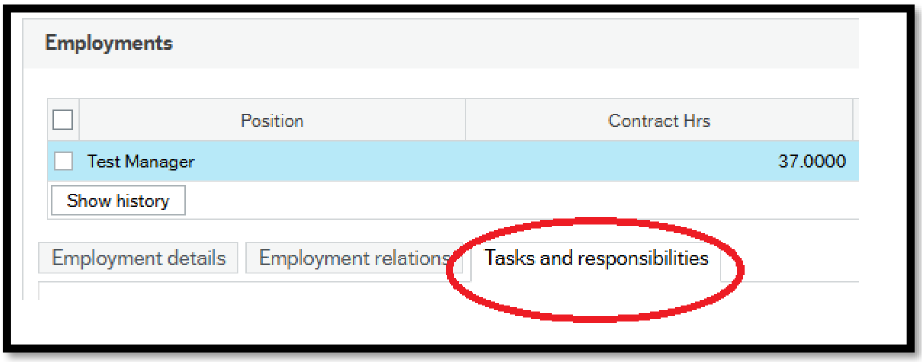
	Parked: Position temporarily closed. **Closed**: Position is closed but can be re-opened. **Terminated**: Position is closed and cannot be re-opened.
Date from	The date that this person started in this **Position** only.
Date to	Will show 31/12/2099 if this is the current **Position**, except where it is a known end date e.g. FTC. Historical positions will show when the person left that position.
Main position	Ticked if this **Position** is their only or substantive **Position**. Should a person have more than one **Position** then only one is ticked if both are current or within date. **Main Position** is normally ticked for the **Position** with most hours attributed to it.

4.4.4 Employment Relations



Employment relations are a sub-set of relations that relate to the person or resource in this **Position** and therefore different to the **Relations** tab.

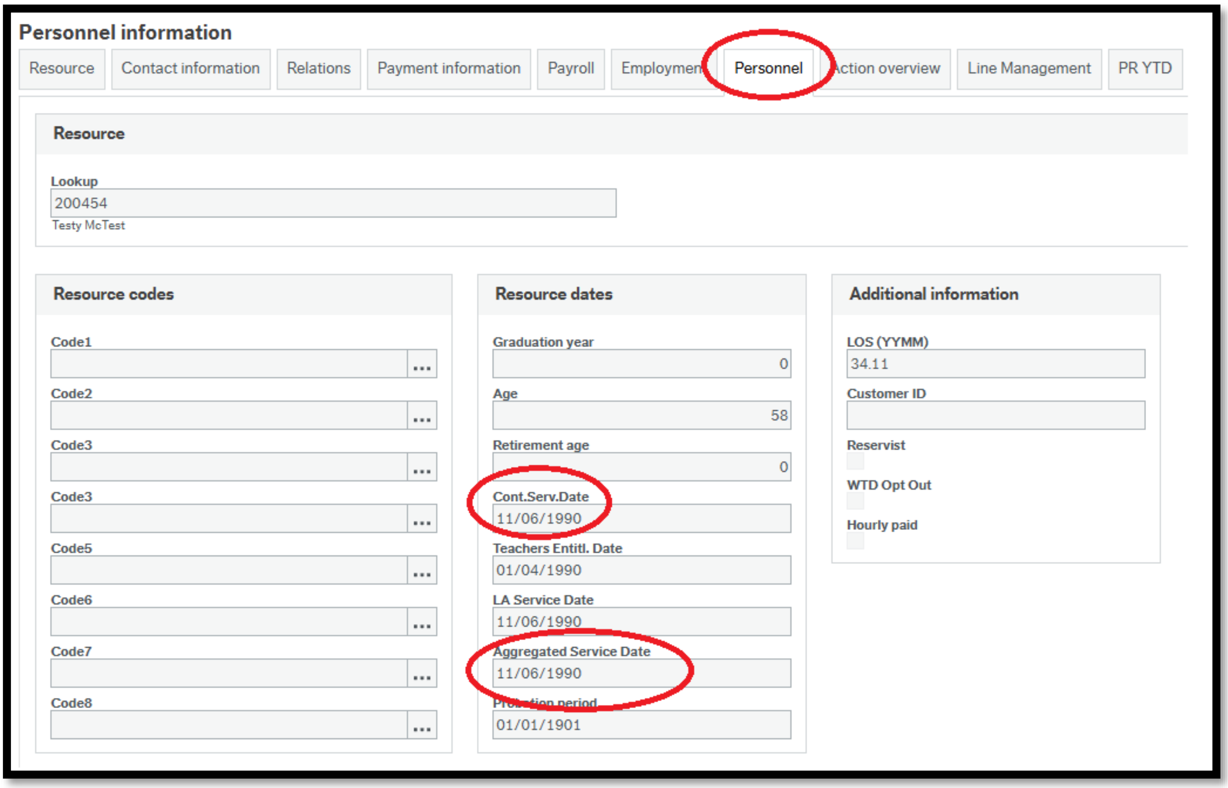
4.4.5 Tasks and responsibilities



This tab is not used.

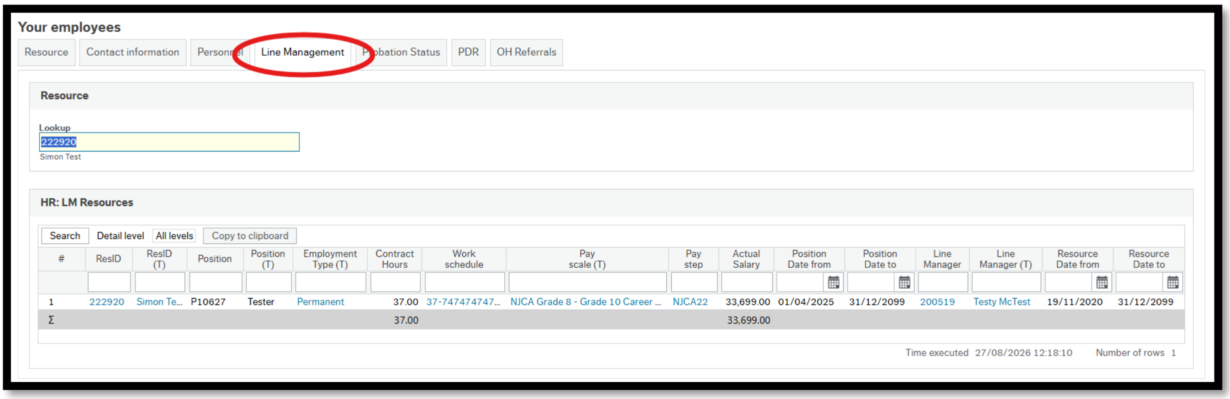
4.5 Personnel

This tab shows **Resource dates** relevant to the employee such as **Continual Service Date** and **Aggregated Service Date** and length of service (**LOS**) in years and months.



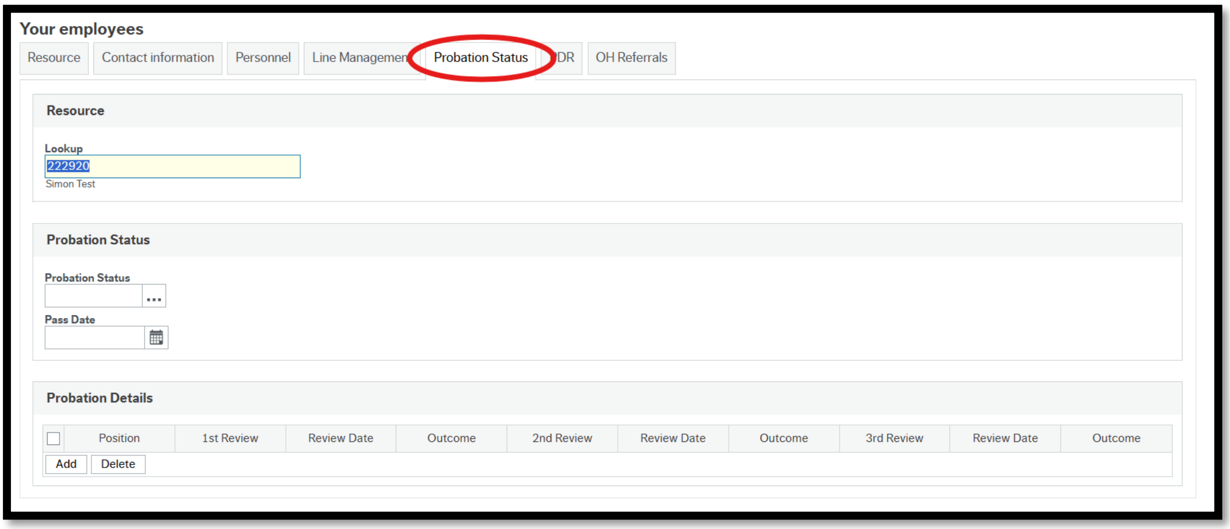
4.6 Line Management

On this tab in **Your employees,** you can see who the resource reports to. In **Personnel information**, this screen will be blank.



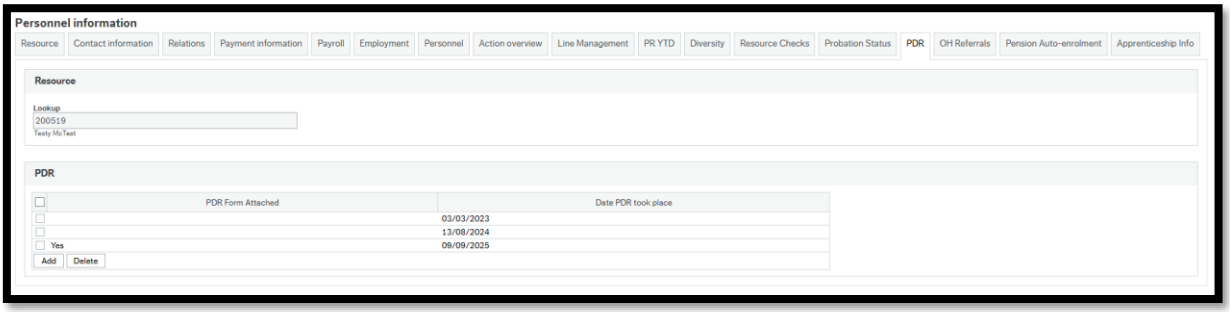
4.7 Probation Status

This is set up for a New Starter or where it is necessary for an employee to go on a probation period. It will be automatically completed for a New Starter but can be added to/edited and updated by the Line Manager when they have completed the reviews. Should the outcome be unsuccessful, this may invoke the Leaver Process and you should seek HR advice.



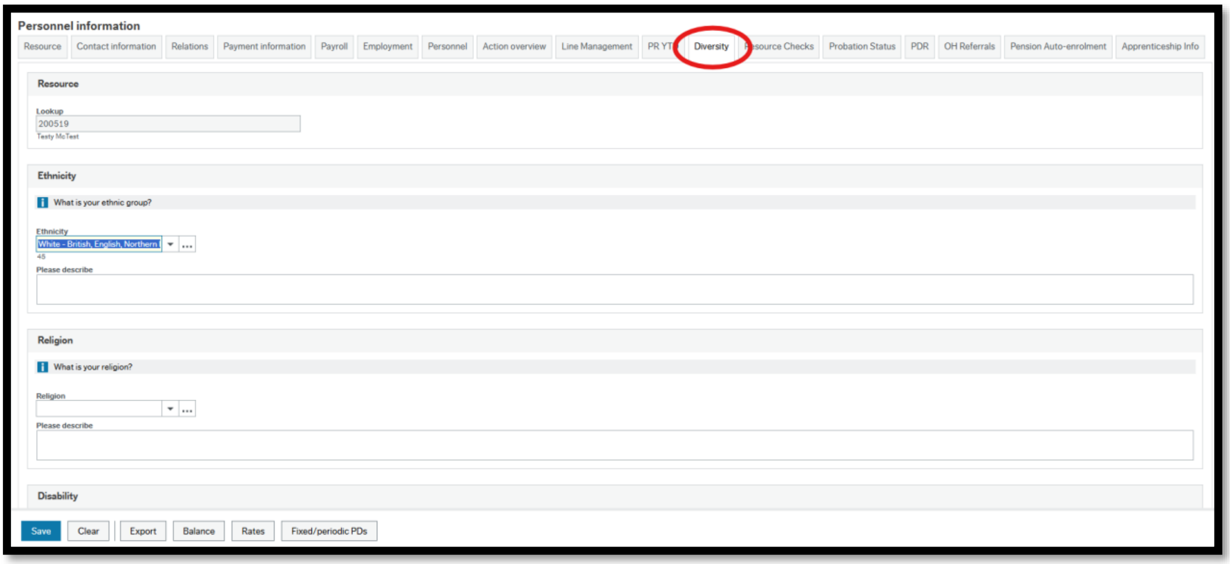
4.8 Performance Development Review

This tab shows dates of the employee's PDRs and confirms if copies of the document are attached. All managers are expected to record the date in the ERP that the PDR conversation took place and attach the document via the paperclip in the top right-hand corner.
Employees can view the document by clicking on the paperclip in the top right and select the **PDR Document** folder.



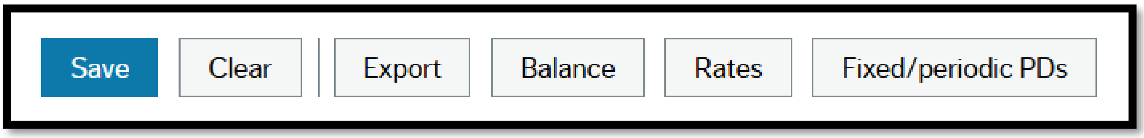
4.9 Diversity Tab

This tab collates details of **Ethnicity**, **Religion**, **Disability**, **Sexual Orientation**, **Gender Identity**, **Nationality**, **Marital Status** and if you are an **Armed Forces Reservist**.
All staff are expected to complete this tab. Once the details have been completed or amended select **Save** to update.



4.10 Action Buttons

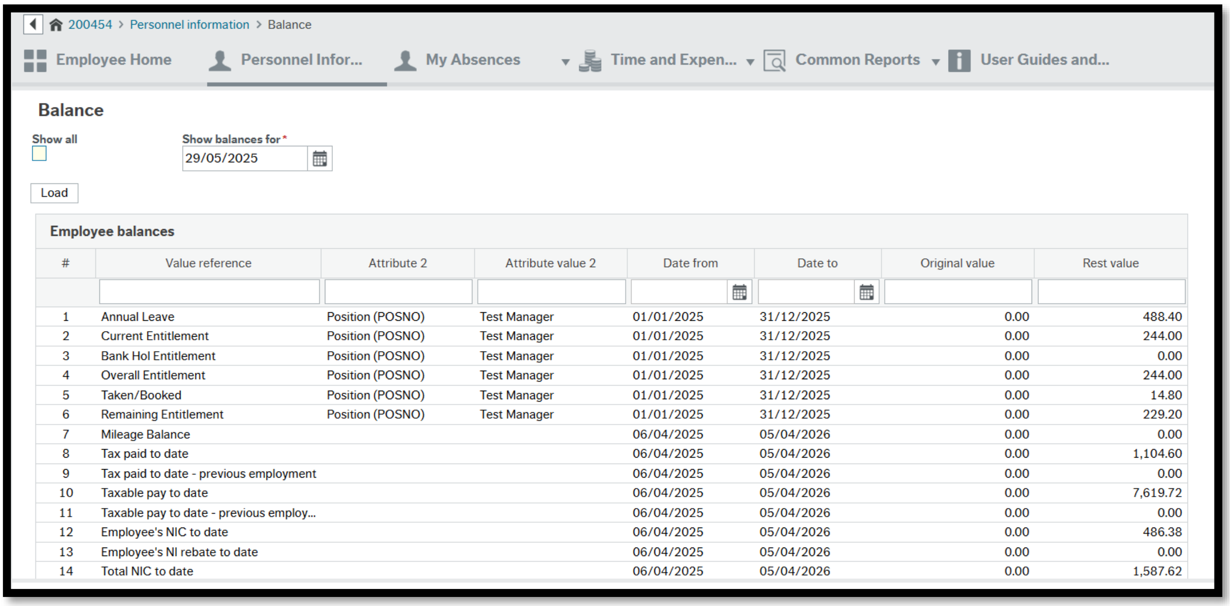
The action buttons apply to the Personnel information screen, whichever tab is being viewed.



- **Save** - this will save any changes made to the record.
- **Clear** – this normally clears the current data. Does not work on **Personnel information.**
- **Export** – this isn't used by Shropshire Council.
- **Balance** – this opens the Balance screen displaying balances for things such as Annual Leave, Tax, NIC etc.
- **Rates** – this opens the Rates screen displaying rates of pay.

4.10.1 Balance Screen

The balances screen shows a breakdown of the employee's annual leave.

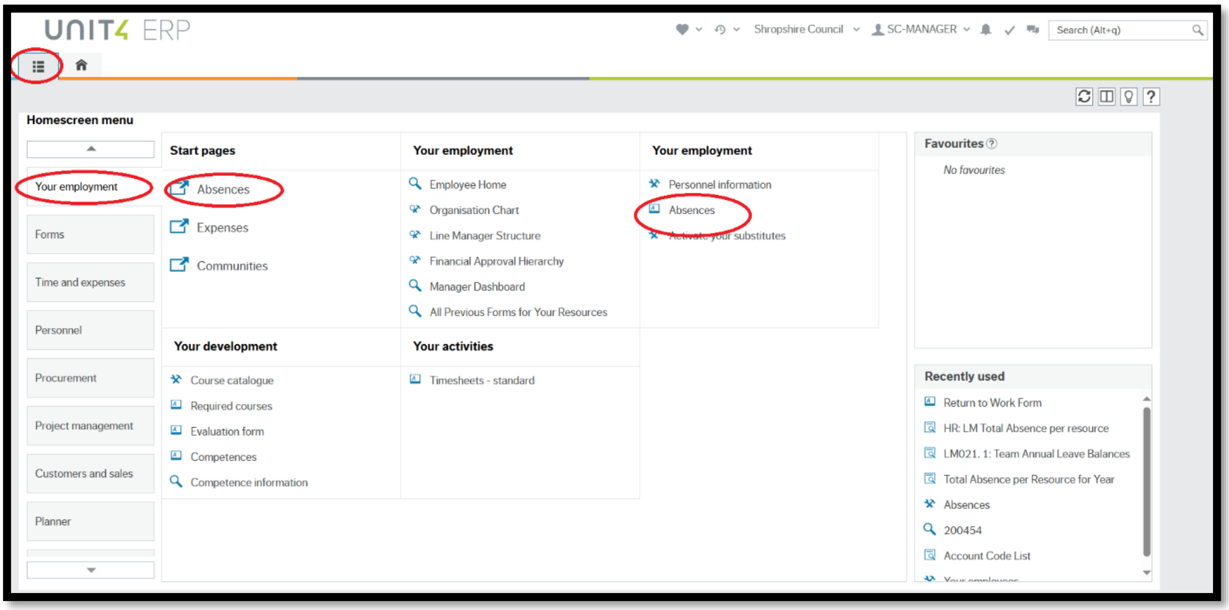


#	Value reference	Attribute 2	Attribute value 2	Date from	Date to	Original value	Rest value
1	Annual Leave	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	488.40
2	Current Entitlement	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	244.00
3	Bank Hol Entitlement	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	0.00
4	Overall Entitlement	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	244.00
5	Taken/Booked	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	14.80
6	Remaining Entitlement	Position (POSNO)	Test Manager	01/01/2025	31/12/2025	0.00	229.20
7	Mileage Balance			06/04/2025	05/04/2026	0.00	0.00
8	Tax paid to date			06/04/2025	05/04/2026	0.00	1,104.60
9	Tax paid to date - previous employment			06/04/2025	05/04/2026	0.00	0.00
10	Taxable pay to date			06/04/2025	05/04/2026	0.00	7,619.72
11	Taxable pay to date - previous employ...			06/04/2025	05/04/2026	0.00	0.00
12	Employee's NIC to date			06/04/2025	05/04/2026	0.00	486.38
13	Employee's NI rebate to date			06/04/2025	05/04/2026	0.00	0.00
14	Total NIC to date			06/04/2025	05/04/2026	0.00	1,587.62

- **Annual Leave** shows the full time equivalent annual leave entitlement based on length of service, either 28 days (207 hours) or 33 days (244 hours.)
- **Current Entitlement** shows the pro-rata leave entitlement for the employee.
- **Bank Hol Entitlement** shows the adjustments for bank holidays.
- **Overall Entitlement** shows the balance after adjustments have been made for bank holidays.
- **Taken/Booked** shows annual leave that has been requested and taken.
- **Remaining Entitlement** shows the leave balance available for the employee to book.

5. Unplanned Absences

As a Line Manager you have access to Absence from two places:

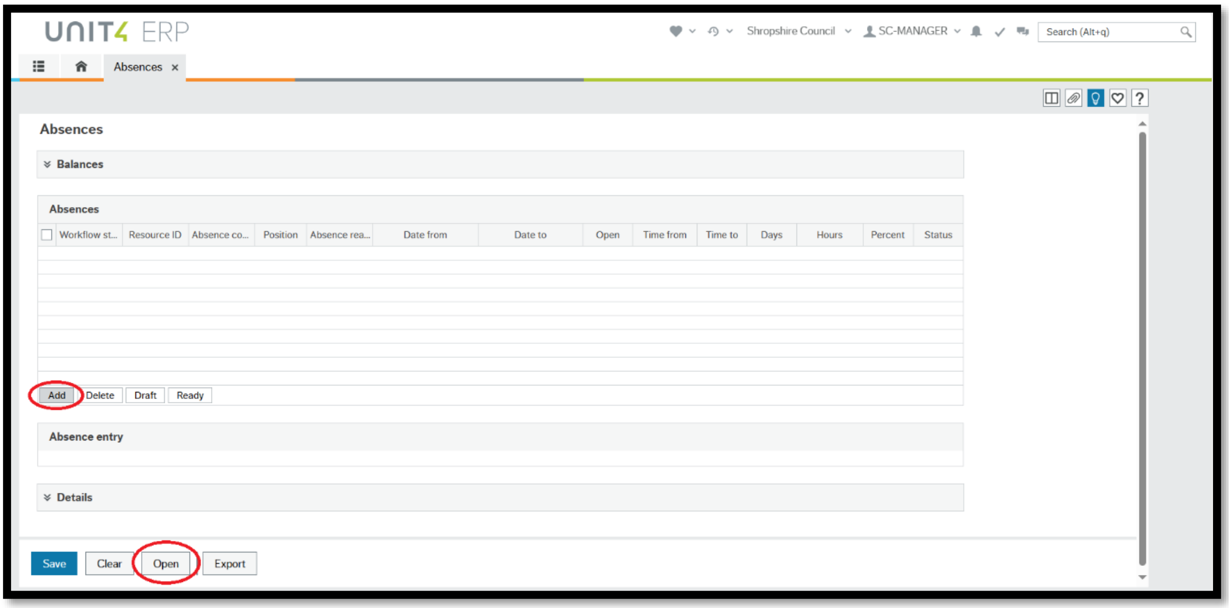


Your employment → Start pages → Absences is used to request Annual Leave and planned absences. This is only for those who record Annual Leave or normal planned absences, which for the most part will not be teaching staff.

