

MSS – Managing sickness and other absences

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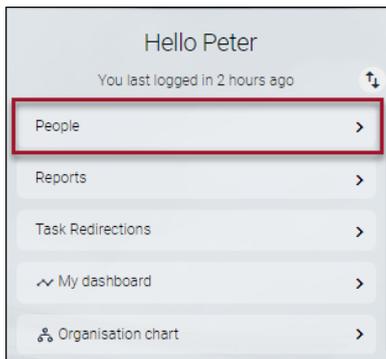
1. Introduction

This guide will demonstrate the process to follow when an employee is absent from work due to Sickness and Other absences.

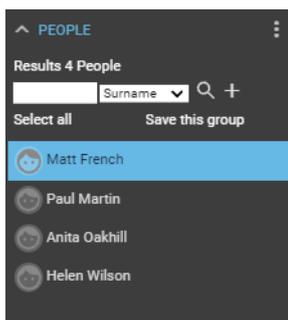
Sickness and Other absences are recorded in Manager Self Service and an email notification will be sent to the employee once the absence has been created.

2. Recording a New Sickness

1. To record a sickness, log into MSS and select the **'People'** section from the right-hand section's menu:



2. Search for or select the employee from the left-hand pane:



3. The **Person Summary** screen will open
4. Select the **'Sickness'** folder from the links section at the bottom of the screen:



5. To record a new sickness, click the link '**Sickness absence details – New**':



6. A '**New Sickness Absence details**' screen will be opened:

7. Complete the sickness details, mandatory fields are indicated by a blue dot next to the field name
8. Select the '**Sickness period**' from the drop-down menu. There are three options available; **Part day**, **Full day** and **More than one day**:

Sickness Absence Part day

1. Enter the 'Absence start date':

Sickness period	Sickness period <input type="text" value="Part day"/>
Absence start	Absence start date <input type="text" value="13/10/2021"/>

2. Select the 'Absence start type' from the drop-down menu:

Absence start type	<input type="text" value="Half Day - PM"/>
Absence start time	<input type="text" value="Part day"/>
Hours absent	<input type="text" value="Half Day - AM"/>

3. If **Part Day** is selected, enter the **Absence start time** and **Hours absent** in the available fields:

Absence start time	<input type="text"/>
Hours absent	<input type="text"/>

4. Select **Half day - PM/AM** if the sickness absence is a full morning or afternoon.
5. Select the 'Absence type' from the drop-down list, this will typically be 'Sickness':

Absence type	<input type="text" value="Sickness"/>
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6. Select the 'Absence reason' from the drop-down list available:

Absence reason	<input type="text" value="Cold/Cough/Flu"/>
----------------	---

7. Once all relevant fields are complete, click 'Save' to save the absence record:



8. The employee will be notified by email when an absence record is entered

Sickness Absence - Full day

1. Enter the 'Absence start date':

Sickness period
Sickness period <input type="text" value="Full day"/>
Absence start
Absence start date <input type="text" value="13/10/2021"/>

2. Select the 'Absence type' from the drop-down list, this will typically be 'Sickness':

Absence type <input type="text" value="Sickness"/>
--

3. Select the 'Absence reason' from the drop-down list available:

Absence reason <input type="text" value="Cold/Cough/Flu"/>
--

4. Once all relevant fields are complete, click 'Save' to save the absence record:

<input type="button" value="SAVE"/>

5. The employee will be notified by email when an absence record is entered.

Sickness Absence - More than one day

1. Enter the 'Absence start date':

Sickness period
Sickness period <input type="text" value="More than one day"/>
Absence start
Absence start date <input type="text" value="13/10/2021"/>

2. Select the 'Absence start type' from the drop-down menu:

Absence start type	<input type="text" value="Part day"/>
Absence start time	<input type="text" value="Full day"/>
Hours absent	<input type="text" value="Part day"/>

3. If **Full day** is selected, the start date of the absence will be recorded as a full day
4. If **Part Day** is selected, enter the **Absence start time** and **Hours absent** in the available fields:

Absence start time	<input type="text"/>
Hours absent	<input type="text"/>

5. Select **Half day - PM** if the sickness absence starts part way through the day
6. If the employee has not yet returned to work, you should leave the Absence end date blank.
7. Enter the '**Expected end date**' of when you think, or when the employee has indicated they will return to work, the date entered should be the last absent date:

Absence end date	<input type="text"/>
Absence end type	<input type="text" value="Full day"/>
Expected end date	<input type="text" value="15/10/2021"/>

8. Select the '**Absence type**' from the drop-down list, this will typically be '**Sickness**':

 ▼

9. Select the '**Absence reason**' from the drop-down list available:

 ▼

10. Once all relevant fields are complete, click '**Save**' to save the sickness record:

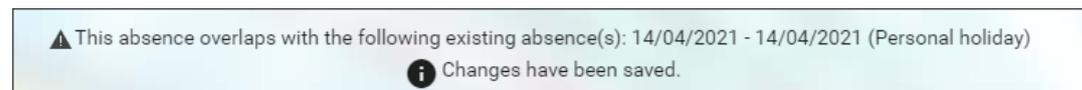


11. **Note:** If you have been provided with a certificate for the absence you will need to record the details against the sickness record (see section 3)
12. The employee will be notified by email when a sickness record is entered

Open ended absence

When the absence is created with no absence end date, the absence will remain open ended in the system.

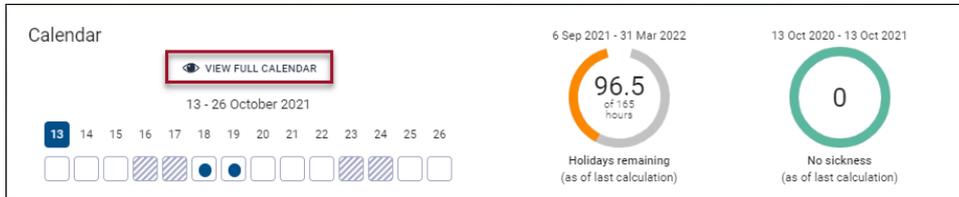
1. You may receive a warning message where the employee has future dated leave.



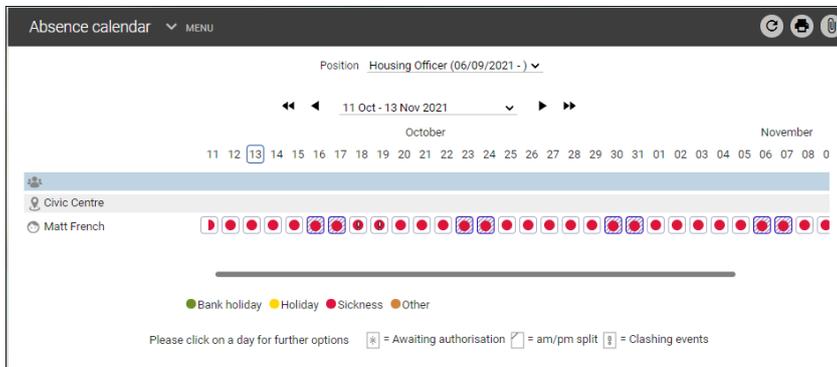
2. Click on the employee's name at the top of the screen to return to the **Person Summary** screen:



- To view the Absence calendar, click the 'VIEW FULL CALENDAR' link from the Calendar card:



- The Absence calendar will show red against all dates until the absence is ended:



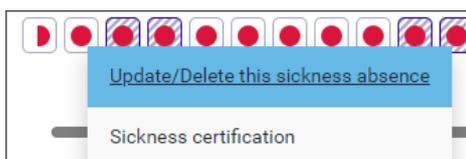
- Part days are indicated by a half moon:



- A clashing event, such as booked holiday is indicated by an exclamation mark:



- Hover over a sickness record to show details.
- Right click a sickness to update/delete the sickness or enter a sickness certificate:



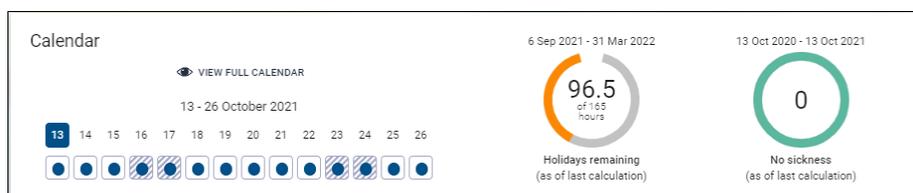
9. Clicking '**Update/Delete this sickness absence**' will return you to the '**Sickness absence details**' page where you can amend the dates of the sickness record or delete the record if it was entered in error.
10. Clicking '**Sickness certification**' will take you to the '**Certification details**' page where you can record a medical certificate or self certification.
11. Click the link at the top of the screen to return to the **Absence calendar** or click on the employee's name to return to the **Person Summary**.