Your employment → Your employment → Absences is used to report unplanned absences for your employees especially Sick type absences but can be used for staff member's Annual Leave and planned absences if the staff member cannot access by themselves.

5.1 Staff Sickness – Recording Sickness

To record staff sickness or unplanned absences, navigate to
Your employment → Your employment → Absences

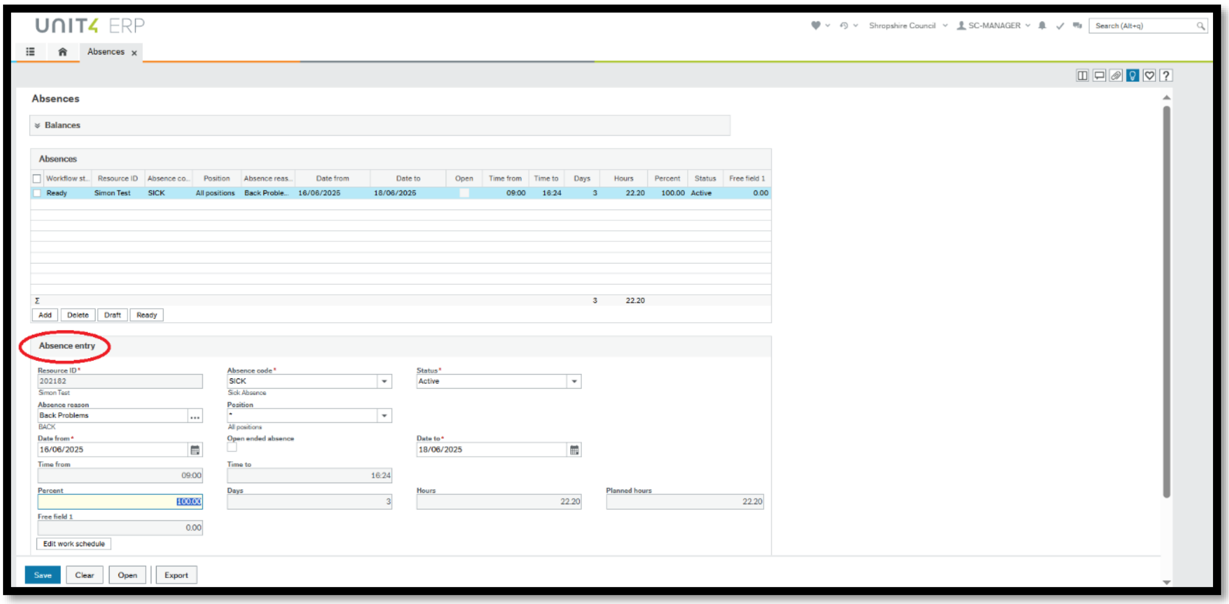


This section records the history of absences and is populated from the entries made in the **Absence entry** section. Line Managers need to report absences for their employees (especially Sick type absences) in the ERP to inform Payroll to make the relevant payment adjustments.

Click **Add** to open the **Absence entry** section or when creating, amending or checking absences you can select Open to view the full absence record for the employee (Resource.)

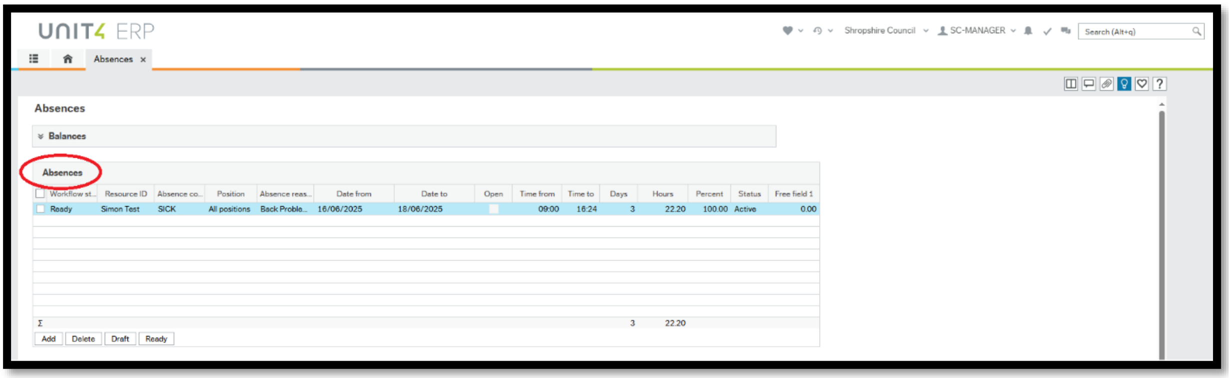
5.1.2 Absence Entry

As this section is completed, the screen will change depending on the options used.



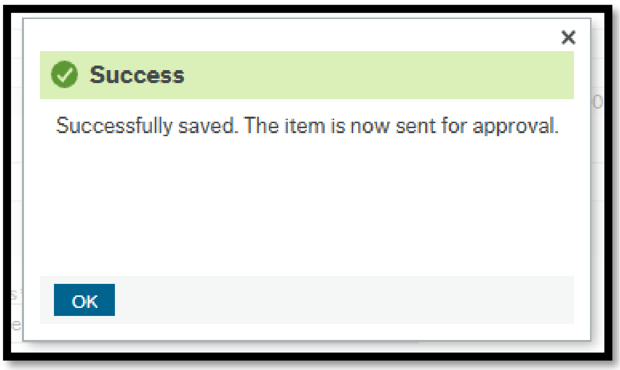
- **Resource ID** – if you have opened a resource record to add an absence, the **Resource ID** will prepopulate or you can select from the dropdown, press the **[Space bar]** or by typing ahead to select the resource.
- **Absence code** – select the type of absence from the dropdown or by typing ahead.
- **Status** – this defaults to **Active.**
- **Absence reason** – depending on the **Absence code** selected, an **Absence reason** needs to be selected by typing ahead or pressing **[Space bar]** to select the reason.
- **Position** – if they have more than one position, select which position the absence needs to be recorded against. If it needs to be recorded against both then select **All positions.** Please note that if an absence is recorded against more than one position, it will create an absence line for each position and any amendments to the absence will need to be made to each line.
- **Date from** – this is the date that the absence starts, and the absence should be recorded in the ERP the day the manager is notified or as soon as possible after. When a date is added here, the **Date to** date will populate with the same date until amended.
- **Open ended absence** – if there isn't a definitive end date to the absence, select the check box. A **Preliminary end date** of the last day of the current year will populate in the **Date to** field.
- **Date to / Preliminary end date** – when the absence has ended, the **Date to** needs to be confirmed in the ERP as soon as possible preferably the day the employee returns to work. The **Date to** needs to be the last day of the absence and not the day the employee returns to work.
- **Percent** – leave as default 100.00 or amend 50.00 to record half a day's absence.

The Absences section is populated with the details.



Select **Save** to confirm any additions or amendments made in the **Absences** screen.

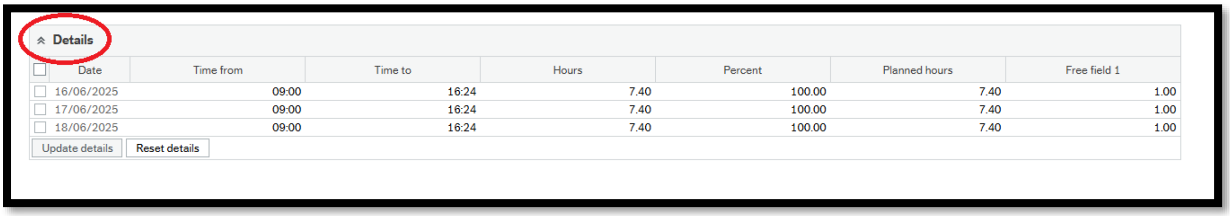
The **Success** popup opens.



Click **OK**.

5.1.3 Details Section

Click Details.



This section displays the work schedule for the resource and which days/hours are impacted by the absence.

5.2 Sickness Absences – Adjusting a Sickness Record

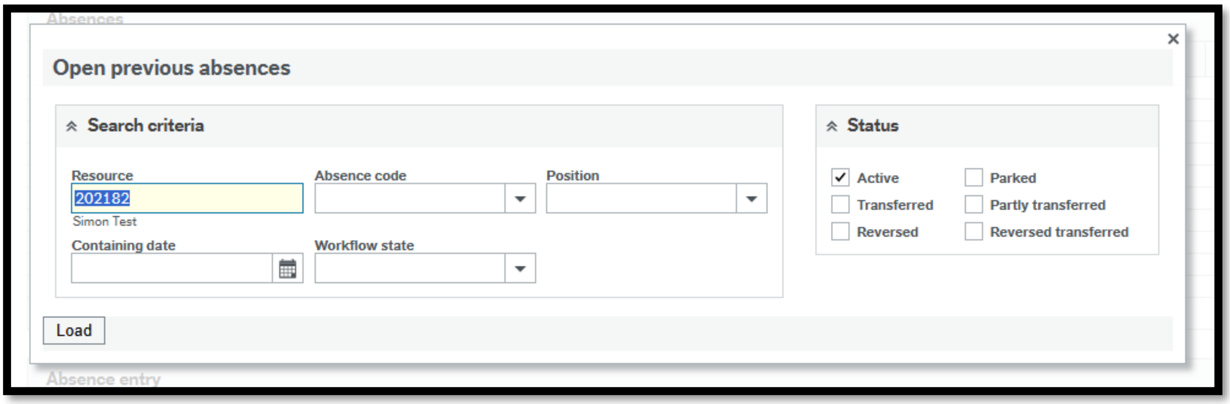
On occasion it will be necessary to open an absence line to amend or close it. This is more prevalent for **Sick** type absences where an **Open ended absence** date, known as **Preliminary end date** was recorded. It is very important the correct number of days of absence is recorded as this may affect that person's pay.

5.2.1 Changing a Submitted Absence

To amend or close an open absence, navigate to

Your employment → **Your employment** → **Absences**

1. Click **Open**.



2. Select **Search Criteria** and **Status** in **Open previous absences**:

- **Resource** - select the relevant employee (**Resource**) by typing ahead or pressing **[Space bar]** and selecting the correct one.
- **Absence code** - you can search by the specific **Absence code** here or leave it blank.
- **Position** - you can search by the specific **Position** here or leave it blank.

The following **Status** mean:

Active - still in the system and ready to be edited.

Transferred - transferred to Payroll for payroll calculations.

Reversed – those Transferred by Payroll, but then reversed.

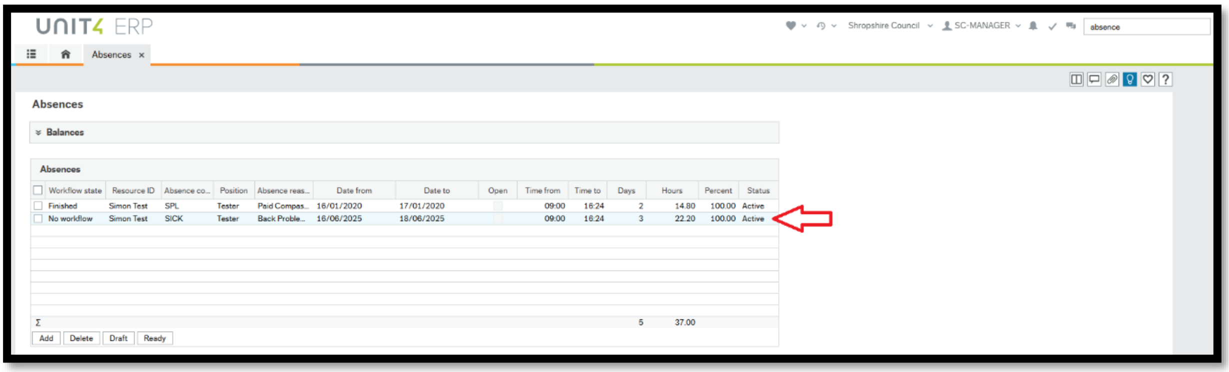
Parked - any absence that isn't in workflow.

Partly Transferred - where a long-term absence goes across 2 Payroll periods.

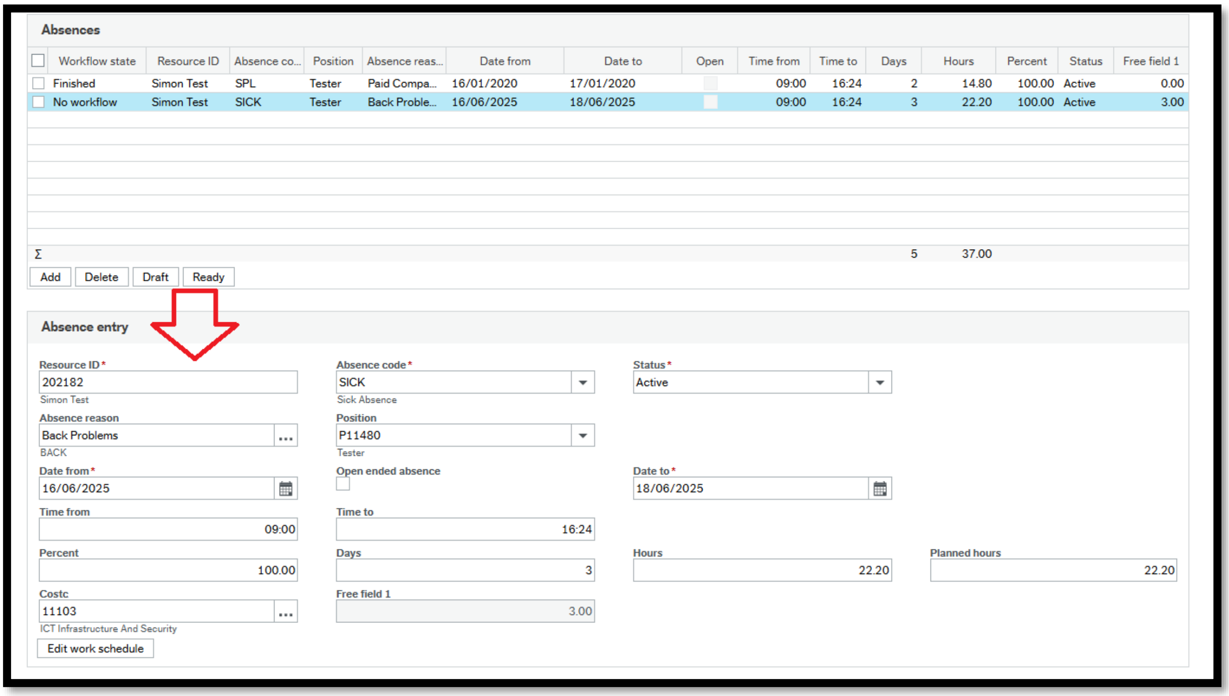
Reversed Transferred - those that had been fully processed by Payroll, but then reversed.

It can be advisable to tick all the **Status** boxes to load all the employees' absences to avoid duplication or errors occurring. If any amendments need to be made to an absence with the status **Transferred** or **Partly Transferred**, you will need to contact Payroll as the absence has gone through (or partly gone through) the payroll process.

3. Click **Load.**
4. Click on the **Absences** row that needs changing.



5. In the **Absence entry** section below, make the change required. For example, to end an open ended absence, untick the **Open ended absence** box and change the **Date to** the last day of the absence.



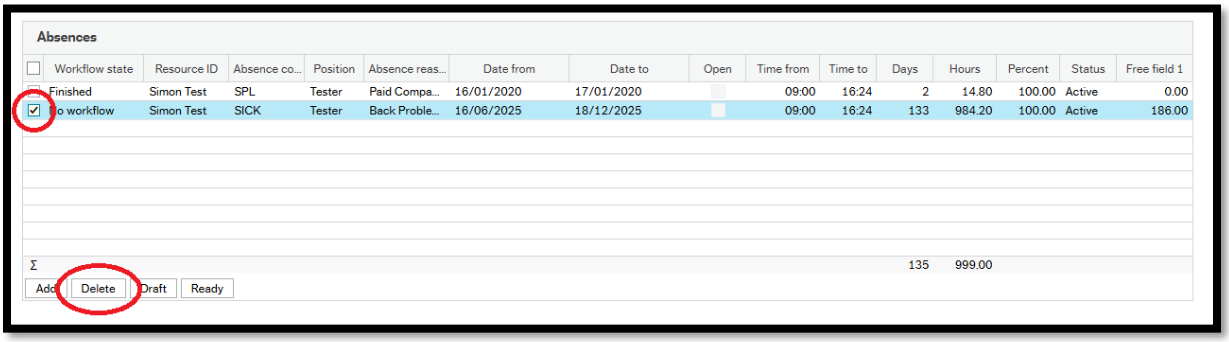
6. Check your entries then click **Save**.
7. The **Success** banner will appear, and the **Workflow state** will change to **Workflow in progress**. This, in turn, will become **No workflow** as this is self-approving by managers.

5.2.2 Deleting a Submitted Absence

You may need to delete an absence line. **Note** - this is **not** possible if it is **Transferred** or **Partly Transferred,** and you will need to contact Payroll to action.

If there is any planned leave recorded for the period of the unplanned absence, it will need amending before recording the unexpected absence otherwise an **Overlap in date interval** error will occur. Before deleting any approved absences, please refer to the policy to check eligibility.

1. Follow all the steps previously, up to step 4.
2. Check the details, in case this is not the correct one to delete.
3. Tick the checkbox on the left of the row of Absence (or rows, as necessary.)



4. Click **Delete** and **Save**.

6. Competence

Competences can be recorded for your resources, but the norm is that they enter their own. These are then routed to the Line Manager as a Task. Examples are Educational & Professional qualifications or Job-related competencies.

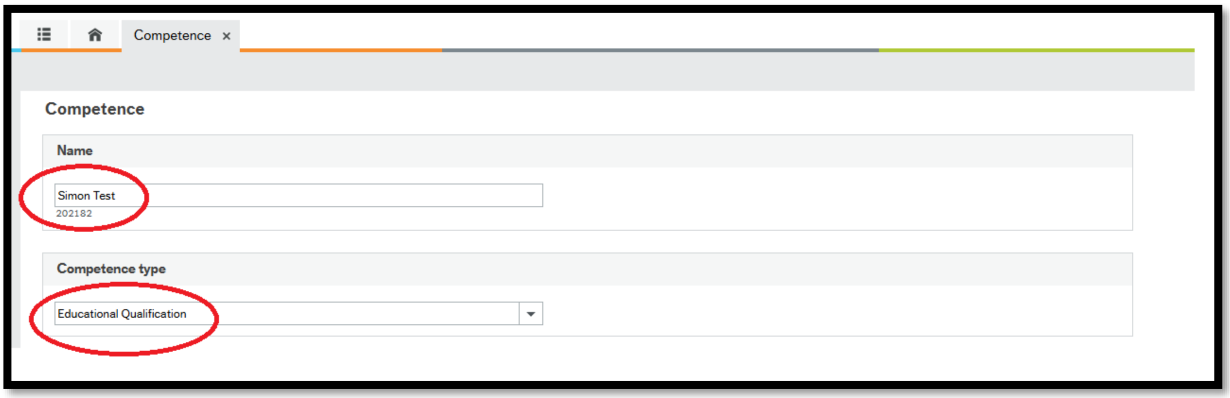
As a Line Manager you can enter a Competence from two places, but each has a different use.

Your employment → **Your development** → **Competences** is used to enter competences for yourself.

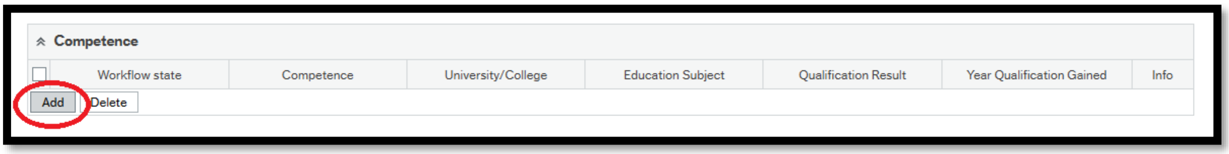
Personnel → **Competence** → **Competence** is used to record competences for your employees and yourself.

6.1 Staff Competence Entry

To record staff competences, navigate to **Personnel → Competence → Competence**



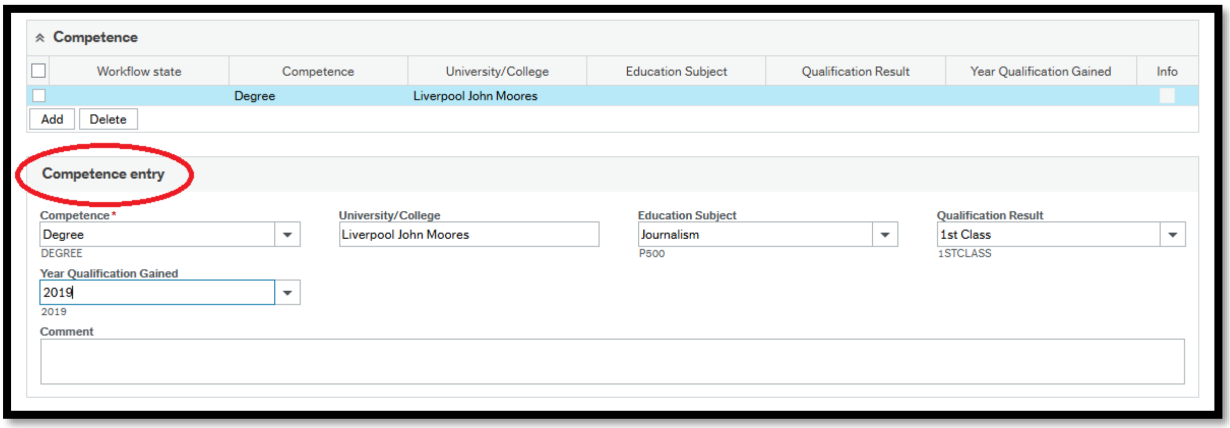
1. **Name** - press **[Space bar]** or use type ahead to select the resource.
2. **Competence type** – select the type of competence from the dropdown.



3. **Competence** – click Add to open Competence entry.

6.1.1 Competence Entry Section

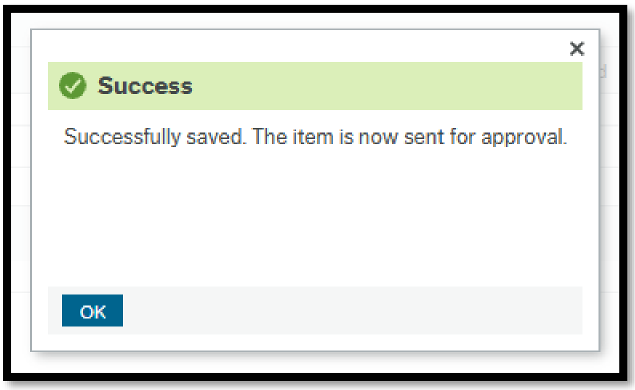
As this section is completed, the screen will change depending on the options used.



1. **Competence** - select the competence type from the dropdown. This will determine what the following fields are called. This example uses Degree.
2. **University/College** – type in the name of the university or college.
3. **Education Subject** – press **[Space bar]** or use type ahead to select from the dropdown.

4. **Qualification Result** – select from the dropdown.
5. **Year Qualification Gained** – select from the dropdown.
6. **Comment** – relevant comments can be entered.
7. **Attachment** – add an image/scanned copy of the relevant certificate for HR confirmation checks.
8. Click **Save**.

The **Success** popup opens.



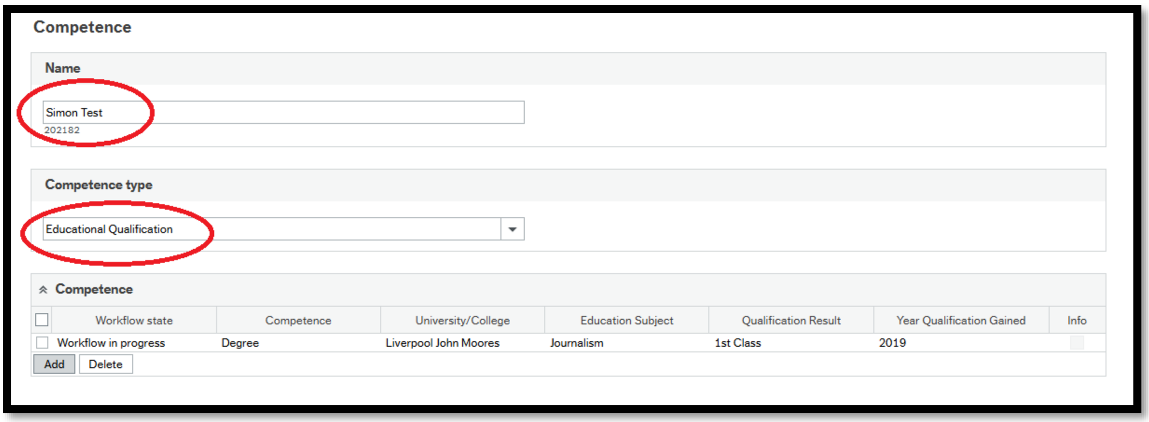
9. Click **OK**.

The Competence section is populated with the details.

Initially the Workflow will state **Workflow in Progress** but will then become **Finished**, as this is self-approving.

6.1.2 Viewing Current Competences

Viewing a Competence for staff members is a case of loading the name, then the Competence Type, or using a Global report such as **HR: LM Current Competence Record per Resource.**



1. **Name** - press **[Space bar]** or use type ahead to select the resource.
2. **Competence type** – select the type of competence from the dropdown.
3. **Competence** – use the dropdown to choose **Educational Qualification**, for example.

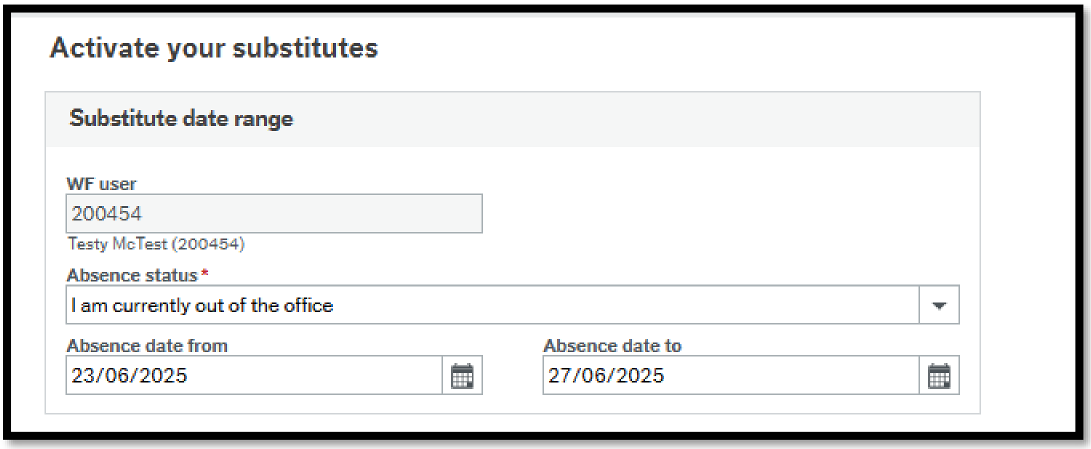
7. Activate Your Substitutes

For any periods of planned leave where tasks may workflow for action, a substitute must be activated to act on your behalf to receive Tasks and Alerts, and to action them with the same levels of approval as yourself.

You can do this as a General substitute where one person assumes all of your responsibilities and you can only select a substitute from a pre-defined list of resources (usually your direct line manager.)

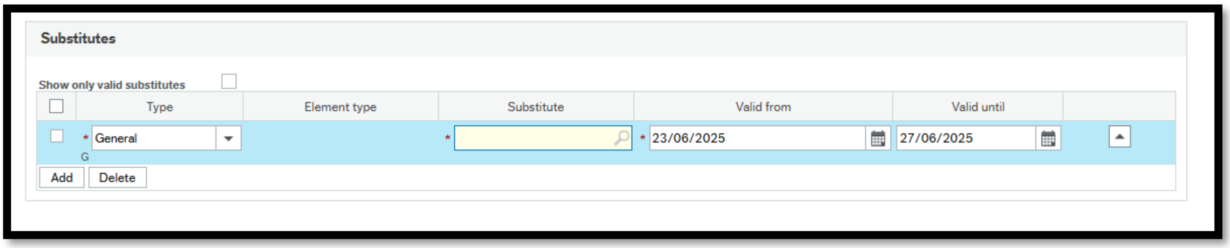
7.1 Activate Substitutes

Navigate to
Your employment → **Your employment** → **Activate your substitutes**



In the **Substitute date range**:

1. **Absence status** – change to **I'm currently out of the office**.
2. **Absence date from** – add the date the absence starts from by either clicking on the calendar icon to the right of the date field and selecting the date or just typing in the date and tabbing across.
3. **Absence date to** - add the date the absence ends by either clicking on the calendar icon to the right of the date field and selecting the date or just typing in the date and tabbing across.



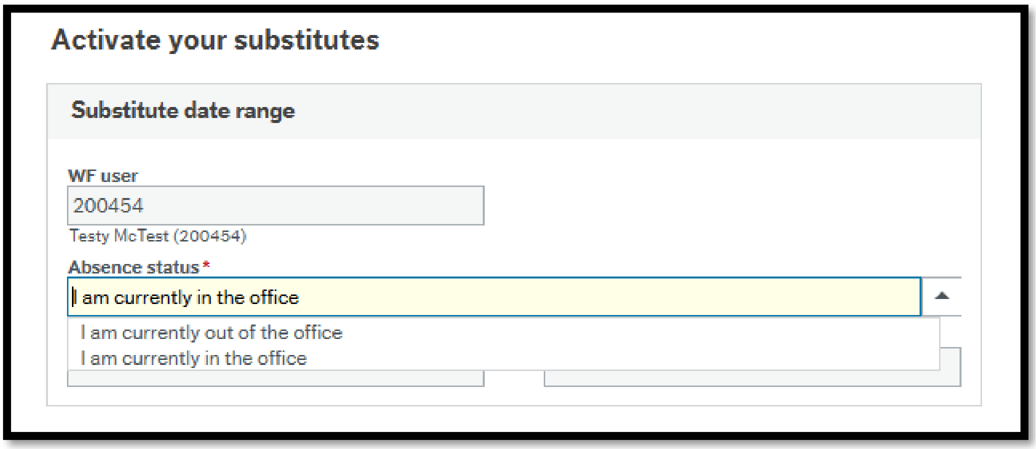
In the Substitutes section:

4. Click **Add** to one a new line.
5. **Type** – select General from the dropdown.
6. **Substitute** – press **[Space bar]** to show who can be selected and select the substitute.
7. **Valid from** – enter the date the substitution needs to start from.
8. **Valid until** – enter the date the substitution needs to end.
9. Click **Save**.

7.1.1 End Active Substitutes

Substitutes automatically end at midnight on the **Valid until** date.

If you return early, you can simply change the **Absence status** to **I am currently in the office**. This will turn off the Workflow substitution.

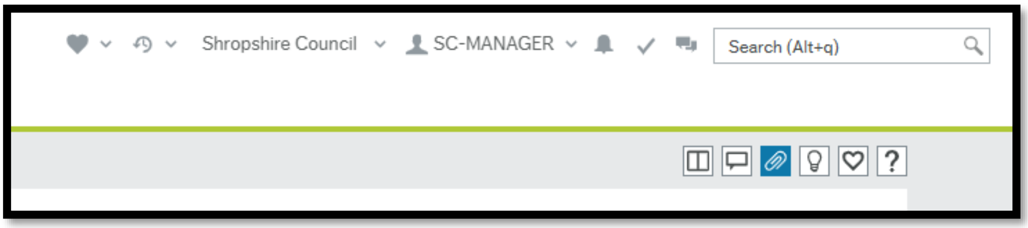


8. Attachments

It is possible to add supporting attachments of any standard file format to records in the ERP. The documents are added to the **Document Archive** and can be seen by anybody who has access to the relevant record.

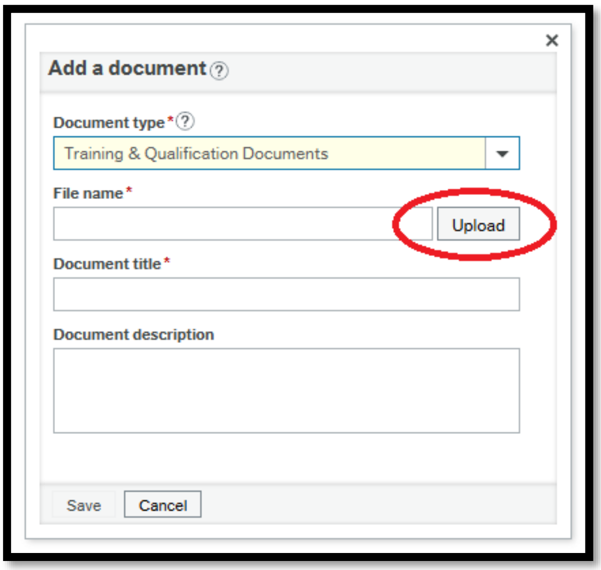
8.1 Adding Attachments

1. Navigate to the required person, position record or other relevant screen.



2. Click **Open documents** (paperclip.) The Document Archive popup opens.

3. Click **Add a document**, the icon or the button.
4. Click **Upload** to locate the required file.



5. You can change the **Document title** if required.
6. Click **Save**.

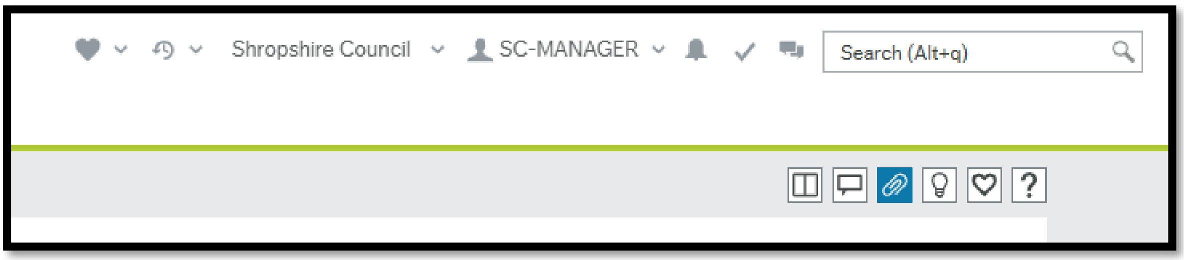
The **Add a document** popup closes.

The document appears in the **Document archive**, the folder it is in is indicated with the number of documents in that folder and the **All documents** folder shows how many documents in total are held against the person or position.

7. Close the **Document archive.**

8.2 Viewing Attachments

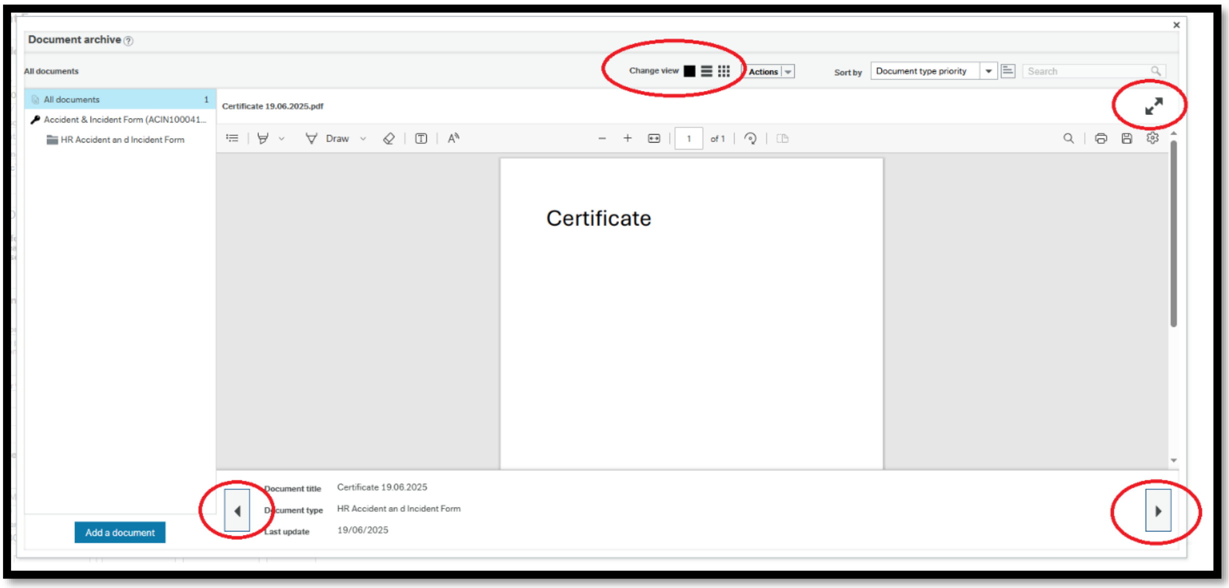
If a record has attachments in the Document archive, the **Open documents** icon will be blue.



1. Click **Open documents** to open the **Document archive**.

2. Click on the folder you wish to view documents within or select **All documents**.
3. Double click the file to view.

4. Click **Full screen** to maximise the image size.
5. Click the direction arrows to navigate to additional attachments.
6. Click the **Change view** icons to return to all attachments.



8.3. Deleting Attachments

Documents can't be deleted by individuals so you will need to contact HR, Payroll or Systems Admin to request the removal of any documents.

9. Forms

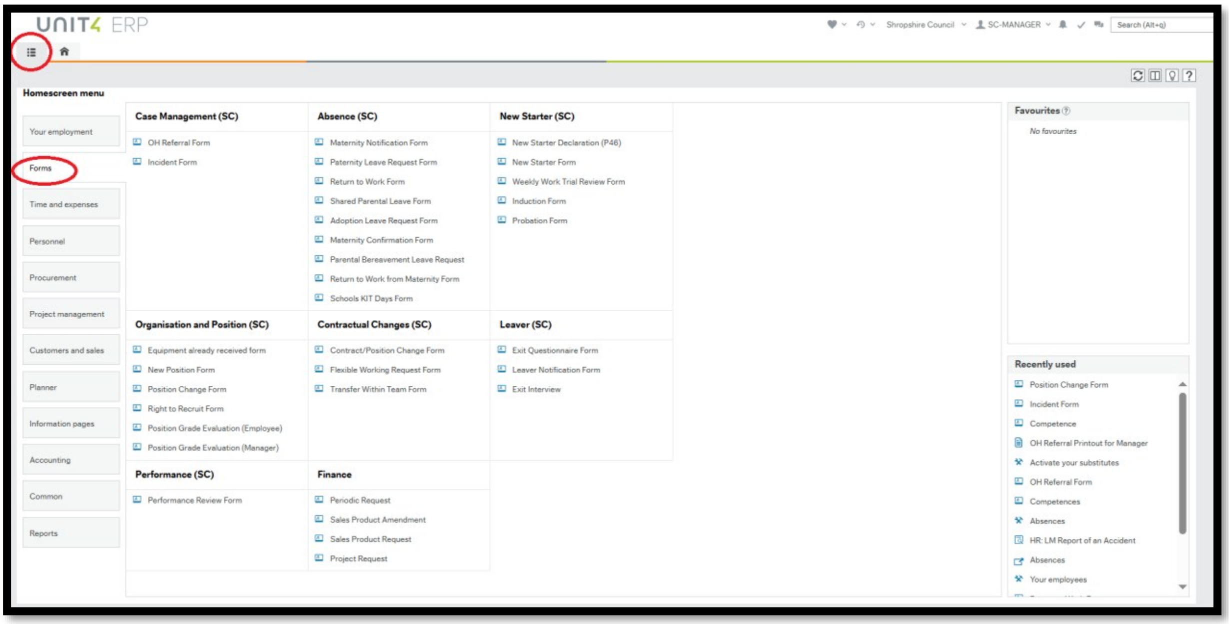
9.1 Form Description

Each form has a **Form description** field. On most forms this is greyed out, but for some it is a mandatory free text box. You can see that it's mandatory because there is a red* at the side and you will not be able to save or submit the form without having something in all the mandatory boxes.

If you need to complete the **Form description** field it should be named in line with the organisation naming convention or should indicate what the change is (such as Change of Line Manager, Change of Authoriser Role, Change of Budget Holder etc) to ensure that no sensitive data is added into the form title. The naming convention is Form Description/Resource ID/Initials/Directorate/mm/yy.

9.2 Form Introduction

Forms are all stored within the forms tab from the main menu in various sections.

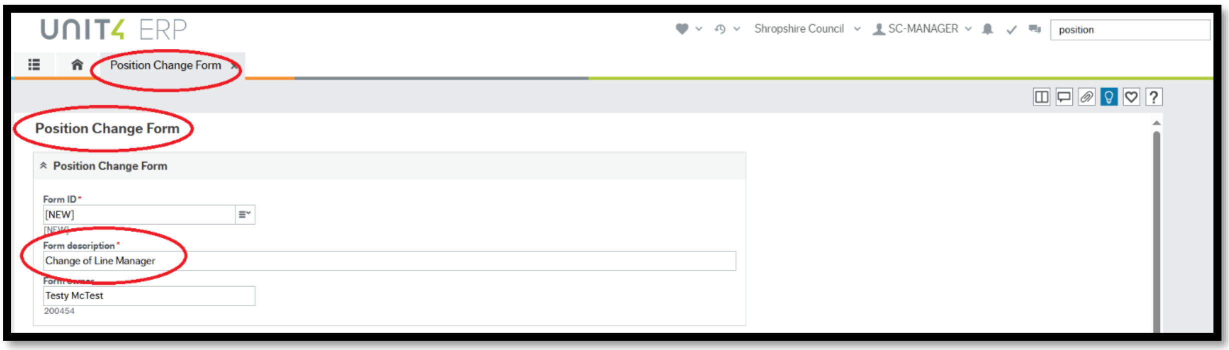


Review this user guides section **Forms and Scenarios – Overview** for more summary information about the forms, when they are to be used and the documents that are to be attached with the form.
To attach a document to a form, you should complete the form details first, and then click **Save as draft**. Then you can attach the documents as required and then if needed, click **Submit form**.
Forms are sent for approval where needed to the appropriate approvers.
Some forms are designed that you should retrieve a previously saved or submitted form and update this with the latest details at a later date or a later stage in the staff member's induction or probation.

9.3 Position Change Form

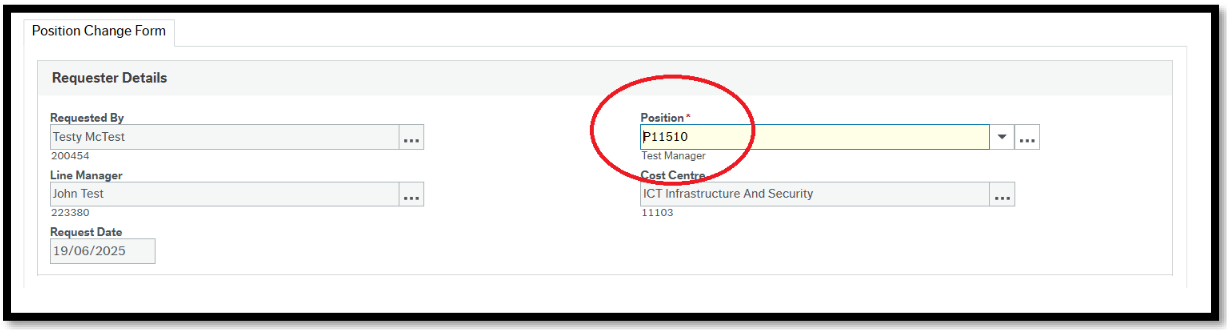
The Position Change Form is used to Amend and Close positions. Use the **New Position Form** to create a new post in the establishment.

Navigate to **Forms** → **Organisation and Position (SC)** → **Position Change Form**



The Position Change Form is completed by the Line Manager requesting the change and starts with the Position Change Form section by entering a Form description that indicates what the change is.