12. The Calendar card on the **Person Summary** will not be updated until you refresh the page using the icon in the top right:



13. The **Sickness gauge** will not reflect the absence until the sickness absence is calculated by payroll:



14. You will be notified by email when an open-ended absence is recorded.

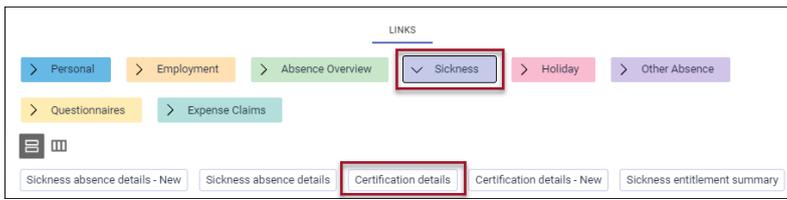
3. Recording Sickness Certificates

When an employee is absent from work due to sickness, you are required to record the certification against the relevant sickness record.

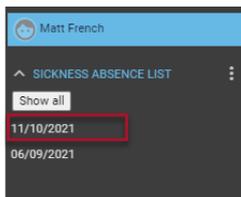
1. Navigate to the '**Certification details**' page via the '**Absence calendar**':



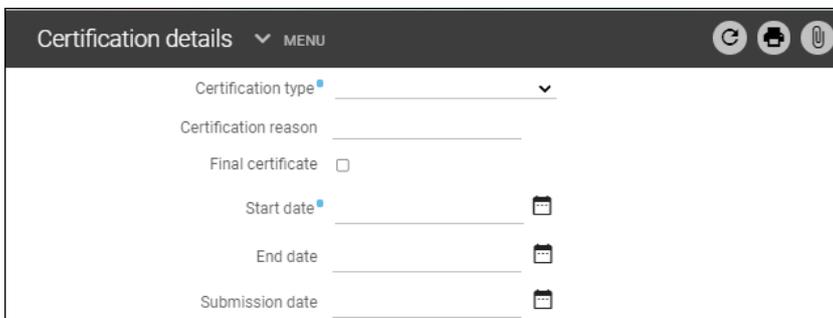
2. Or using the link '**Certification details – New**' from the **Person summary**:



3. Ensure the correct sickness date is selected in the left-hand pane:



4. The '**Certification details**' screen will open:



5. Select the '**Certificate type**' from the drop-down list:

Certification type ▼

6. Enter a '**Certificate reason**' if required
7. If the certificate is a last 'Fit note' or 'Doctors Certificate', tick '**Final certificate**'
8. Enter the '**Start date**' as indicated on the certificate
9. Enter the '**End date**' as indicated on the certificate
10. Enter the date the certificate was received in the '**Submission date**' field:

Start date	<input type="text" value="13/10/2021"/>	
End date	<input type="text" value="22/10/2021"/>	
Submission date	<input type="text" value="13/10/2021"/>	

11. Click '**Save**' to save the certificate details:



12. Click on the employee's name at the top of the screen to return to the **Person Summary** screen:



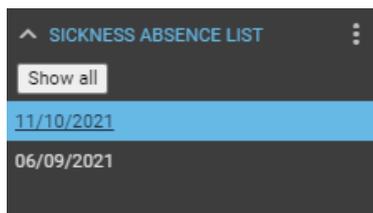
4. Attaching a Document to a Sickness Absence Record

In addition to recording the Certification details, you will need to attach any sickness related documents to the absence details, e.g., a Doctors certificate or a Fit note.