9.3.1 Requester Details Section

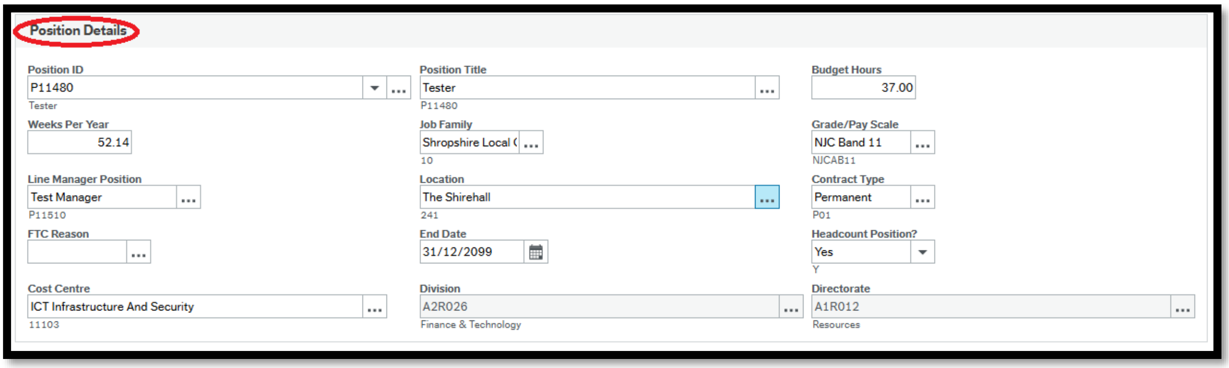


Position - press **[Space bar]** to select the position in which you are completing this form. The remaining fields in this section are read only.

9.3.2 Request Type Section

Type of Request - press **[Space bar]** to select **Amend** or **Close**.
Supporting Comments - explain why the change is required.

9.3.3 Position Details Sections

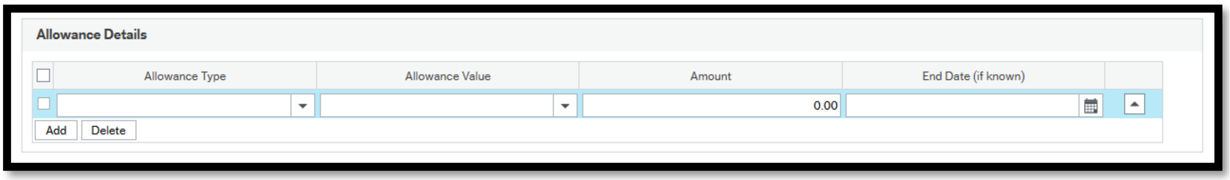


Position ID - press **[Space bar]** to select the affected position. The remaining position details are populated based on the position selected. Make the required changes to the **Position Details** such as changing the **Line Manager Position**.

9.3.4 Position Relations

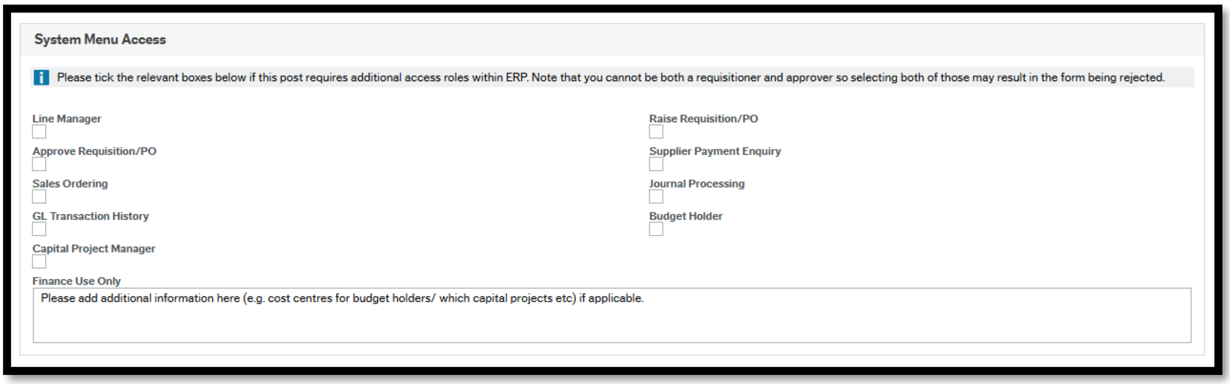
Politically Restrict Post – this field is mandatory, and you must confirm if the post needs to be politically restricted by selecting Yes or No if not.
LGA Number – confirm the LGA Number here if applicable, if not it will be greyed out.
School Number – confirm the School Number here if applicable, if not it will be greyed out.

9.3.5 Allowance Details



Allowance details – confirm any allowance details from the dropdown that need amending for this position if applicable (such as on call allowance, shift allowance, contractual overtime etc.)

9.3.6 System Menu Access

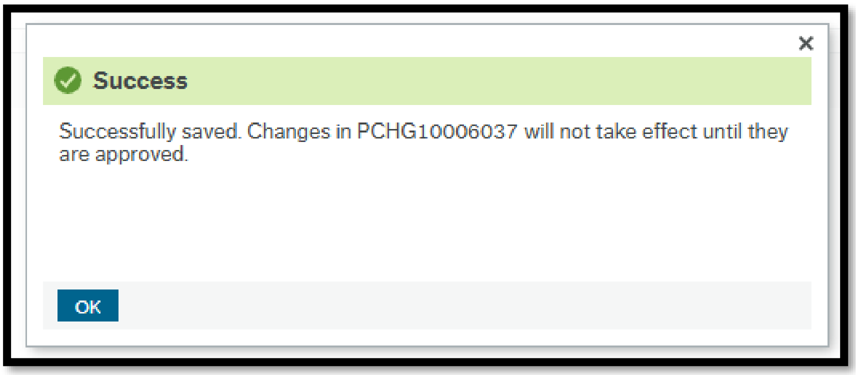


System Menu Access - tick the relevant boxes if this post requires additional access roles within ERP. Note that you cannot be both a requisitioner and approver so selecting both of those may result in the form being rejected.

9.3.7 Action Buttons

- **Clear** - clears the contents of the form.
- **Print preview** – this isn't used by Shropshire Council.
- **Submit form** - sends the form into workflow for approval.
- **Save as draft** - saves the form without sending it into the workflow.
- **Export** – this isn't used by Shropshire Council.

The **Success** message opens.

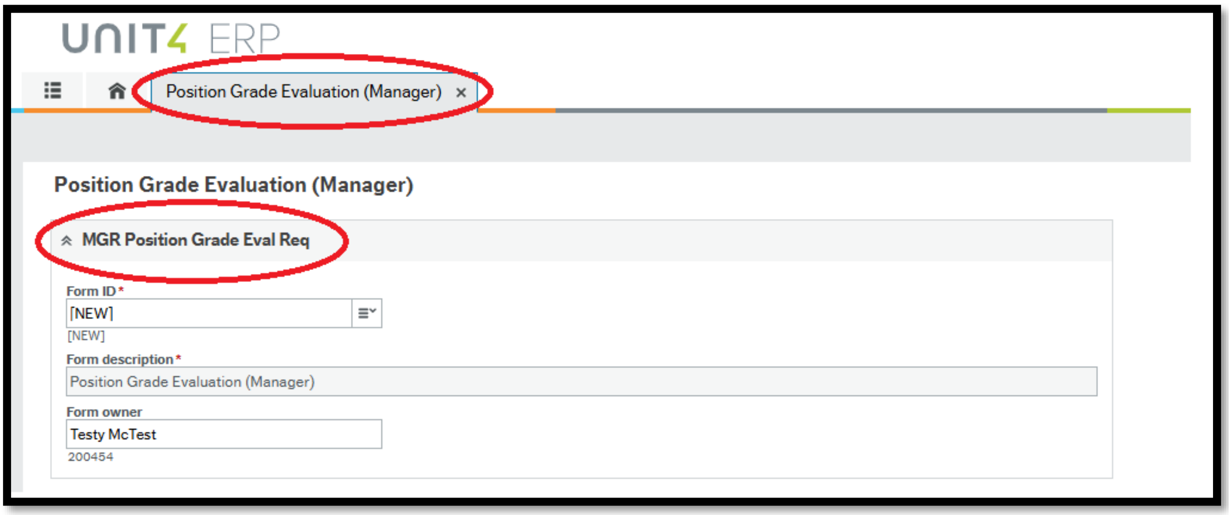


Click OK to close the message.

9.4 Position Grade Evaluation (Manager) Form

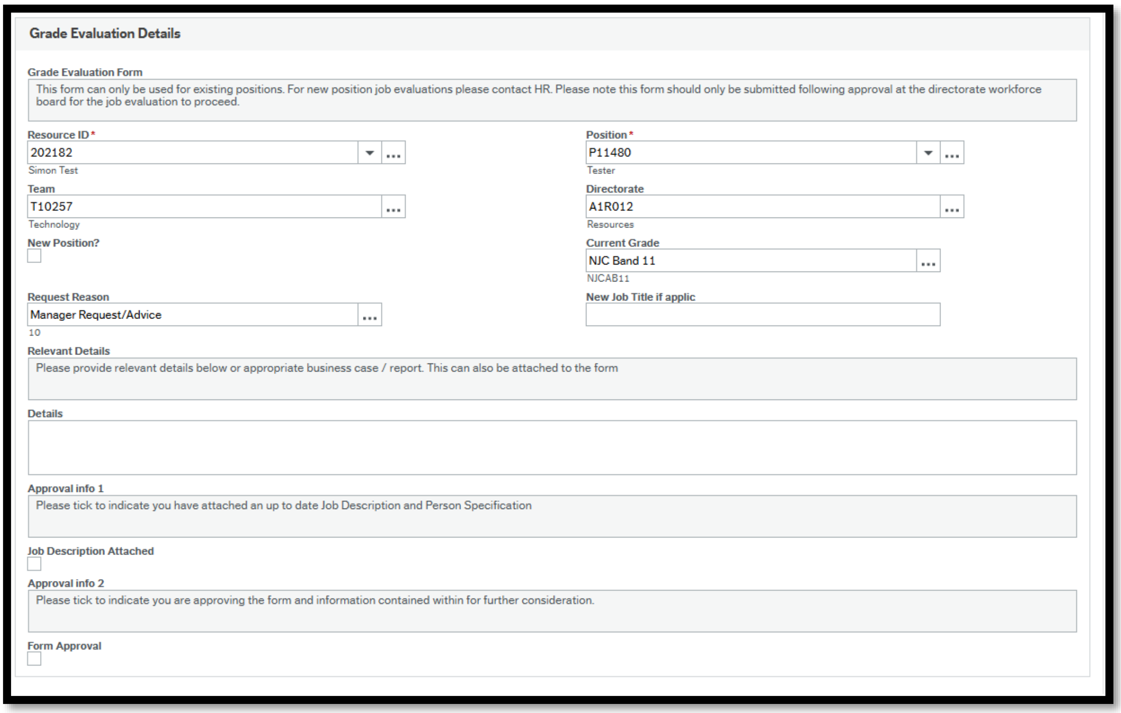
This form has a workflow associated with it because it may require action by Payroll and will require approval by a corporate director. This example covers the change in pay grade option.

Navigate to
Forms → Organisation and Position (SC) → Position Grade Evaluation (Manager)



This form is completed by the Line Manager requesting the change and starts with the **Grade Evaluation Details** section as the Form description field is greyed out in the **MGR Position Grade Eval Req** section.

9.4.1 Grade Evaluation Details Tab



1. **Resource ID** – use the dropdown, type ahead or press [Space bar] to select the resource for whom you are completing this form.
2. **Position** – use the dropdown, type ahead or press [Space bar] to select the position for which you are completing this form.
3. **Team** – populated from the position.
4. **Directorate** - populated from the position.
5. **New Position?** – select if applicable.
6. **Current Grade** – populated from the position.
7. **Request Reason** – press [Space bar] to select the reason.
8. **New Job Title if applic** – add the new job title if applicable.
9. **Details** – enter/attach relevant details or appropriate business case/report.
10. **Job Description Attached** – tick the box to confirm you have attached the **Job Description** and **Person Specification** before submitting.
11. **Form Approval** – tick the box to confirm you are approving the form and the information contained within for further consideration.

9.4.2 Action Buttons

- **Clear** - clears the contents of the form.
- **Print preview** – this isn't used by Shropshire Council.
- **Submit form** - sends the form into workflow to the HR Business Partner for approval.
- **Save as draft** - saves the form without sending it into the workflow.
- **Export** – this isn't used by Shropshire Council.

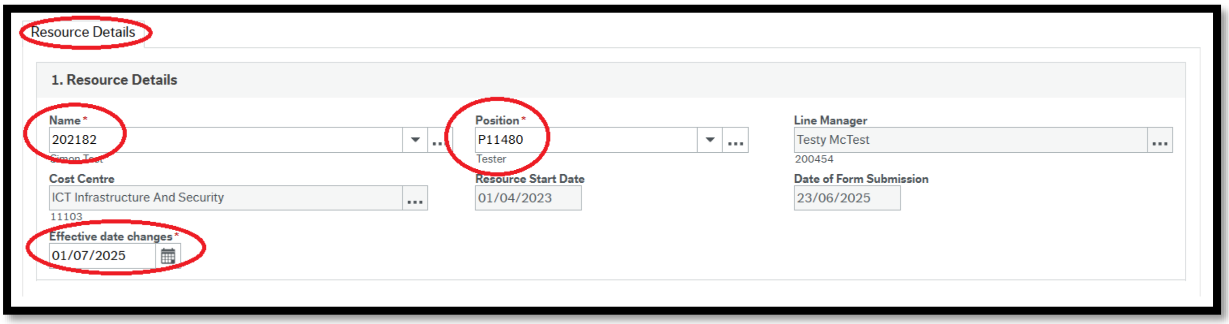
9.5 Contract/Position Change Form – Change in Hours

This form covers changes to contractual obligations with the type of change being selected from within the form. This example covers the Change in Hours option.

Navigate to
Forms → Contractual Changes (SC) → Contract/Position Change Form

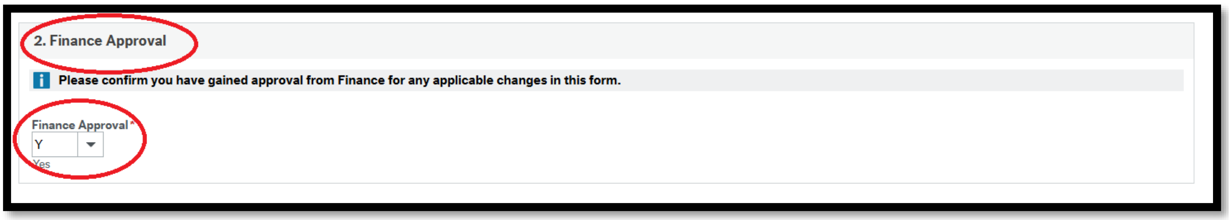
The Contract/Position Change Form is completed by the Line Manager requesting the change and enables managers to change both the employee's contract and their position in one form.

9.5.1 Resource Details Section



1. **Name** - press **[Space bar]** to select the resource for whom you are completing this form.
2. **Position** – if the resource has more than one position, press **[Space bar]** to select the position for which you are completing this form.
3. **Effective date changes** – enter by typing or using the calendar.

9.5.2 Finance Approval

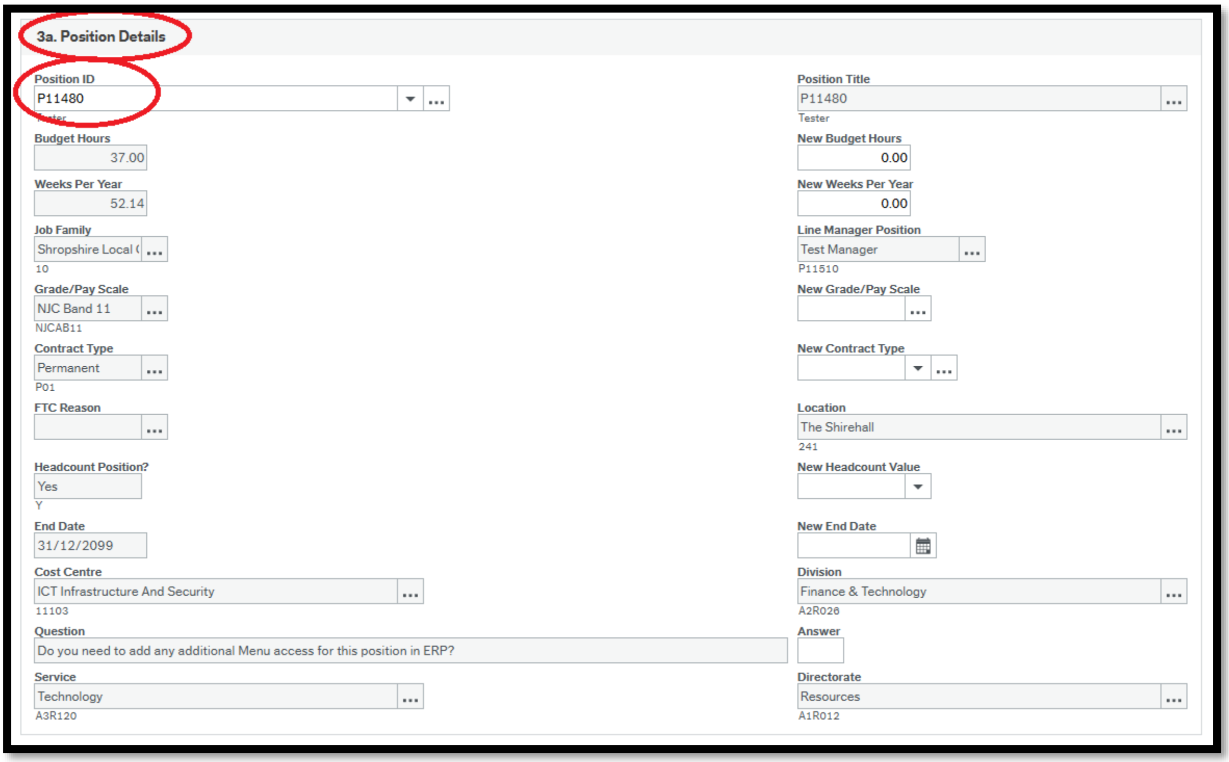


1. **Finance Approval** – select Yes or No from the dropdown. This approval should be obtained before submitting this form for approval.

9.5.3 Position Change Section

1. **Change to Position** – select **Yes** or **No** from the dropdown to indicate whether you wish to change the **Position** as well as the Employee's **Contract**. If you do not, please select **No** and proceed to section 4 **Contract Change Detail**. If you do require a change to the Position, please select **Yes** and complete sections 3a and 3b. If your contractual change does also require a change to the position itself, HR may reject this form if you do not complete sections 3a and 3b, as well as section 4 onwards.

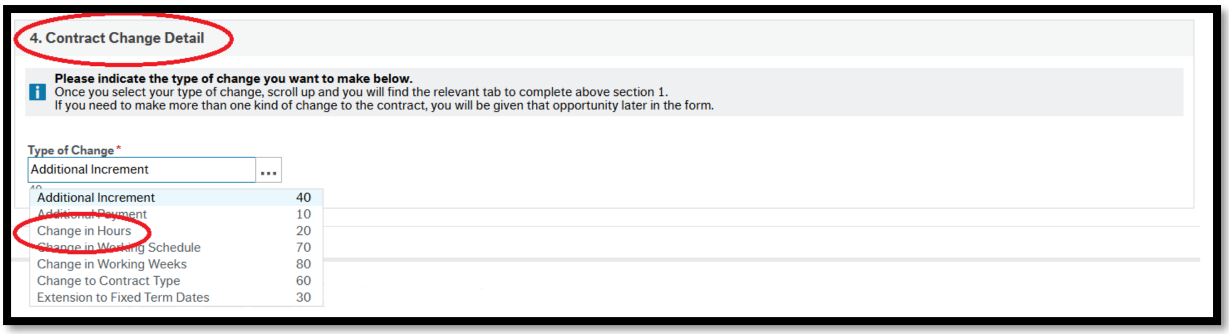
9.5.4 Position Details



1. **Position ID** – press **[Space bar]** to select the position for which you are completing this form.

Then make the required changes to the position such as **New Grade/Pay Scale** or **New Contract Type**.

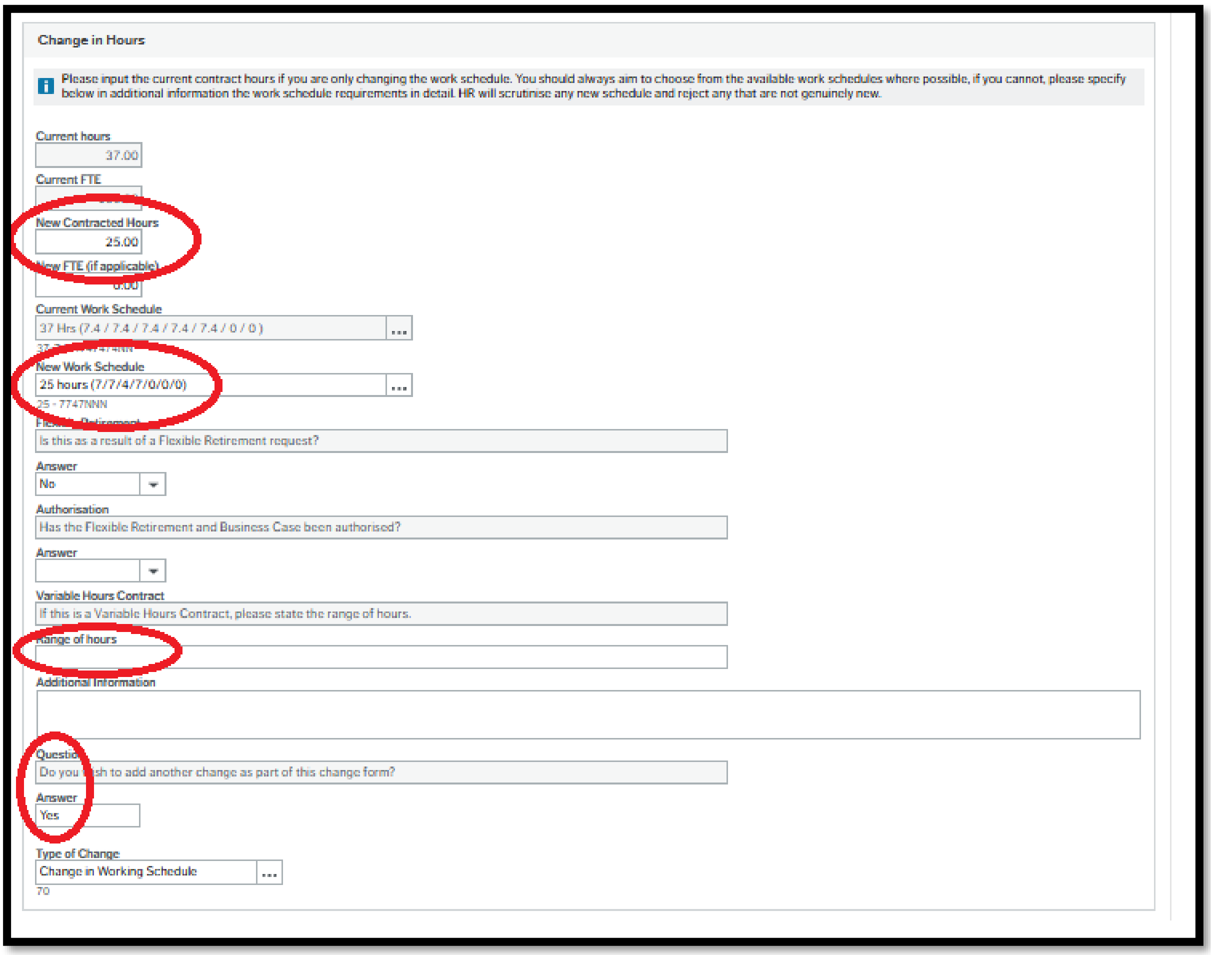
9.5.5 Contract Change Detail Section



1. **Type of Change** – select the type of change from the dropdown. A second tab opens.

9.5.6 Change in Hours Tab

A new tab opens where the details of the changes are entered. The current details are populated in read only fields.



1. **New Contracted Hours** – enter the new hours.
2. **New Work Schedule** – use the Value Lookup to search for the new work schedule if applicable.
3. **Range of hours** – enter the range for Variable Hours Contracts.
4. **Additional Information** – enter any additional details about the change.
5. **Do you wish to add another change as part of this change form?** – select **Yes** or **No** from the dropdown and select the **Type of Change** from the dropdown to open another tab for completion.

9.5.7 Action Buttons

- **Clear** - clears the contents of the form.
- **Print preview** – this isn't used by Shropshire Council.

- **Submit form** - sends the form into workflow for approval.
- **Save as draft** - saves the form without sending it into the workflow.
- **Export** – this isn't used by Shropshire Council.

The **Success** message opens.

Click OK to close the message.

9.6 Contract/Position Change Form - Change in Working Schedule

This form covers changes to contractual obligations with the type of change being selected from within the form. This example covers the **Change in Working Schedule** option.

Navigate to
Forms → Contractual Changes (SC) → Contract/Position Change Form

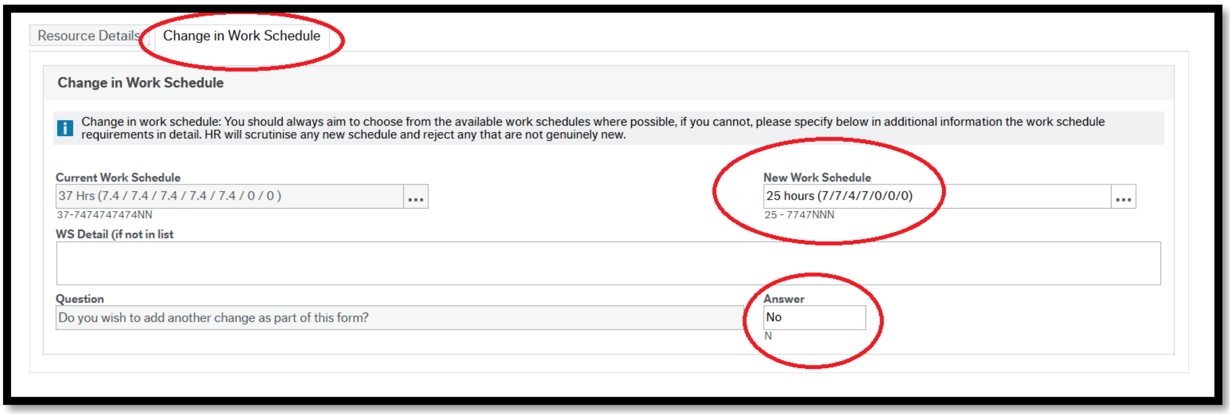
Follow the steps previously for Change in Hours, up to the **Contract Change Details** section.

9.6.1 Contract Change Details Section

1. **Type of Change** – select the type of change from the dropdown. A second tab opens.

9.6.2 Change in Work Schedule Tab

A new tab opens where the details of the changes are entered. The current details are populated in read only fields.



1. **New Work Schedule -** press **[Space bar]** to select the new work schedule.
2. **WSDetail (if not in list)** – enter the details if it is not in the list of new work schedules.
3. **Do you wish to add another change as part of this change form?** – select **Yes** or **No** from the dropdown and select the **Type of Change** from the dropdown to open another tab for completion.

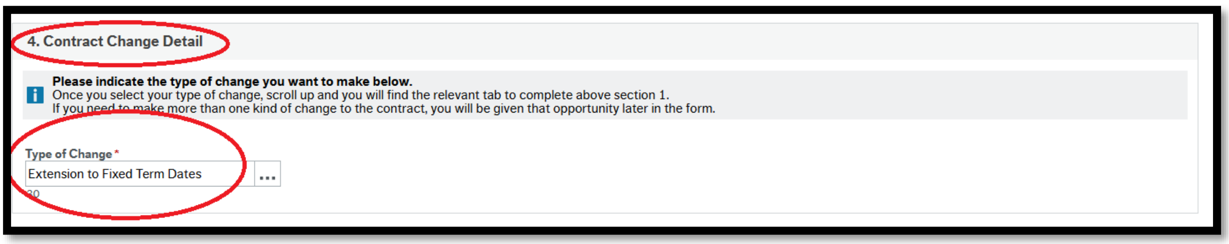
9.7 Contract/Change Position Change Form - Extension to Fixed Term Dates

This form covers changes to contractual obligations with the type of change being selected from within the form. This example covers the **Extension to Fixed Term Dates** option.

Navigate to
Forms → Contractual Changes (SC) → Contract/Position Change Form

Follow the steps previously for Change in Hours, up to the Contract Change Details section.

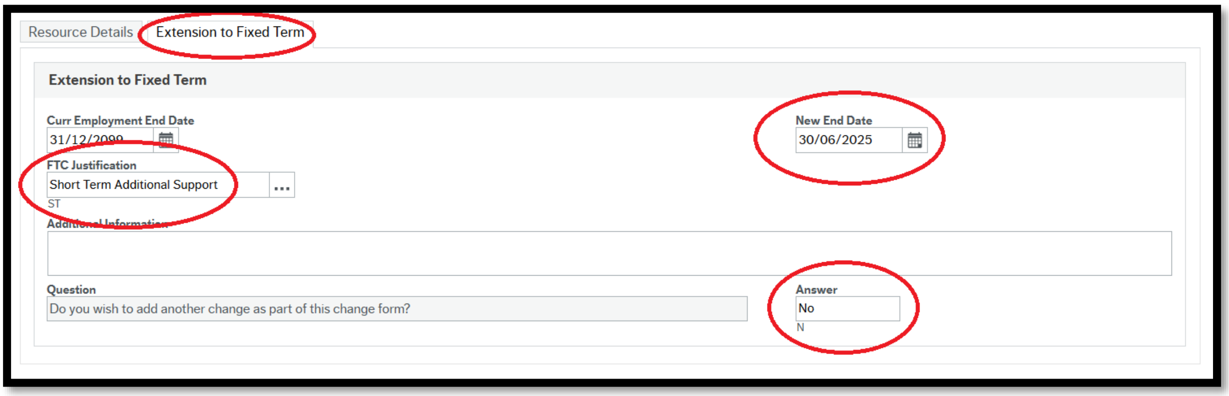
9.7.1 Contract Change Details Tab



1. **Type of Change** – select the type of change from the dropdown. A second tab opens.

9.7.2 Extension to Fixed Term Tab

A new tab opens where the details of the changes are entered. The current details are populated in read only fields.



1. **New End Date** – enter the new contract end date.
2. **FTC Justification -** press **[Space bar]** to select the justification.
3. **Additional Information** – enter any additional details about the change.
4. **Do you wish to add another change as part of this change form?** – select **Yes** or **No** from the dropdown and select the **Type of Change** from the dropdown to open another tab for completion.

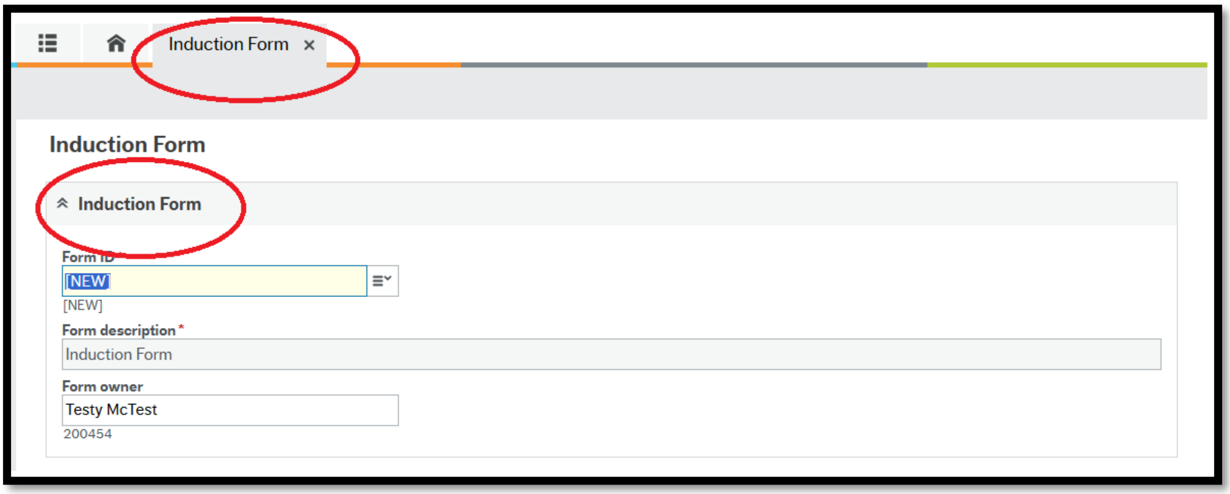
9.8 Induction Form

This form covers the induction checklist for new starters, a resource beginning on an additional position, or a resource transferring into a different position.
It is completed by the resource's line manager.

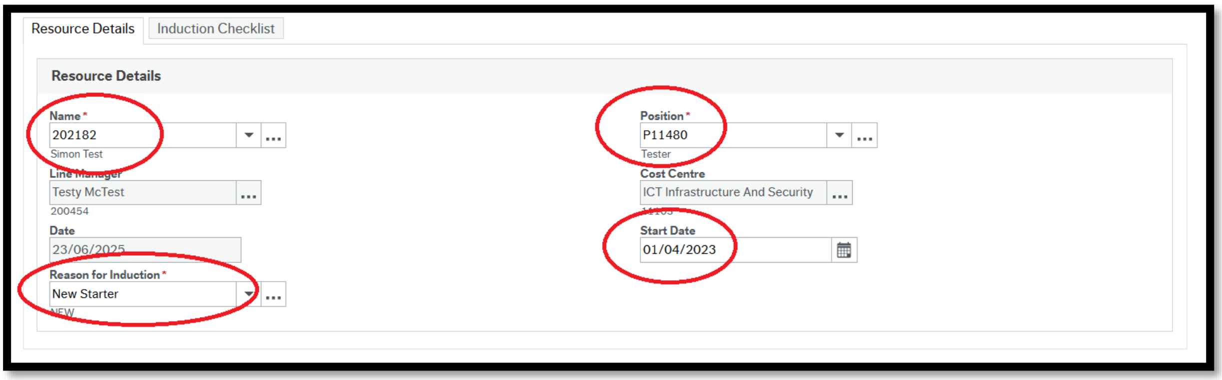
There is no approval required for this form, instead, the form can be saved and then later re-opened by the line manager. The form should be saved and then updated as needed throughout the staff member's induction programme.

The form is complete when each section of the Induction checklist tab has been updated with the appropriate **Date completed**.

To create a new induction checklist for your staff member, navigate to
Forms → New Starter → Induction Form



9.8.1 Resource Details Section

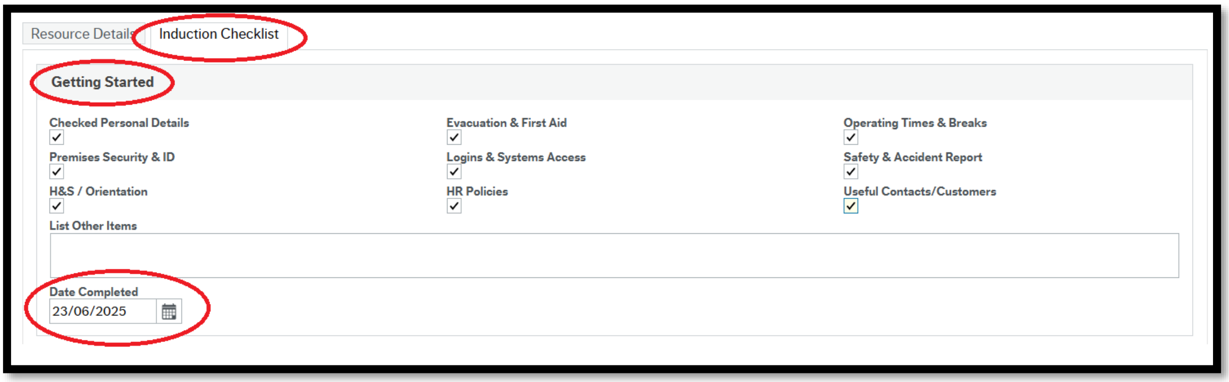


1. **Name** - press **[Space bar]** to select the resource for whom you are completing this form.
2. **Position** – if the resource has more than one position, or if this field is blank, press **[Space bar]** to select the position for which you are completing this form.
3. **Start date** – the date that the staff member started is entered automatically. This could be changed if needed.
4. **Reason for induction** – press **[Space bar]** to select the applicable reason; **New Starter**, **Additional Post** or **Transfer**.

9.8.2 Induction Checklist

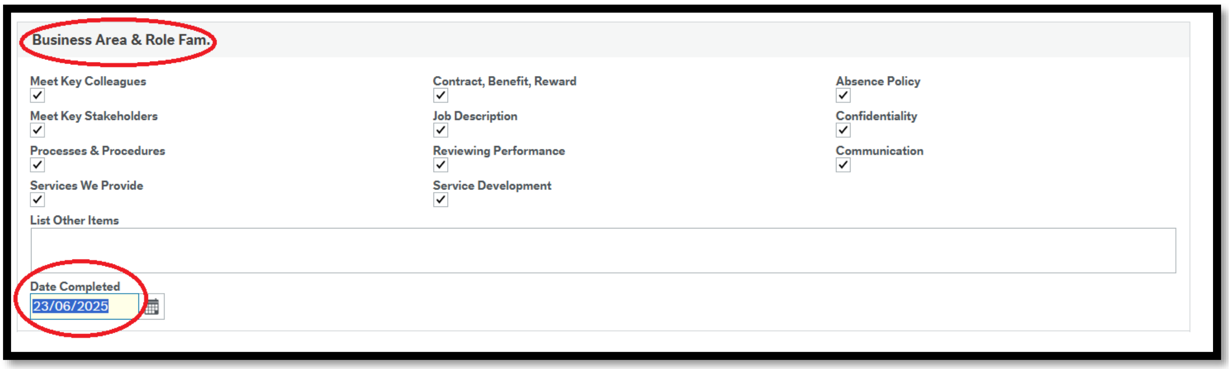
1. Choose the Induction Checklist tab. This section contains topics to be covered at each stage of a staff member's induction; **Getting Started**, **Business Area & Role Fam (Familiarity)**, and **Technical Training Reqs (Requirements)**.

9.8.2.1 Getting Started



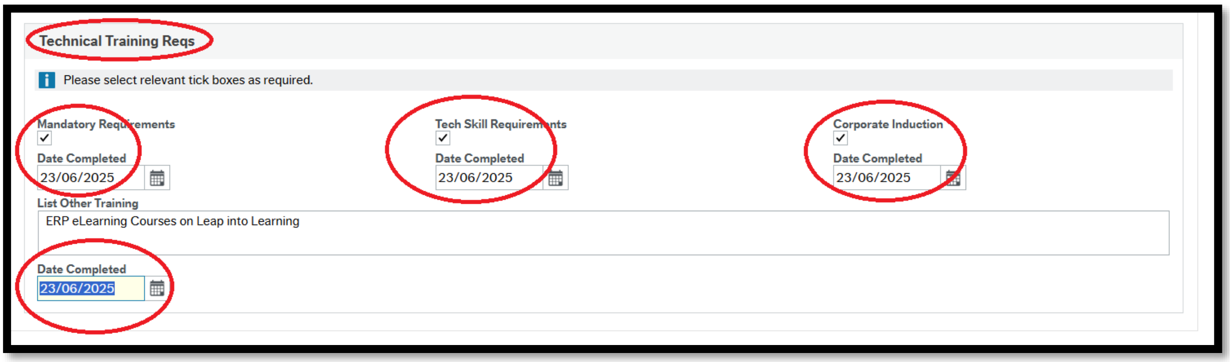
1. Review each topic listed and tick the corresponding checkboxes to confirm that this has been covered with the employee.
2. Enter any other areas/topics covered during the induction with the staff member in the **List Other Items** text field.
3. Enter the **Data completed** for this section.

9.8.2.2 Business Area Role & Fam.



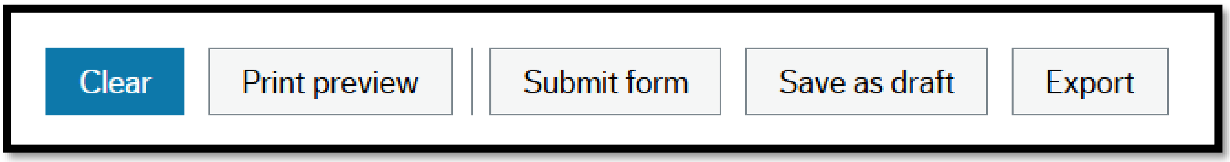
1. Review each topic listed and tick the corresponding checkboxes to confirm that this has been covered with the employee.
2. Enter any other areas/topics covered during the induction with the staff member in the **List Other Items** text field.
3. Enter the **Data completed** for this section.

9.8.2.3 Technical Training Reqs



1. Review the **Mandatory Requirements** for the position with the staff member; when completed/achieved tick the checkbox, and enter the corresponding **Date completed**.
2. Review the **Tech Skill Requirements** for the position with the staff member; when completed/achieved tick the checkbox, and enter the corresponding **Date completed**.
3. Review the **Corporate Induction** for the position with the staff member; when completed/achieved tick the checkbox, and enter the corresponding **Date completed**.
4. Enter any other training completed during the induction with the staff member in the **List Other Training** text field.
5. Enter the **Data completed** for this section.

9.8.3 Action Buttons



- **Clear** - clears the contents of the form.
- **Print preview** – this isn't used by Shropshire Council.
- **Submit form** – this saves the form.
- **Save as draft** - saves the form as a draft.
- **Export** – this isn't used by Shropshire Council.

The **Success** message opens if you click **Submit form** or **Save as draft**.

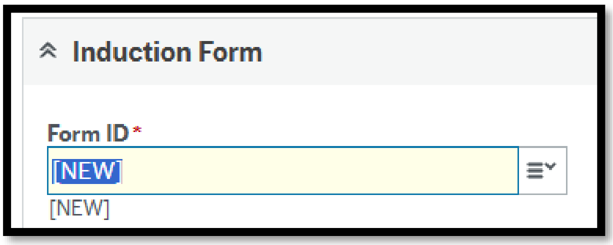
Click **OK** to close the message.

You can now close the form.

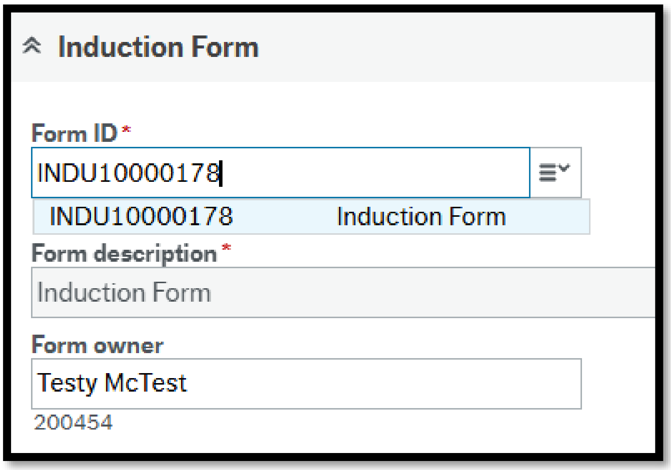
9.8.4 How to reopen a previously saved form

You need to re-access the Induction form and update the form throughout the staff member's induction programme.

1. Navigate to **Forms** → **New Starter** → **Induction Form**
2. To reopen the existing form, you need to first delete the tag *[NEW]* from the **FormID** field.



3. With the cursor in the empty **Form ID** field, press **[Space bar]** to view the list of forms you have previously saved. (Alternatively, you can start typing in part of the form description that you used when you first saved or submitted the form.)



4. Select the required form from the list that appears, and press **[Tab]**.
5. You can now amend the form as necessary.
6. You can click **Submit form** or **Save as draft** to keep your changes. (Note that if you have previously clicked **Submit form**, then **Save as draft** is no longer an option.)

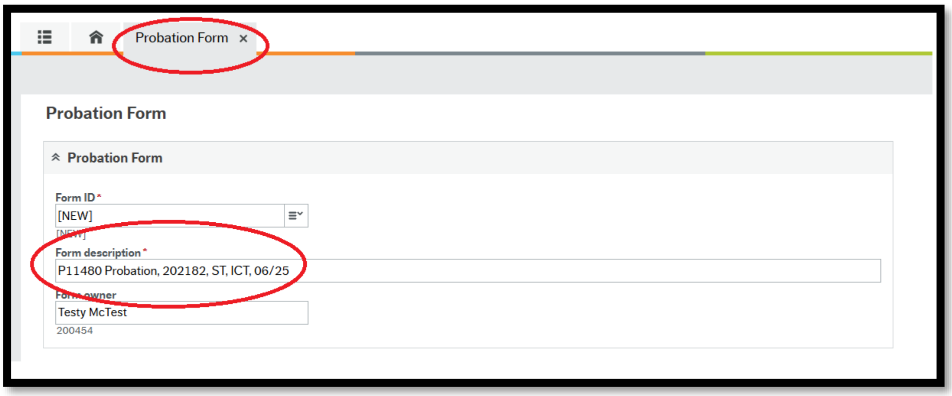
9.9 Probation Form

This form covers the probation process for new starters, or any staff member that requires a period of probation.