1. From the '**Person Summary**' screen, select the '**Sickness absence details**' link in the '**Sickness**' folder:



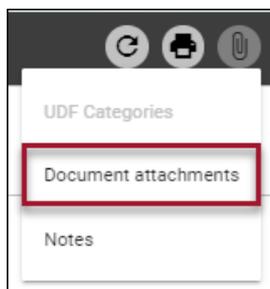
2. Select the absence from the left-hand pane:



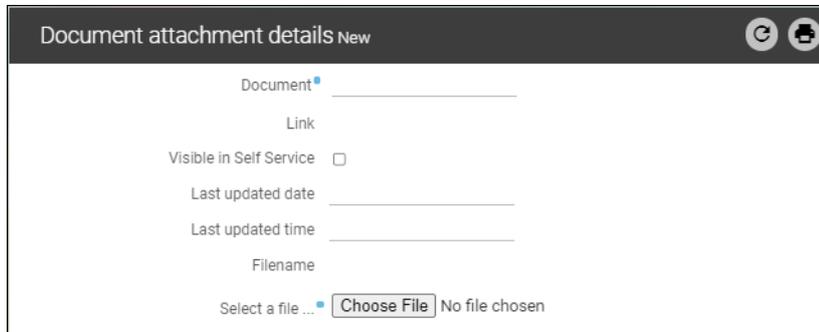
3. This will open the '**Sickness absence details**' screen
4. Select the paperclip/attachments icon at the top right:



5. Select '**Document attachments**':



6. This will open the '**Document attachments**' screen:



The screenshot shows a web form titled "Document attachment details New". It contains several input fields: "Document" (with a dropdown arrow), "Link", "Visible in Self Service" (with an unchecked checkbox), "Last updated date", "Last updated time", and "Filename". At the bottom, there is a "Select a file ..." label, a "Choose File" button, and the text "No file chosen".

7. Enter a document name:



The screenshot shows the "Document" dropdown menu with the text "Doctors Certificate" entered.

8. Tick the '**Visible in Self Service**' checkbox to allow the employee to see the document in Employee Self Service:



The screenshot shows the "Visible in Self Service" checkbox with a checkmark.

9. Select the '**Choose File**' button, and search for and select the saved document:



The screenshot shows the "Choose File" button with the text "Doctor's Certificate.pdf" next to it.

10. Click '**Save**' to save the record:



The screenshot shows a green button with the text "SAVE".

11. The 'Download' button can be used to open the attached document:



The screenshot shows a grey button with the text "DOWNLOAD".

12. Return to the absence details by click on the link at the top of the screen:



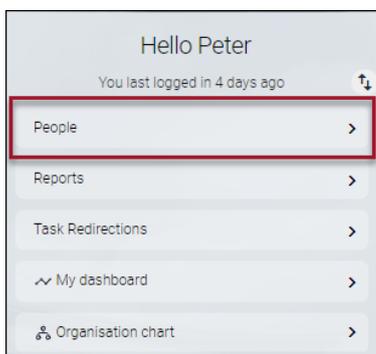
13. The attachments icon will have now turned blue indicating that a document has been attached:



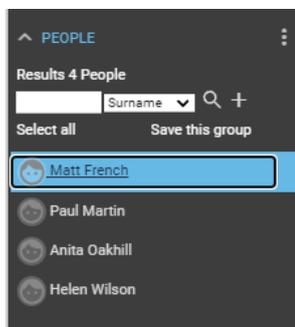
5. Closing a Sickness Absence Record

Once an employee returns to work following a sickness absence, you must complete the Sickness Absence details page with the absence end date.

1. To close a sickness absence record, log into MSS and select the **'People'** section from the right-hand section's menu:



2. Search for or select the employee from the left-hand pane:



- The **Person Summary** screen will open.
- Select the **Sickness** folder from the links section at the bottom of the screen:



- Select the '**Sickness absence details**' link:



- If more than one sickness absence record exists for the employee, select the correct date from the left-hand pane:



- The **Sickness Absence details** screen will open:

The screenshot shows the 'Sickness absence details' screen for 'Matt French'. The form is organized into sections:

- Sickness period:** Sickness period* More than one day (dropdown)
- Absence start:**
 - Absence start date* 11/10/2021 (calendar icon)
 - Absence start type Half Day - PM (dropdown)
 - Absence start time (input field)
 - Hours absent (input field)
- Absence end:**
 - Absence end date (calendar icon)
 - Absence end type Full day (dropdown)
 - Expected end date (calendar icon)
- Absence:**
 - Absence type* Sickness (dropdown)
 - Absence reason Food poisoning (dropdown)
 - Hide absence reason
 - Position: Housing Officer (06/09/2021, Housing Management, Peter Smith, 000832A, POSN000905) (Current)

8. Complete the **Absence end date**:

Absence end date 

9. Select the **Absence end type** from the drop-down:

Absence end type 
 Expected end date 
 Full day
 Part day
 Half Day - AM

10. If **Part Day** is selected, enter the **Absence end time** and **Hours absent** in the available fields

11. Click **Save** to save the sickness record:



12. Click on the employee's name at the top of the screen to return to the **Person Summary** screen:



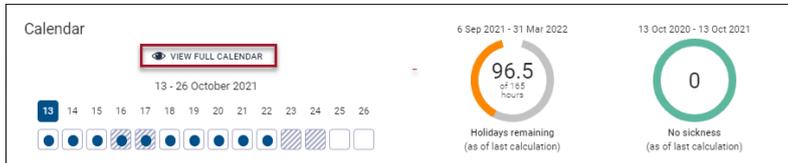
13. The Calendar card on the **Person Summary** will not be updated until you refresh the page using the icon in the top right:



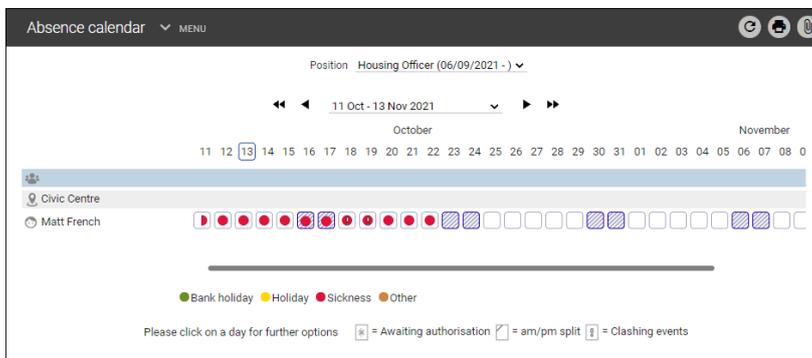
14. The **Sickness gauge** will not reflect the absence until the sickness absence has been calculated by payroll:



15. Click the **VIEW FULL CALENDAR** link from the Calendar card to open the full Absence calendar:

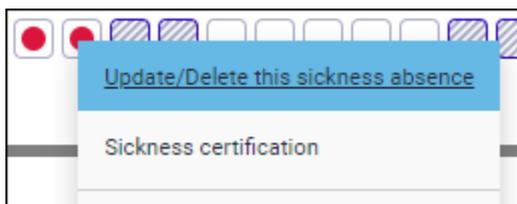


16. Sickness dates will show on the calendar in red:



17. Hover over a sickness record to show details.

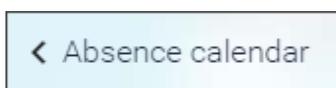
18. Right click a sickness to update/delete the sickness or enter a sickness certificate:



19. Clicking **Update/Delete this sickness absence** will return you to the **Sickness absence details** page where you can amend the dates of the sickness record or delete the record if it was entered in error.

20. Clicking **Sickness certification** will take you to the **Certification details** page where you can record a medical certificate or self certification.

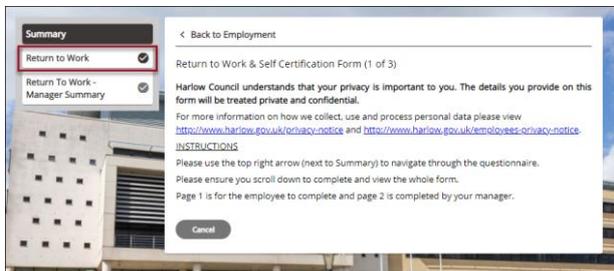
21. Click the link at the top of the screen to return to the **Absence calendar** or click on the employee's name to return to the **Person Summary**.



6. Return to Work and Self Certification Form

When an Employee returns to work, they must complete the 'Return to Work and Self Certification form on their first day back at work for all sickness absence from work. This is a dual-purpose form that records the self-certification or fit note submission (menu choices apply) and in addition records your discussion notes with the employee following their absence from work.

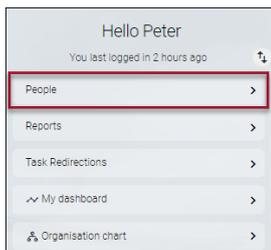
Page one of the form is completed in Employee Self Service and you will receive an email notification and a task in your To do list once your employee completes this page.



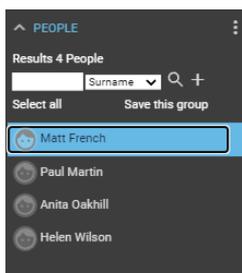
Line Managers are required to complete page two of the form.

7. Completing the Return to Work and Self Certification Form

1. Log into Manager Self Service and select '**People**' from the right-hand section's menu:



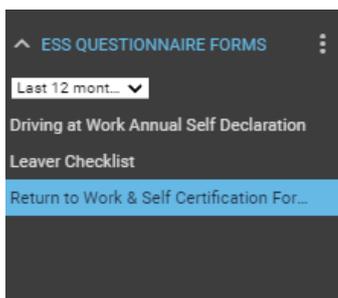
2. Search for or select the Employee from the left-hand pane:



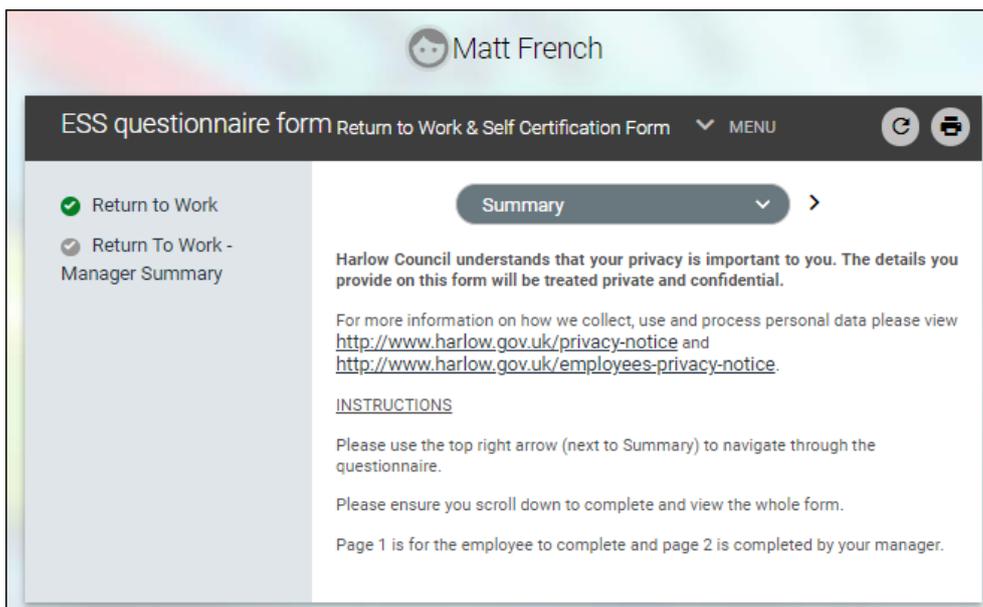
3. This will open the 'Person Summary' screen
4. Select the 'Questionnaires' folder and then select the 'Employee questionnaire forms' link:



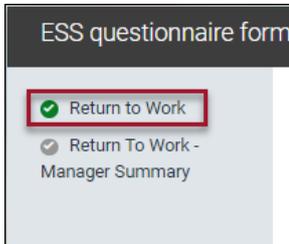
5. Select the form to open from the left-hand pane:



6. The form will open:



7. Page one of the form has been completed in Employee Self Service. To view the details, click on the 'Return to Work' page (indicated by the green tick):



ESS questionnaire form Return to Work & Self Certification Form (1 of 2)

▼ MENU

< Return to Work >

Employee Details

Forename Matthew
Surname French
Personal reference 000832
Job title Housing Officer

Certification Type

Please read the statements below carefully before selecting the correct one

Fit Note (Issued by GP/Hospital - statement of fitness to work)	Self Certification (This must be for sickness absence of 7 days or less)
---	--

Please indicate your certification

Self Certification / Fit Note Details

Reason for sickness/injury:
Cold

Self Certification Start Date:
11/10/2021

End Date:
12/10/2021

This page is read only.