It is completed by the resource's line manager.
The form can be saved and then later re-opened by the line manager. You need to re-open and update the form for each probation review that you complete for the staff member.

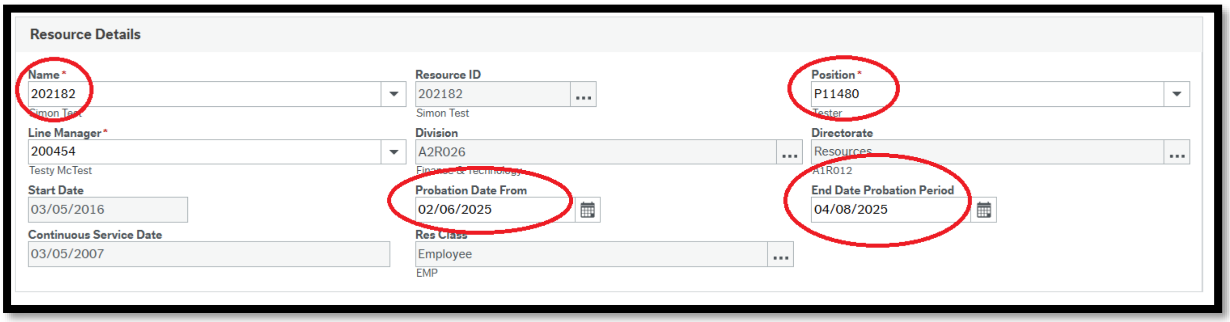
If during the probation period the Second or Final Review section of the form is marked with an Outcome as *Unsuccessful*, then the form is submitted to the HR team to initiate the staff leaver process. The Line manager must discuss this with their HR Business Partner.

To initiate a probation period for your staff member, navigate to
Forms → New Starter → Probation Form



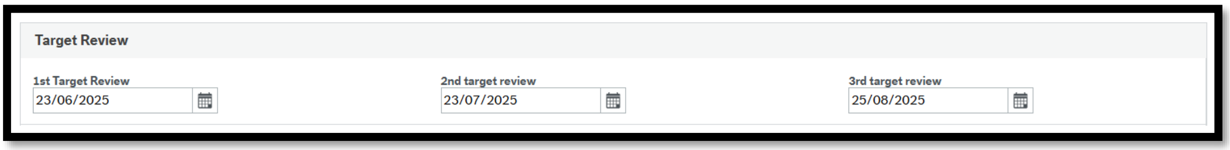
Enter a meaningful **Form description**, as a title. Use the naming convention *(Description, Resource ID, Initials, Directorate, mm/yy.)*

9.9.1 Resource Details Section

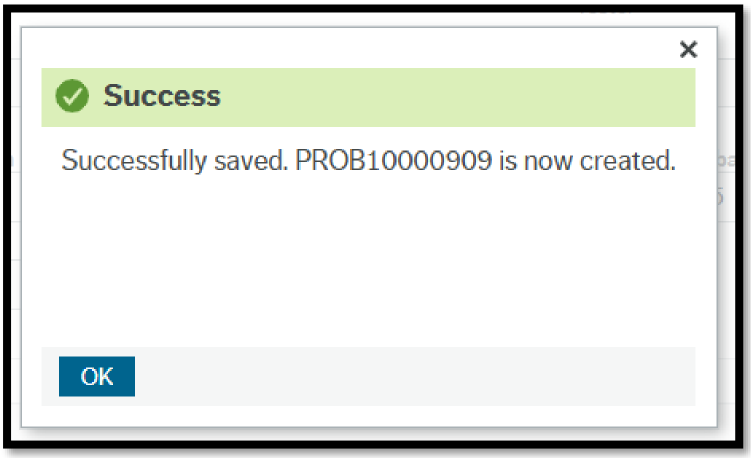


1. **Name -** press **[Space bar]** and select the resource for whom you are completing this form. Press **[Tab]**.
2. **Position** – if the resource has more than one position, or if this field is blank, press **[Space bar]** to select the position for which you are completing this form.
3. **Probation Date From** – enter the first date of the probation period.
4. **End Date Probation Period** – enter the expected last first date of the probation period.

9.9.2 Target Review Section



1. Enter the expected dates for the 1st, 2nd and 3rd target review dates. You need to keep this information up to date throughout the probation process.
2. You can now click **Submit form** using the action buttons at the bottom of the screen to save a copy of the probation form.



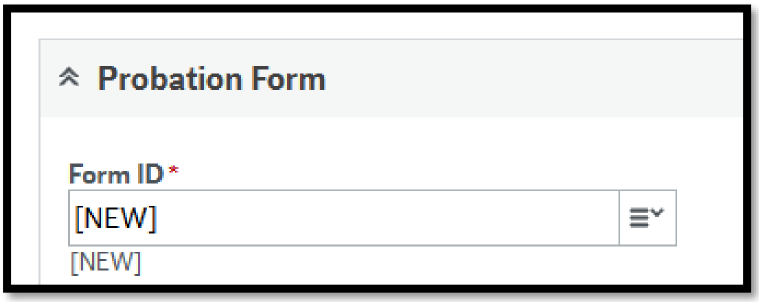
3. Click **OK** to close the message. You can close the form.

You need to re-access the form, and update the **First Review**, **Second Review**, **Final Review** or **Third Review** tab as appropriate throughout the probation period.

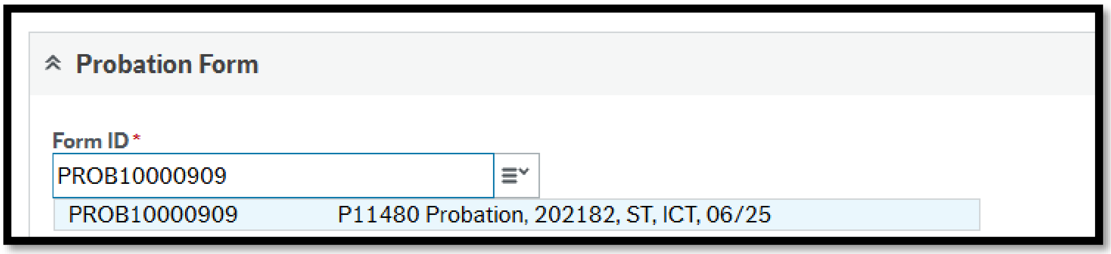
9.9.3 How to re-open a previously saved form.

At the appropriate stages of the staff member's probation, you need to re-access the existing probation form and update the results for each review. To re-open an existing Probation form,

1. Navigate to **Forms** → **New Starter** → **Probation Form**
2. To reopen the existing form, you need to delete the tag [NEW] from the **FormID** field.



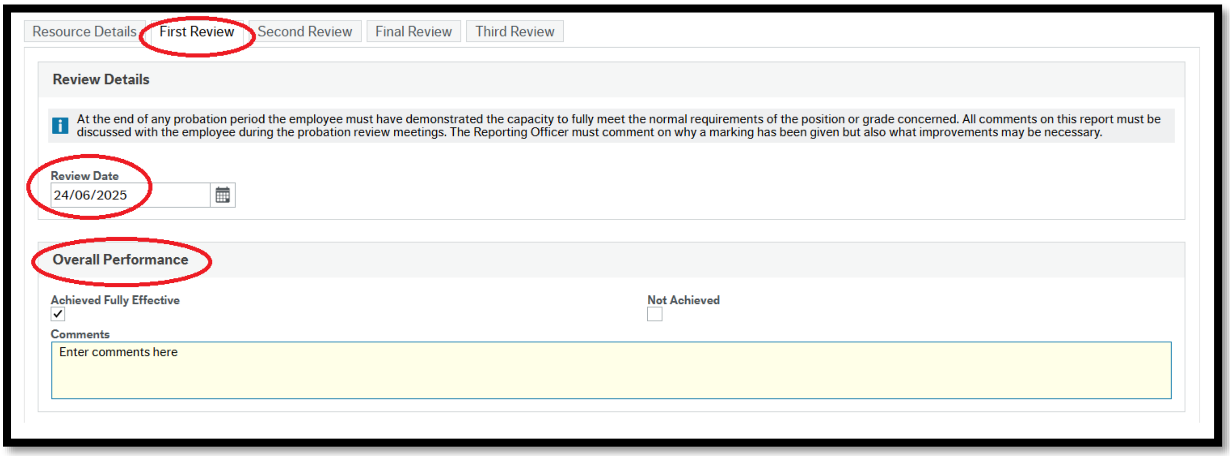
3. With the cursor in the empty **Form ID** field, press **[Space bar]** to view the list of forms you have previously saved. (Alternatively, you can start typing in part of the form description that you used when you first saved or submitted the form.)



4. Select the form from the list that appears, and press **[Tab]**.
5. You can now amend the form as necessary.
6. You can click **Submit form** or **Save as draft** to keep your changes. (Note that if you have previously clicked **Submit form**, then **Save as draft** is no longer an option.)

9.9.4 First Review Tab

1. Choose the **First Review** tab.



This tab contains sections for you to record the outcomes and comments from the first review.

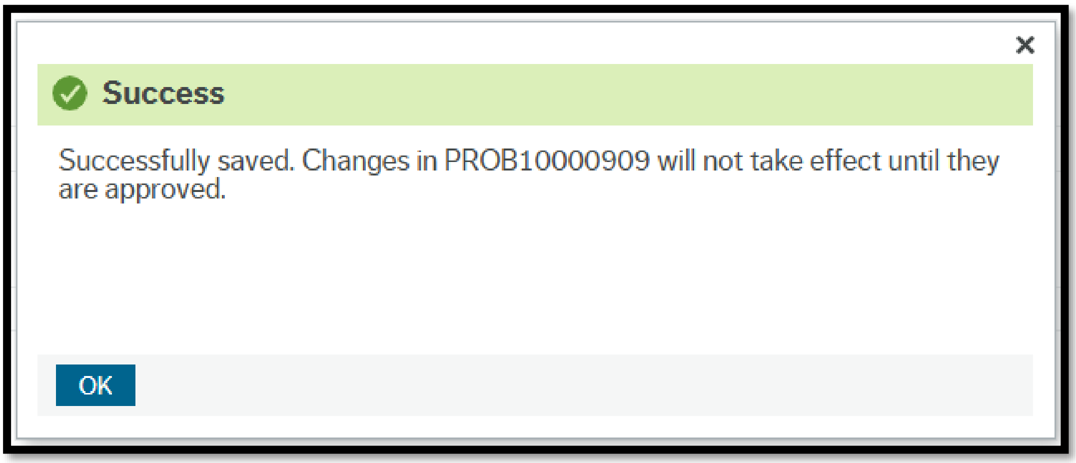
2. Enter the actual **Review date**.
3. Review the *Overall Performance* section.
   a. Mark by ticking the appropriate checkbox if this was **Achieved Fully Effective**, or **Not Achieved**.
   b. Enter your supporting **Comments**.

4. Review the *Overall Attendance* section.
   a. Select the **Overall Attendance** field. Press **[Spacebar]** to view the possible results. Select the achieved outcome and press **[Tab]**. (*Acceptable, Not acceptable, Not applicable.*)
   b. Enter your supporting **Comments** to explain the outcome.

5. Review the *Overall Attitude/Conduct* section
   a. Select the **Attitude/Conduct** field. Press **[Spacebar]** to view the possibly results. Select the achieved outcome and press **[Tab]**. (*Acceptable, Not acceptable, Not applicable.*)
   b. Enter your supporting **Comments** to explain the outcome.

5. Enter **Resource Comments** noted by the staff member during the review.

6. Review the *Duties* section:
   a. Provide the details as directed in each field; **Duties, Employee Perception, Areas of difficulty, Job Satisfaction, LM Judgement, Improvement Plan**.
7. You can now click **Submit form** using the action buttons at the bottom of the screen to save the changes to the form.

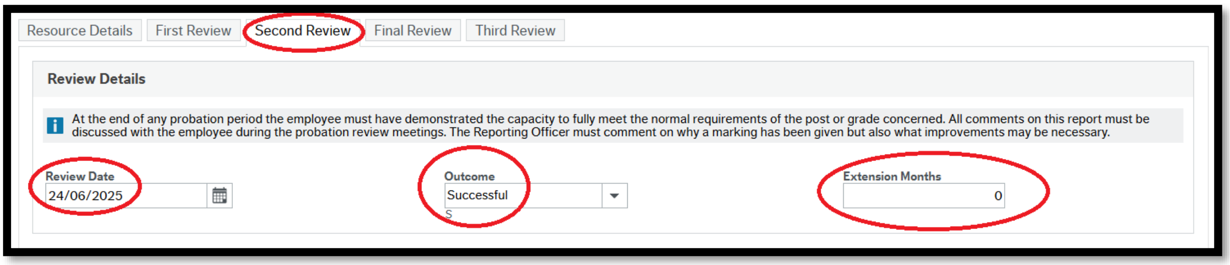


8. Click **OK** to close the message. You can close the form.

You need to re-access the form, and update the **First Review, Second Review, Final Review** or **Third Review** tab as appropriate throughout the probation period.

9.9.5 Second Review tab, Final Review tab, or Third Review

1. Choose the **Second Review** tab (or **Final Review** or **Third Review** as appropriate.)



This tab contains sections for you to record the outcomes and comments from the subsequent reviews.

2. Enter the actual **Review date** (or **Extended Review Date** if this is a third review.)
3. Use the dropdown menu to choose the appropriate **Outcome** (*Extended, Successful, Unsuccessful.*)
4. If the outcome is an extension, enter the **Extension months**.
5. Follow steps 3 to 9 previously for First Review.

You need to re-access the form, and update the **First Review**, **Second Review**, **Final Review** or **Third Review** tab as appropriate throughout the probation period.

9.9.6 Further Probation Details

The Line Manager is also required to update the **Probation** tab on the **Personnel→ Personnel → Your Employees** screen for the resource.

Line managers can run reports to view details about their staff members that are currently on probation.

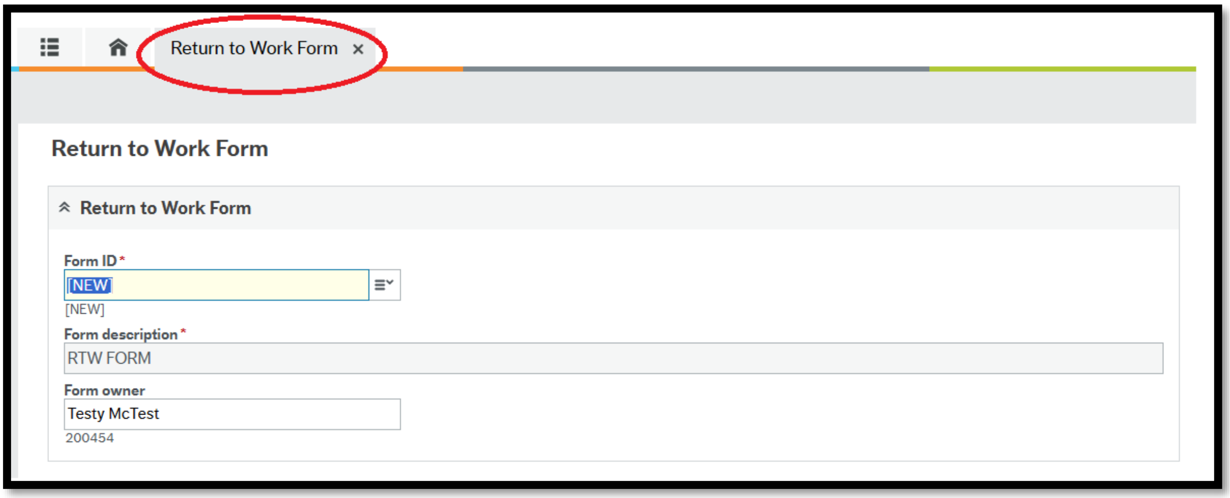
1. Navigate to **Reports → Reports across client → Global reports → HR / Payroll → Line Manager Reports → Probation.**
2. Hover your mouse over each report to read the full report name.
3. Click to open a report.
4. Click **Search** to view the results.

9.10 Return to Work Form

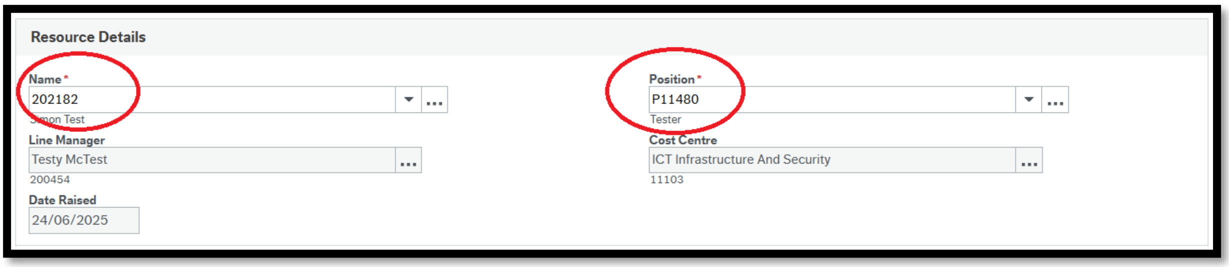
This form covers the Return to Work interview and administration required for a staff member returning after a period of sickness absence. It is to be completed after any period of sickness absence for a staff member.

It needs to be completed by the resource or by the resource's line manager.

To record a Return to Work, navigate to **Forms** → **Absence (SC)** → **Return to work**

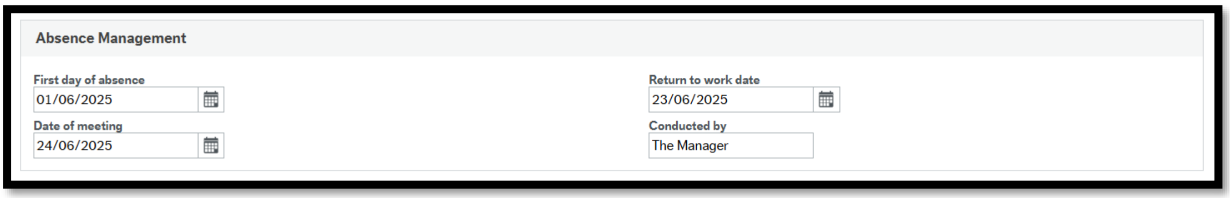


9.10.1 Resource Details Section



1. **Name** - press **[Space bar]** or click on the arrow to select the resource.
2. **Position** – if the resource has more than one position, or if this field is blank, press **[Space bar]** or click on the arrow to select the position for which you are completing this form.
3. **Date Raised** – this is filled in automatically.

9.10.2 Absence Management Section

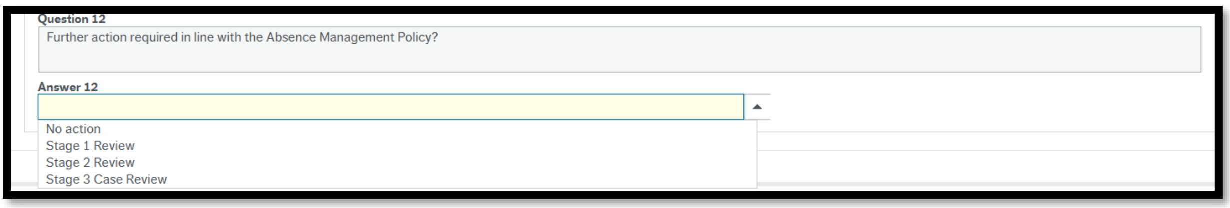


1. Enter the **First day of absence**.
2. Enter the **Return to work date**.
3. Enter the **Date of meeting**.
4. Enter the name of the person the meeting was **Conducted by**.

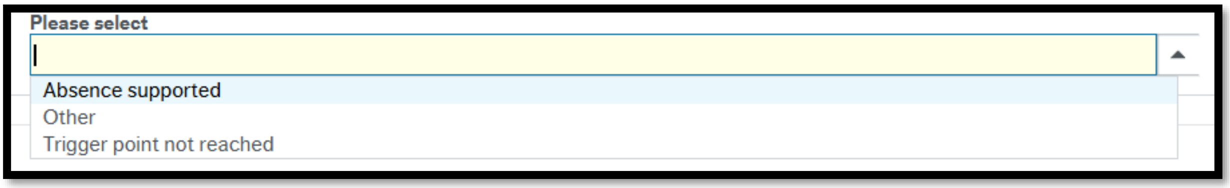
9.10.3 Discussion Points Section

1. **Reason for absence -** use the dropdown menu to choose the relevant reason.
2. **Absence certified** – press **[Space bar]** to select **Yes** or **No**.
3. Answer questions 1 to 10 and add any **Additional Info** if appropriate.

4. **Number of sickness absences in the last 12 months?** – confirm how many days sickness the resource has had over the last 12 months and the **Total working days**.



5. Confirm if any **Further action required** from the dropdown.



6. If **No action** is selected, confirm if it is **Absence supported**, **Other** or **Trigger point not reached**. If other, provide details.

You need to record sickness absence in the ERP using the **Your employment > Your employment > Absences** screen. See section Staff Sickness - Recording Sickness for details.

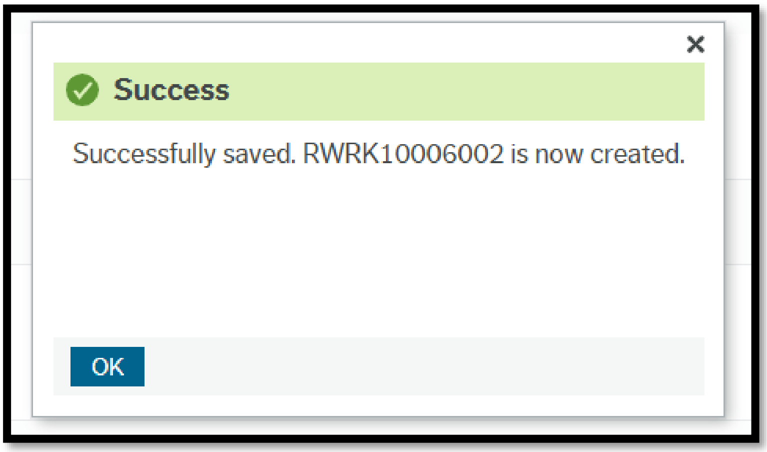
When a staff member returns, you need to update the specific absence record in the ERP using the **Your employment > Your employment > Absences** screen. See section Sickness Absences - Adjusting a Sickness Record for details.

9.10.4 Action Buttons

You can use the Action buttons while you complete the form.