- Move to the next page by either selecting from the drop-down menu, or clicking the right facing arrow:

ESS questionnaire form Return to Work & Self Certification Form (1 of 2)

▼ MENU

< Return to Work >

Employee Details

Summary
Return to Work
Return To Work - Manager Summary

Surname: French

- Complete the details on the form. Fields with a blue dot are mandatory and must be completed before the form can be submitted:

ESS questionnaire form Return to Work & Self Certification Form (2 of 2)

▼ MENU

< Return To Work - Manager Sumi >

Return To Work - Manager Comments

Please note: The employee and HR will be able to view this form once it is submitted

Notes of discussion with employee. Manager to agree action points and detail on this form. Please note if 'other' is the reason detailed on iTrent, please provide further information here: ■

Had conversation with Matt on his return to work.

I confirm that the employee has submitted a Fit Note ■

No - Fit note not required (under 7 d: ▼

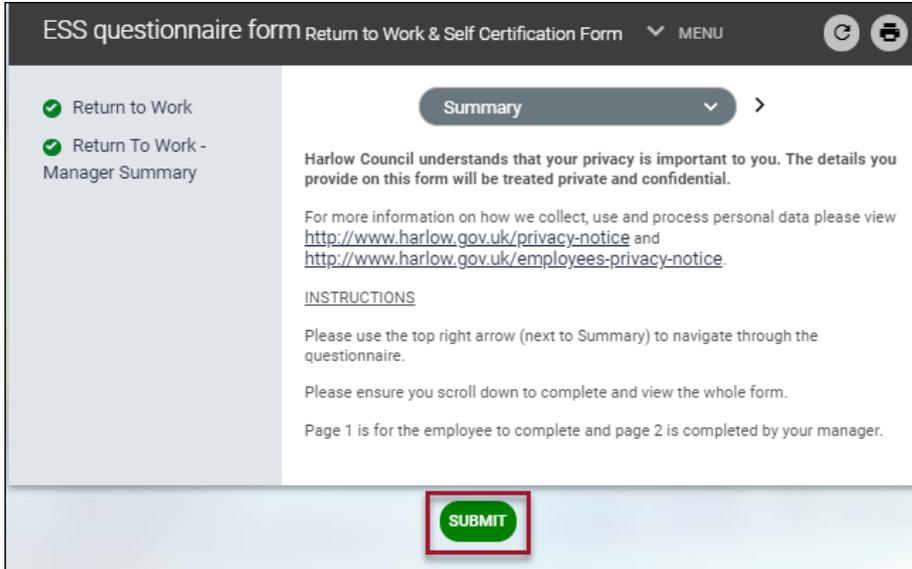
Thank you for completing this form - please now click on the 'Summary' button - this will take you back to the cover page where you are required to click on 'Submit' to complete the form.

SAVE SUMMARY

- Click the 'Summary' button to return to the summary page:

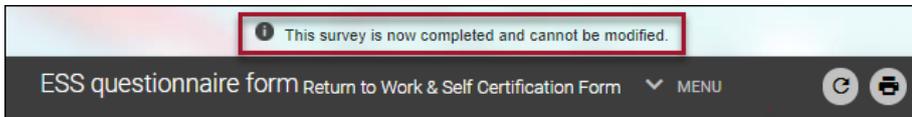


11. Click '**Submit**' to submit the form:



The screenshot shows a web interface for the 'ESS questionnaire form Return to Work & Self Certification Form'. On the left, there is a sidebar with two items: 'Return to Work' and 'Return To Work - Manager Summary', both marked with green checkmarks. The main content area has a 'Summary' dropdown menu with a right-pointing arrow. Below this, there is a privacy notice: 'Harlow Council understands that your privacy is important to you. The details you provide on this form will be treated private and confidential.' It also provides links for more information: <http://www.harlow.gov.uk/privacy-notice> and <http://www.harlow.gov.uk/employees-privacy-notice>. Under the heading 'INSTRUCTIONS', it says: 'Please use the top right arrow (next to Summary) to navigate through the questionnaire. Please ensure you scroll down to complete and view the whole form. Page 1 is for the employee to complete and page 2 is completed by your manager.' At the bottom center, there is a green 'SUBMIT' button highlighted with a red box.