- **Clear** - clears the contents of the form.
- **Print preview** – this isn't used by Shropshire Council.
- **Submit form** – this saves the form. Note that the form will be *Closed* and cannot be further amended if you were to attempt to re-open an existing form.
- **Save as draft** - saves the form as a draft.
- **Export** – this isn't used by Shropshire Council.

The **Success** message opens if you click **Submit form** or **Save as draft**.



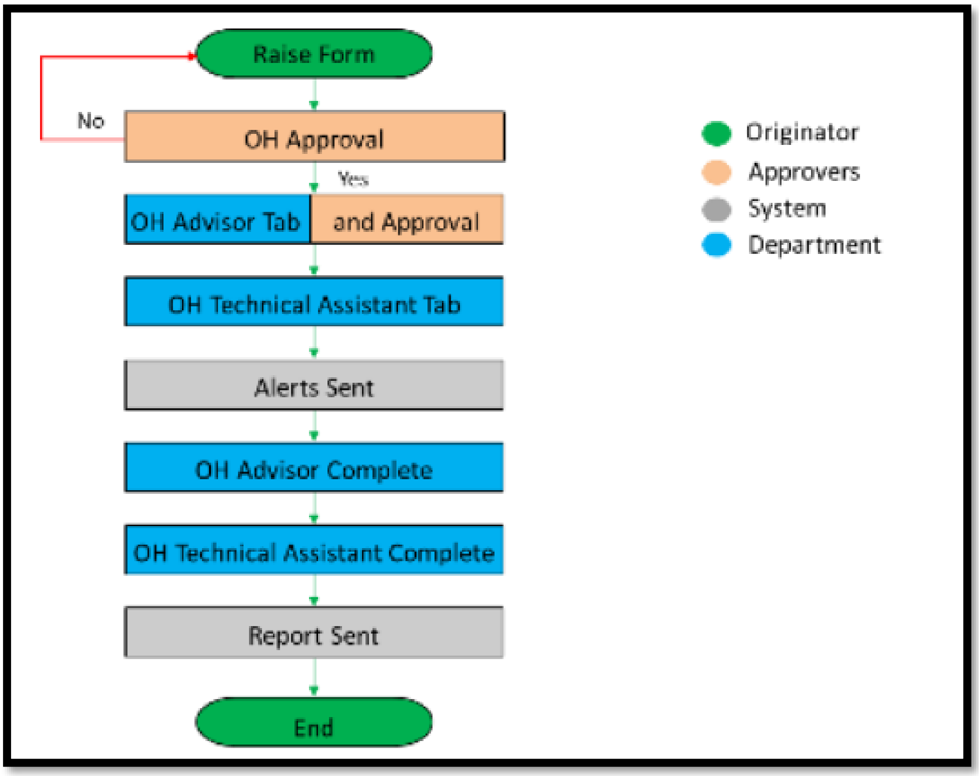
Click **OK** to close the message.

You can close the form.

9.11 OH Referral Form

9.11.1 OH Referral Process

The OH Referral Process begins with the form being raised and the OH Referral Tab being completed by Line Managers and then following the steps outlined below.



- **OH Approval** – on being submitted the form workflows to the OH Advisor, who checks whether the OH Referral Tab has been completed correctly and has sufficient information to proceed. If not, the form is rejected with an explanation.
- **OH Advisor Tab** – when the form is correct and the OH Advisor has determined the course of action; the details are entered on the OH Advisor Tab. The form is again submitted and workflows to the OH Technical Assistant.
- **OH Technical Assistant Tab** – the OH Advisor determination is actioned by the OH Technical Assistant and appointment details sent out.
- **Alerts** - the HRO and the resource are notified that a referral has been made.

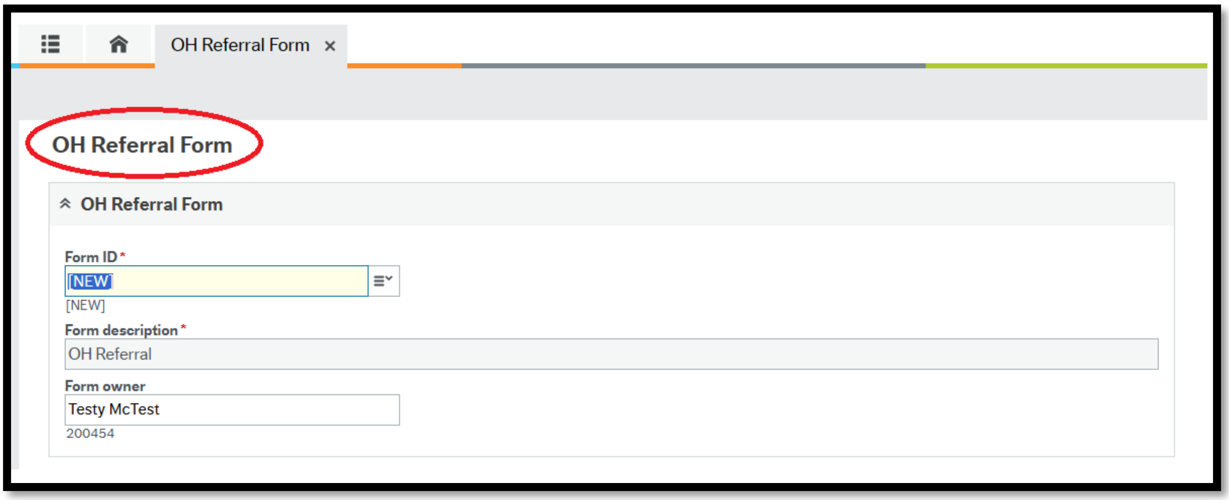
At this point the form may go through several updates by both the OH Advisor and the OH Technical Assistant until the case is complete.

- **OH Advisor Complete** – the OH Advisor will triage the referral and inform the OH Technical Assistant what type of appointment is needed.
- **OH Technical Complete** – the OH Tech Assistant will confirm on the form, then date when it was sent out to the resource.
- **Report Sent** – the referral is complete, and the final report is sent out The OH Referral Form can be raised by Line Managers.

Navigate to **Forms** → **Case Management (SC)** → **OH Referral Form**

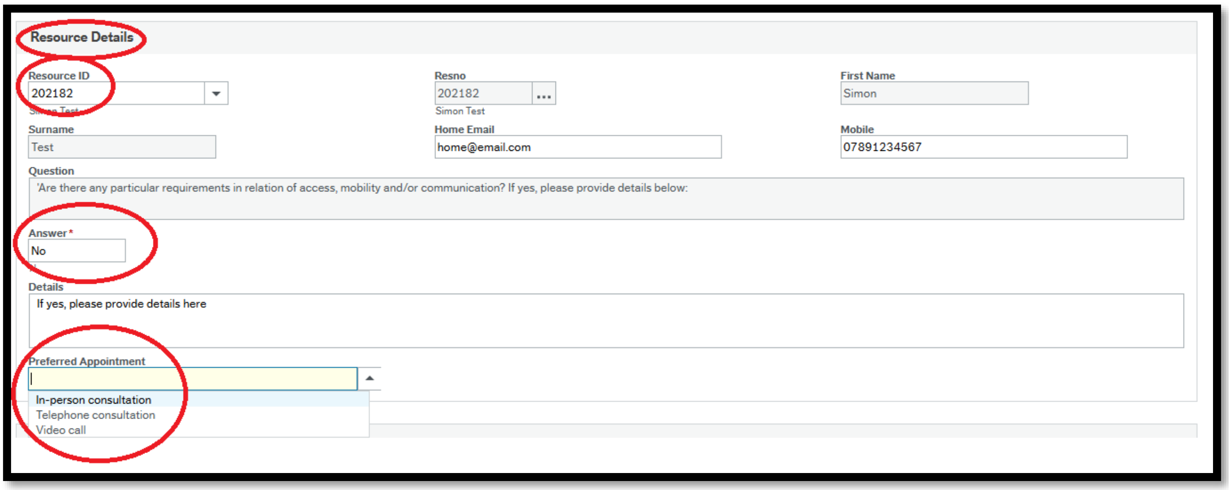
On opening, the form has twelve sections.

9.11.2 OH Referral Form Section



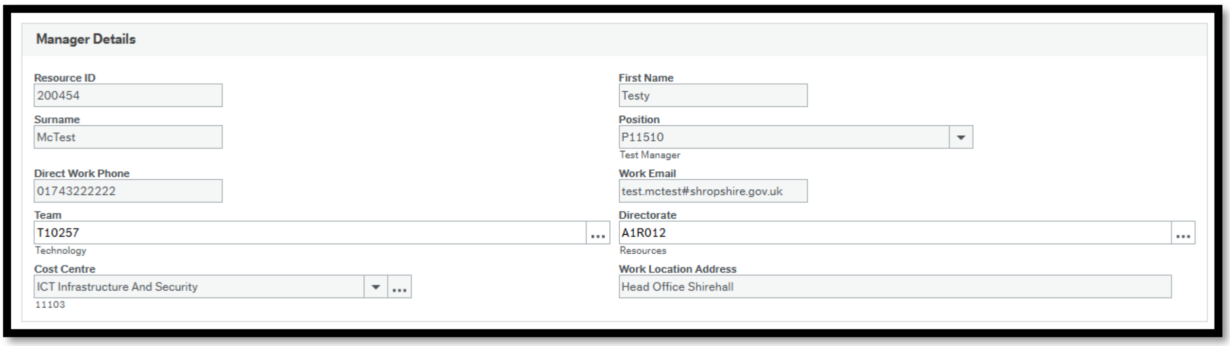
This form is completed by the Line Manager and starts with the **Resource Details** section as the Form description field is greyed out in the **OH Referral Form** section.

9.11.3 Resource Details Section



1. **Resource ID** – use type ahead or select from the dropdown.
2. **Resno** – is populated from the Resource ID selected.
3. **First Name** – is populated from the Resource ID selected.
4. **Surname** – is populated from the Resource ID selected.
5. **Home Email** – type in their home email address for contact if not in work.
6. **Mobile** – type in their mobile number for contact if not in work.
7. **Are there any particular requirements in relation of access, mobility and/or communication?** – press **[Spacebar]** to select **Yes** or **No**.
8. **Details** – if the answer to the question is **Yes**, enter the details of the requirement.
9. **Preferred Appointment** – use the dropdown to select the preferred appointment type.

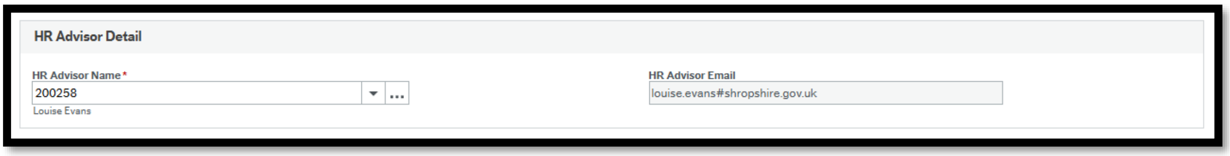
9.11.4 Manager Details Section



The majority of the fields in this section (*Resource Id, First Name, Surname, Position, Phone, Email, Cost Centre and Work Location Address*) are populated from the Resource ID selected in the OH Referral Section.

Team and **Directorate** – can be changed if required.

9.11.5 HR Officer Details Section



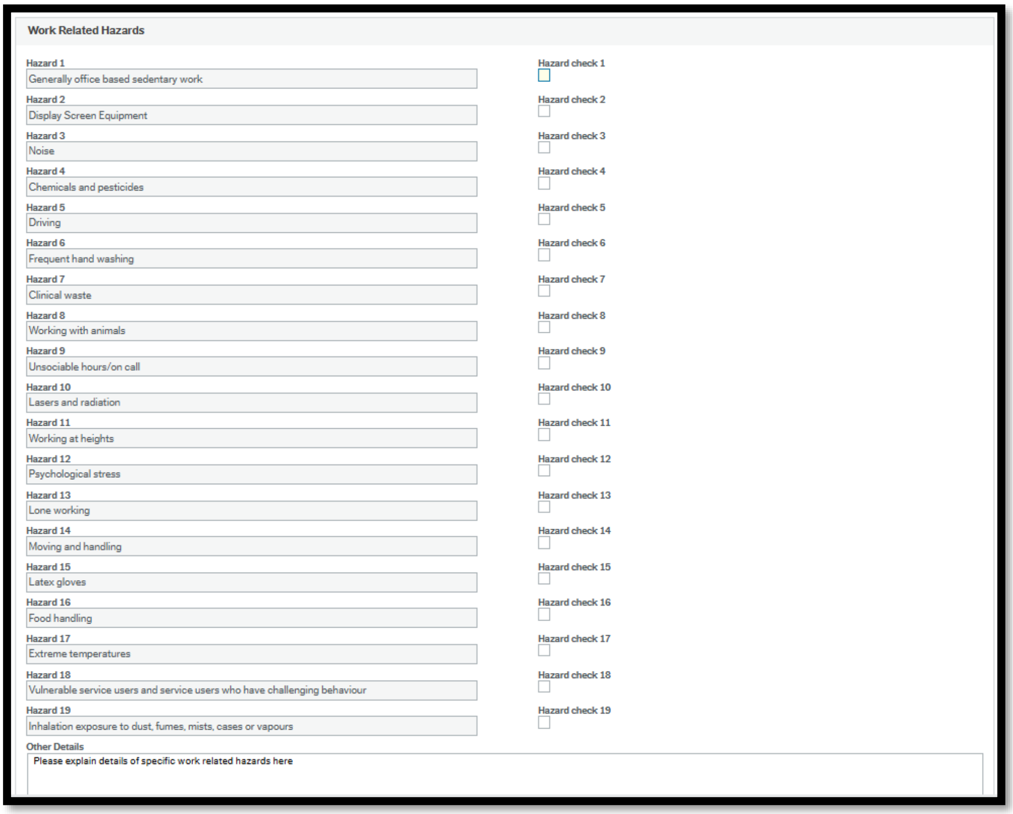
HR Advisor Name - use type ahead or select from the drop down and it will prepopulate.

9.11.6 Employee Work Details Section

This section is read only except for one field.

Regular overtime worked? – press **[Spacebar]** to select **Yes** or **No.**

9.11.7 Work Related Hazards Section

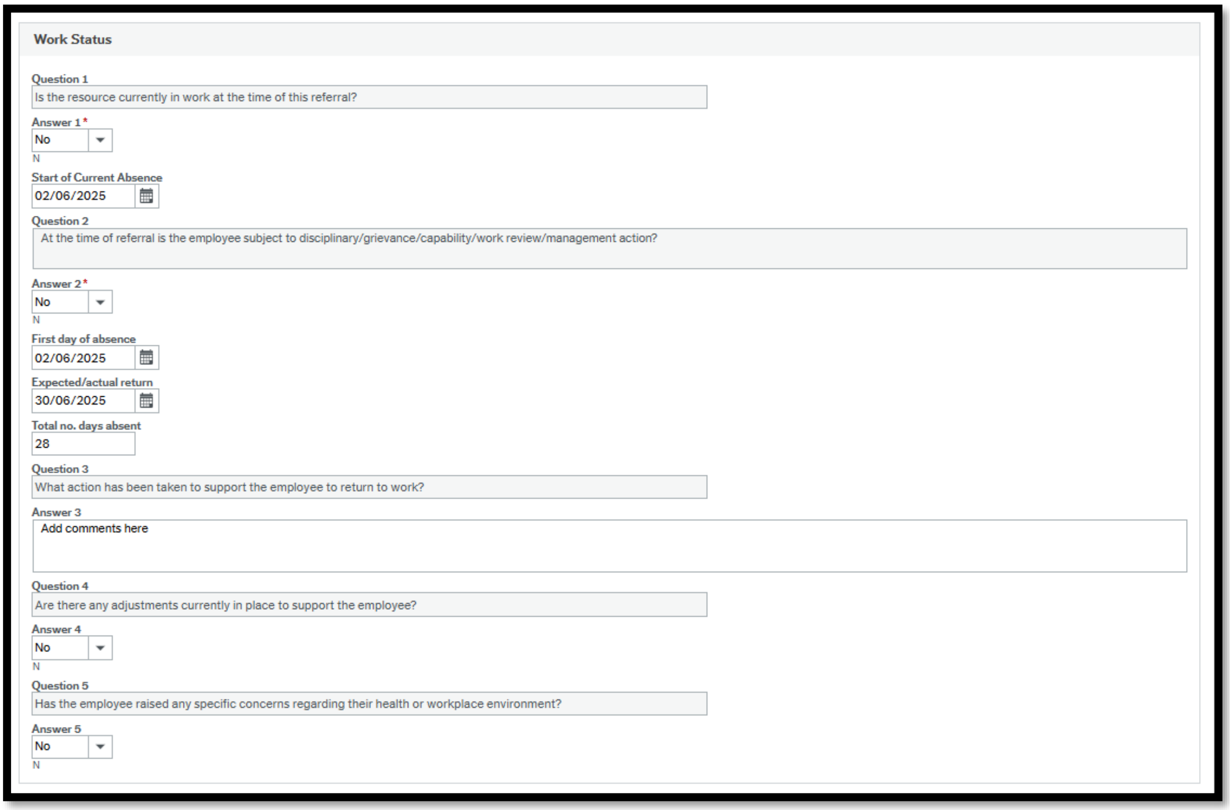


This section contains a series of questions. Select the check box for each hazard that applies.

Other Details – enter the details of each hazard selected.

There are a further two questions. Select the check box for each hazard that applies.

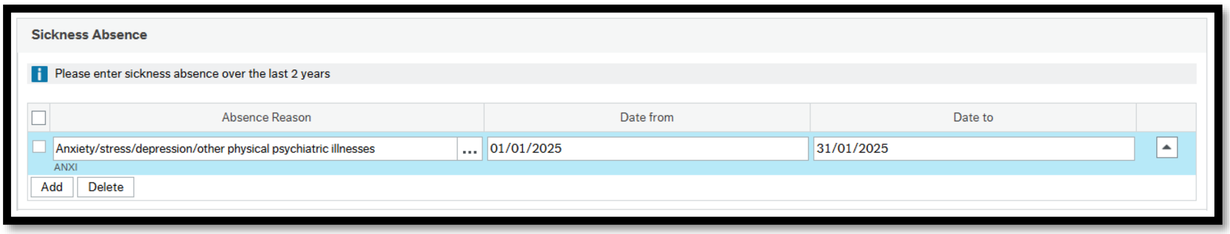
9.11.8 Work Status


Work Status

Question 1
Is the resource currently in work at the time of this referral?
Answer 1 *
No
N
Start of Current Absence
02/06/2025
Question 2
At the time of referral is the employee subject to disciplinary/grievance/capability/work review/management action?
Answer 2 *
No
N
First day of absence
02/06/2025
Expected/actual return
30/06/2025
Total no. days absent
28
Question 3
What action has been taken to support the employee to return to work?
Answer 3
Add comments here
Question 4
Are there any adjustments currently in place to support the employee?
Answer 4
No
N
Question 5
Has the employee raised any specific concerns regarding their health or workplace environment?
Answer 5
No
N

1. **Answer 1** – press **[Spacebar]** to select **Yes** or **No** or select from the dropdown.
2. **Start of Current Absence –** add the date the current absence starts from by either clicking on the calendar icon to the right of the date field and selecting the date or just typing in the date and tabbing across.
3. **Answer 2** - press **[Spacebar]** to select **Yes** or **No** or select from the dropdown.
4. **First day of absence** - add the first date of absence by either clicking on the calendar icon to the right of the date field and selecting the date or just typing in the date and tabbing across.
5. **Expected/actual return** - add the expected or actual return date by either clicking on the calendar icon to the right of the date field and selecting the date or just typing in the date and tabbing across.
6. **Total no. days absent** – type in the total number of absence days.
7. **Answer 3** – enter the details of any support taken for the employee to return to work.
8. **Answer 4** – press **[Spacebar]** to select **Yes** or **No** or select from the dropdown.
9. **Answer 5** - press **[Spacebar]** to select **Yes** or **No** or select from the dropdown.

9.11.9 Sickness Absence Section



1. **Add** – Please enter any sickness absences over the last 2 years by clicking Add.
2. **Absence Reason** - select the type of absence from the dropdown, by pressing the **[Spacebar]** or by typing ahead.
3. **Date from** – type in the start date of the absence.
4. **Date to** – type in the end date of the absence.

9.11.10 Reason for Referral Section

This section contains a series of 9 questions. Select the check box for each reason that applies.

If other, provide details – enter the details of other reason if reason 5 is selected.

9.11.11 Type of Advice Required Section

Type of Advice Required

Please tick as appropriate

Question 1
Is there an underlying health problem affecting this individual's performance or attendance at work?

Check 1

Question 2
Are they currently fit to carry out the duties outlined in the job description? (please ensure you supply the job description with this referral request)

Check 2

Question 3
Are any permanent adjustments to the work tasks or environment recommended?

Check 3

Question 4
What is the likely timescale for recovery and/or when do you anticipate a return to work?

Check 4

Question 5
Are there any short term adjustments to the work tasks or environment recommended?

Check 5

Question 6
Is there a requirement for ongoing medical support or intervention

Check 6

Question 7
Is the health problem likely to re-occur or affect future attendance?

Check 7

Question 8
In your opinion does the health problem meet the criteria for disability as defined by the Equality Act 2010?

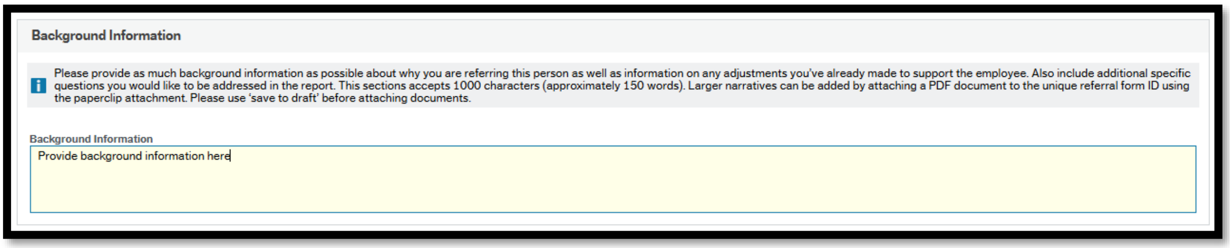
Check 8

Additional Info
Use this space to detail any other advice you might need or questions that may need answering

This section contains a series of 8 questions. Select the check box for each type of advice required then add any relevant comment for each one selected.

Additional Info – use this field to detail any other advice you might need or questions that may need answering.

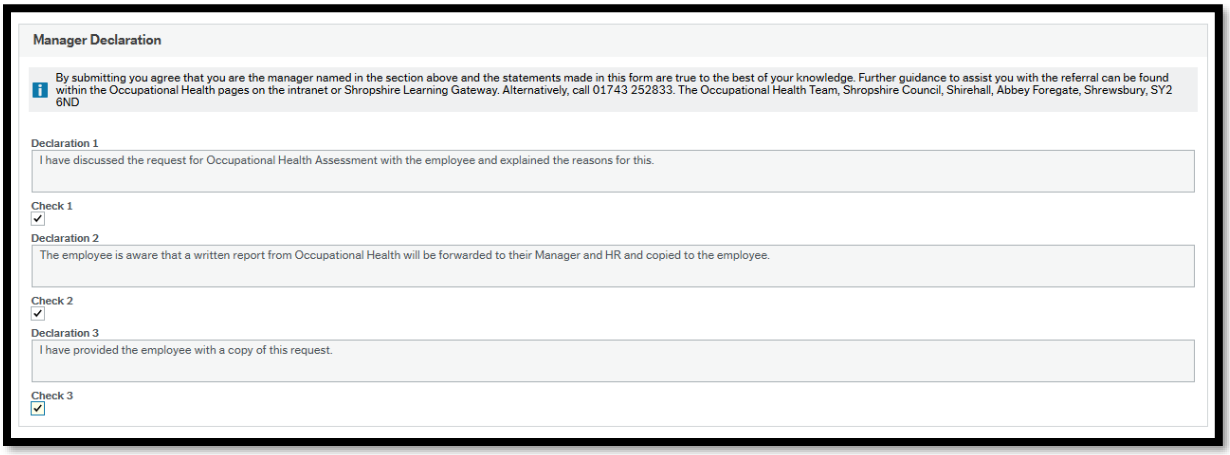
9.11.12 Background Information



Background Information – provide as much background information as possible including reasons for referral and actions already taken.

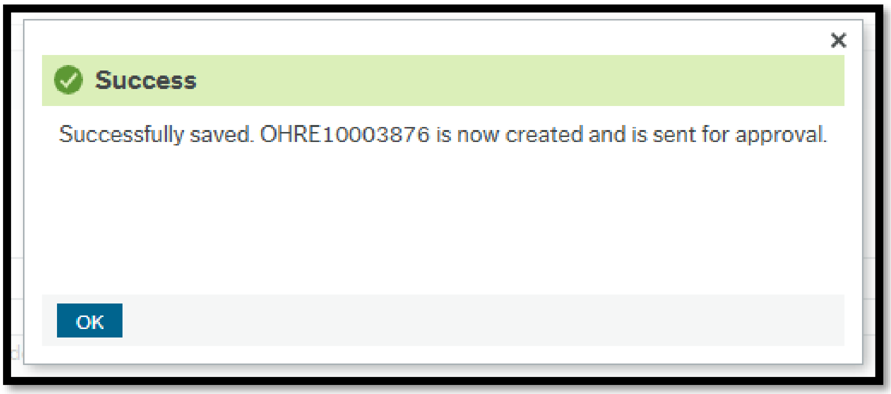
9.11.13 Manager Declaration Section

Each of the statements in this section should be selected as all of them should be complied with, in every case.



Select each of the declarations, when they have been actioned.

Click **Submit form** and the **Success** popup opens.

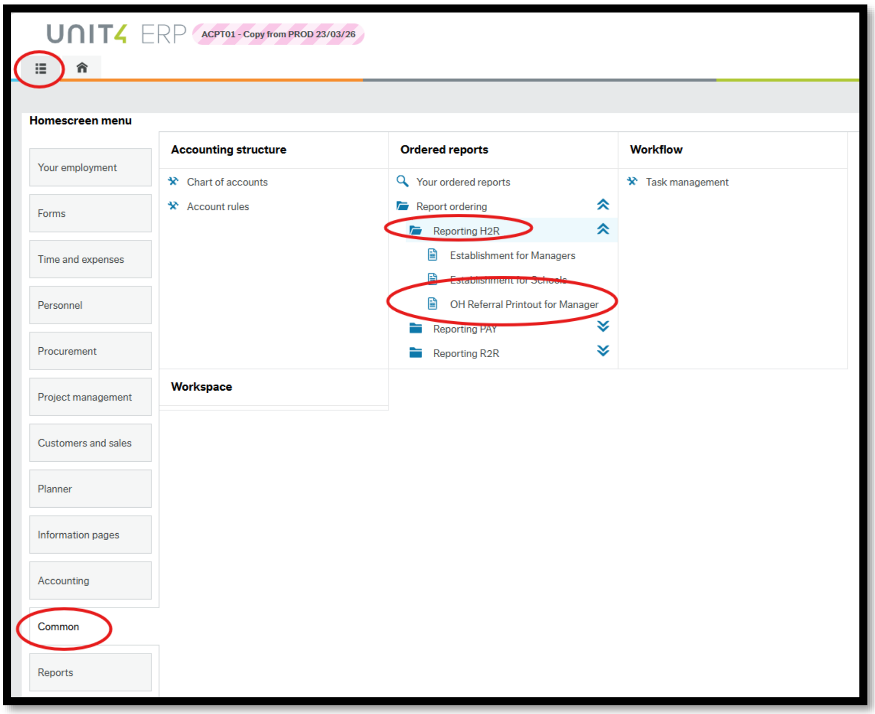


Click **OK**.

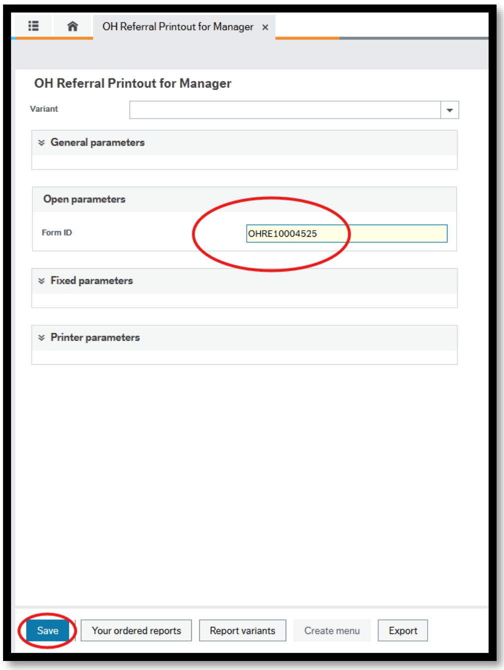
9.11.14 OH Referral Printout for Managers

Managers need to share the OH Referral form with their employee before it is sent off to Occupational Health. If an employee is unable to access the ERP, you can print out a copy of the referral using the OH Referral Printout for Managers report.

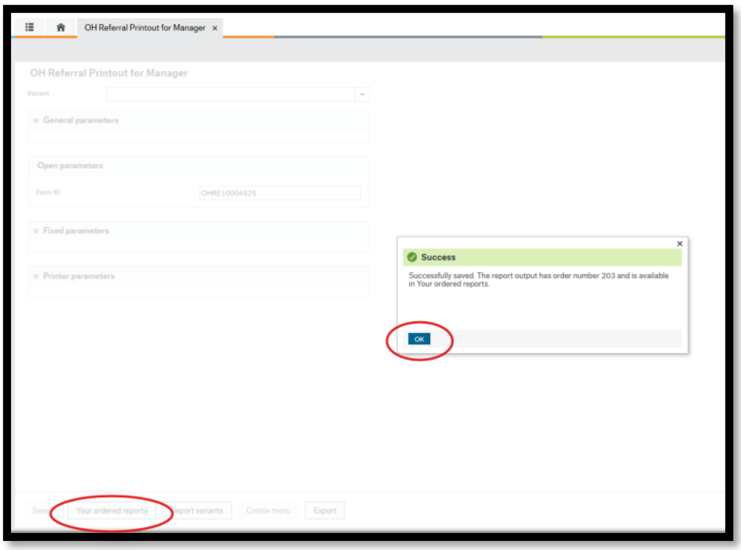
Navigate to **Common** → **Ordered Reports** → **Report Ordering** → **Reporting H2R** → **OH Referral Printout for Manager**



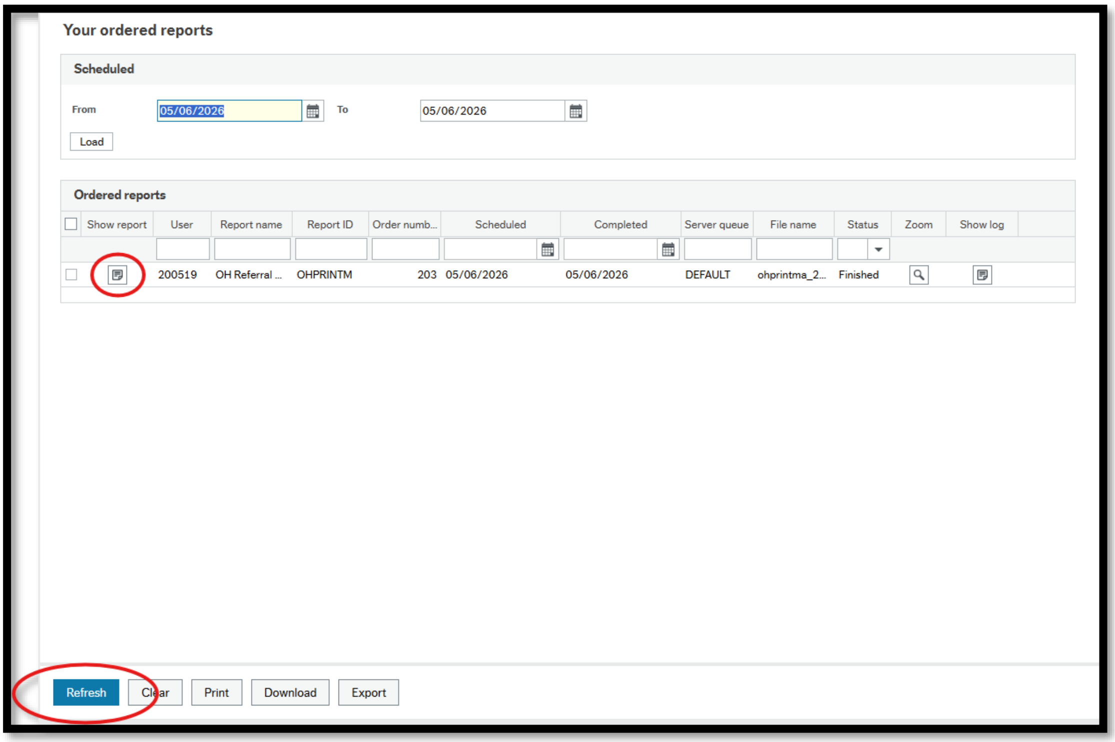
You need to enter the OH Referral form ID number in the **Form ID** field and click **Save**.



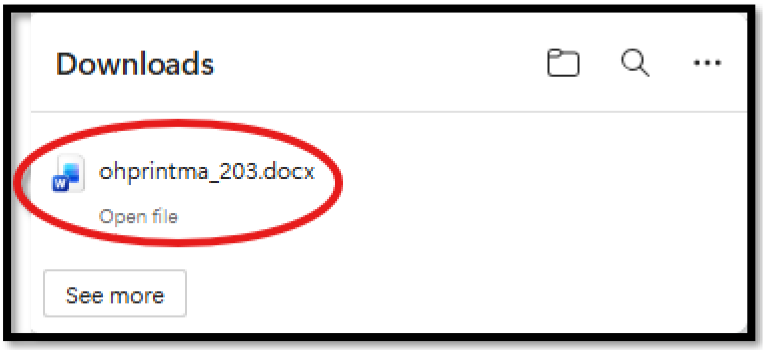
The **Success** popup opens. Click **OK** and then click onto **Your ordered reports**.



You may need to click **Refresh** until the report has stopped running and you can click the icon under **Show report** to download a copy.



Click on the downloaded document that will pop up in the top right hand side, check and save so you can share it with your employee.



9.12 Forms and Scenarios – Overview

Scenario	Form Required	Documents to Attach
Recruitment		
If a new post is required	**New Position Form**	Job Evaluation if not already existing / Job Description / Person Specification
Job Evaluation of an existing post - restructure	**Position Grade Evaluation (Manager)**	Job Evaluation / Job Description / Person Specification
Vacancy to be advertised	**Right to Recruit Form**	Job Advert / Job Description / Person Specification /any additional information you would like the applicant to receive. (this may save admin time emailing applicants information)
New Starter		
Induction Form to be used for a new starter, a resource starting an additional position, or a resource transferring into a different position under your line management	**Induction Form**	P45
To record details of review meetings during an employee's probationary period	**Probation form**	
Amendment to contract		
Hours/working weeks/change to contract type TEMP to PERM) /extension to fixed term dates	**Contract/Position Change form**	
Additional payment / additional increment	**Contract/Position Change form**	
Change in work schedule	**Contract/Position Change form**	
Transfer of post under your line management	**Transfer Within Team Form**	
Use this form if changes are required to a position only, not a resource	**Position change form**	

Leaver		
Resource leaving a post	**Leaver Notification form**	Resignation letter is no longer required as a form has been completed
Resource leaving establishment	**Leaver Notification form**	Resignation letter is no longer required as a form has been completed
Exit Interview	**Exit Questionnaire**	

10. Reports

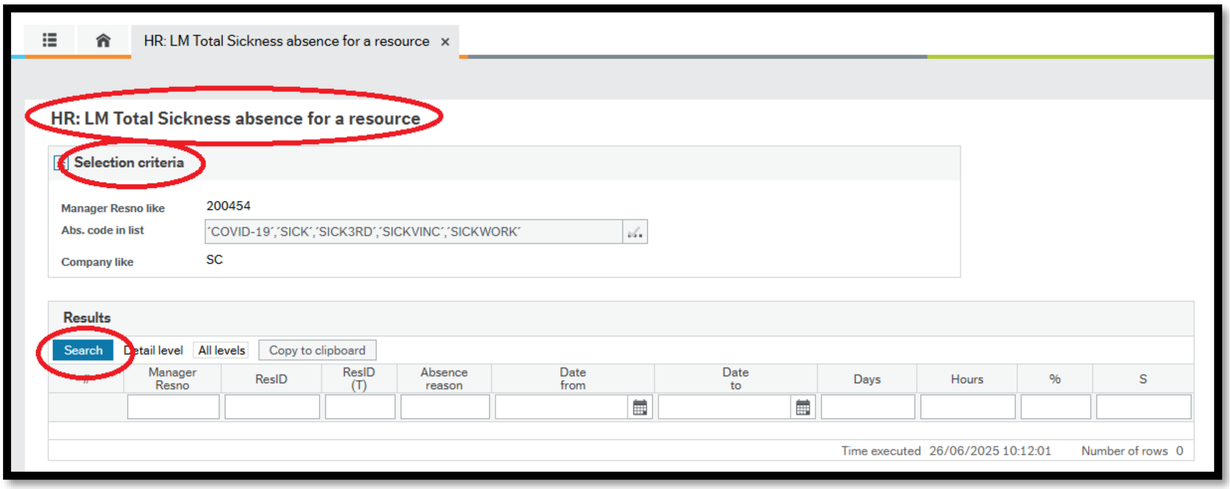
Reports work in one of two ways:

- **Fixed Criteria Reports -** open the report and click Search
- **Variable Criteria Reports -** open the report, enter Selection Criteria to filter the results, then click Search

10.1. Fixed Criteria Report

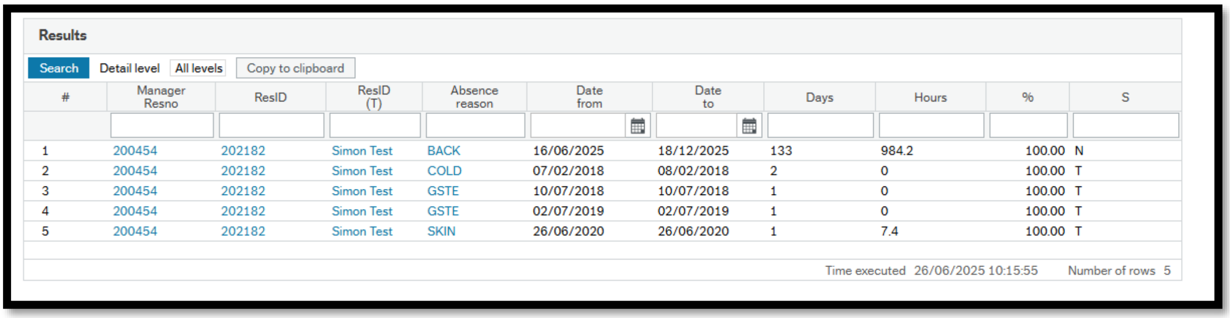
The example uses the LM Total Sickness absence for a resource, which is a fixed criteria report.

Navigate to
Reports → **Reports across clients** → **HR/Payroll** → **Line Manager reports** → **Absence** → **HR: LM Total Sickness absence for a resource**



The **Selection criteria** is read only.

Click **Search.**



Results

Search | Detail level | All levels | Copy to clipboard

#	Manager Resno	ResID	ResID (T)	Absence reason	Date from	Date to	Days	Hours	%	S
1	200454	202182	Simon Test	BACK	16/06/2025	18/12/2025	133	984.2	100.00	N
2	200454	202182	Simon Test	COLD	07/02/2018	08/02/2018	2	0	100.00	T
3	200454	202182	Simon Test	GSTE	10/07/2018	10/07/2018	1	0	100.00	T
4	200454	202182	Simon Test	GSTE	02/07/2019	02/07/2019	1	0	100.00	T
5	200454	202182	Simon Test	SKIN	26/06/2020	26/06/2020	1	7.4	100.00	T

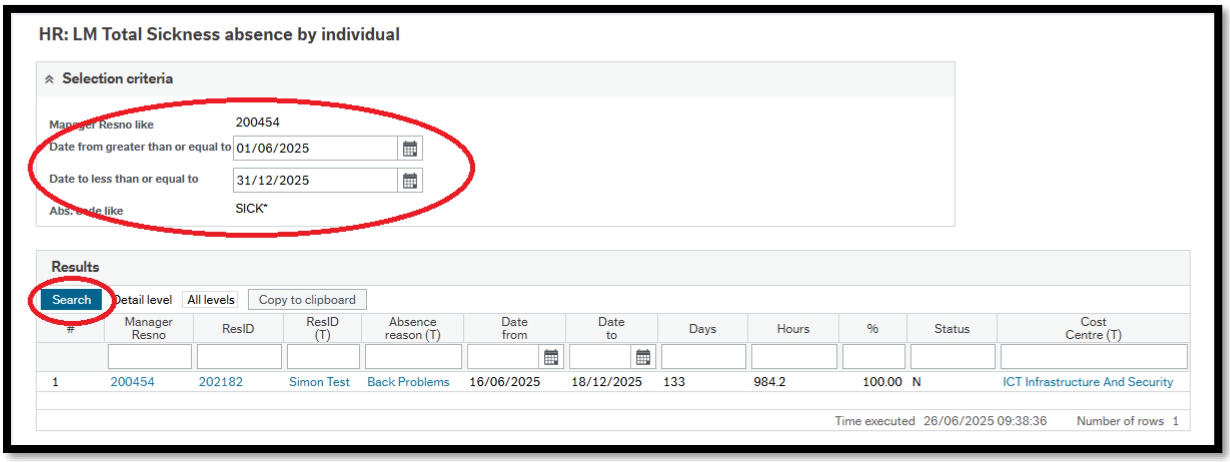
Time executed 26/06/2025 10:15:55 Number of rows 5

The results are listed below the headings.

10.2. Variable Criteria Report

This example uses the Total Sickness absence by individual report, which is a variable criteria report.

Navigate to
Reports → Reports across clients → HR/Payroll → Line Manager reports → Absence → HR: LM Total Sickness absence by individual



HR: LM Total Sickness absence by individual

Selection criteria

Manager Resno like 200454
Date from greater than or equal to 01/06/2025
Date to less than or equal to 31/12/2025
Abs. code like SICK*

Results

Search | Detail level | All levels | Copy to clipboard

#	Manager Resno	ResID	ResID (T)	Absence reason (T)	Date from	Date to	Days	Hours	%	Status	Cost Centre (T)
1	200454	202182	Simon Test	Back Problems	16/06/2025	18/12/2025	133	984.2	100.00	N	ICT Infrastructure And Security

Time executed 26/06/2025 09:38:36 Number of rows 1

The **Selection criteria** section has fields in which criteria to report on can be determined. There may be multiple fields, and they may work using lookups or calendars.

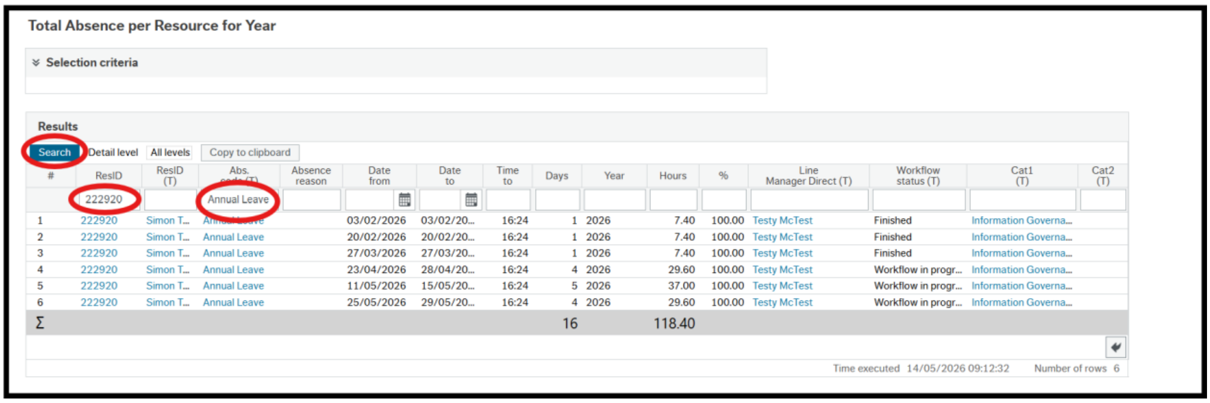
In this example, there is a single variable criteria field allowing you to specify the date parameters.

Enter the criteria and click **Search**.

The results displayed are only for the criteria entered. Any field that is blue, is a hyperlink which will open a new tab with more detail about the field.

10.2.1 Filtering Results

Report results can be filtered by entering criteria in the Filter Bar and clicking Search. In this example, in the **Total Absence per Resource for Year** report you can find an employee's annual leave dates by filtering the results on **ResID** and **Abs. Code (T)**.



Enter the filter criteria in the required fields and click **Search**.

The results now only include those that match the filter criteria.

Filter criteria may be entered before the report is run to produce pre-filtered results.