12. You will be notified that the survey is now complete and cannot be modified:



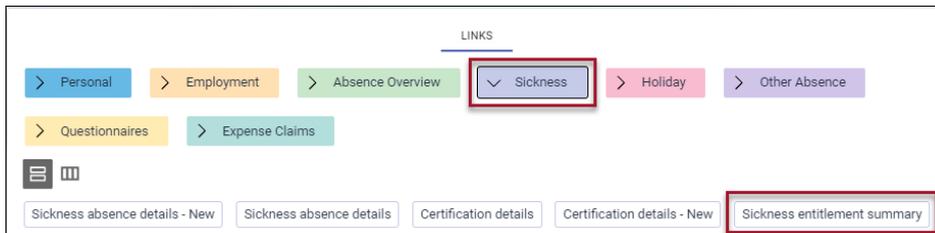
The screenshot shows a notification message in a light blue box with a red border. The message reads: 'This survey is now completed and cannot be modified.' Below the notification, the same web interface header is visible, including the title 'ESS questionnaire form Return to Work & Self Certification Form' and a 'MENU' dropdown.

13. You will receive an email confirmation that the form has been submitted

14. An email notification will also be sent to your employee and HR

8. Absence Entitlement Summary

1. To check an employee's sickness entitlement, click on the link 'Sickness entitlement summary' from the links section on the 'Person Summary':



2. Entitlement details will be displayed and will vary depending on the employee's length of service and previous sickness occurrences.
3. This page is 'Read only':

Sickness entitlement summary ▼ MENU 🔄 🖨️ 📎

Absence details

Calculated to date _____

Employment details

Position Housing Officer ▼

Period details

Absence scheme type OSP - Sickness ▼

Length of service at relevant date 0 year(s) 1 month(s) 8 day(s)

Scheme name Harlow Council - Sickness

Membership dates 06/09/2021 -

Band/Rate	Full	Already used	Available
1: 100	0 days	0	0

Please note: Entitlement will not be updated until the sickness record has been calculated by payroll, therefore the details on this page will not be reflective of any recent input sicknesses.

9. Other Absence Requests

Other Leave requests will be agreed between you and your reportee outside of the system.

If Other leave is authorised, then you will enter the details via Manager Self Service.

The types of Other absence that can be requested include:

- Dependency Leave
- Compassionate Leave
- Various Appointments
- Public Duties
- Career Break

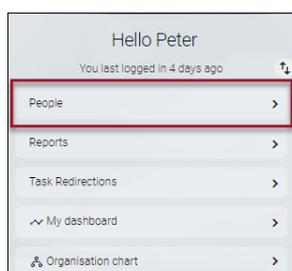
Other absences can be recorded in minutes or days depending on the type of leave requested, e.g. a dental appointment may only require 45 minutes, whereas Compassionate Leave may require a full day or more.

Please refer to the relevant policy documents for further guidance.

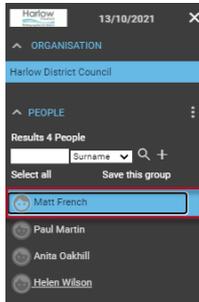
- [Special Leave Policy](#)
- [Sickness Absence Management Policy](#)

Recording Other Absences

1. To record Other Leave, log into Manager Self Service and select the **'People'** section from the right-hand section's menu:



2. Search for or select the employee from the left-hand pane:



3. The 'Person Summary' screen will open. Select the 'Other Absence' folder and select the 'Other absence details – new' link:



4. This will open the 'Other absence details – new' page:

A screenshot of the 'Other absence details New' page. The page has a dark header with the title 'Other absence details New' and a 'MENU' button. Below the header, there are several sections: 'Absence period' with a dropdown menu set to 'More than one day'; 'Absence start' with 'Date' and 'Type' (set to 'Full day') fields; 'Absence end' with 'Date', 'Type' (set to 'Full day'), and 'Expected end date' fields; and 'Absence' with an 'Absence type' dropdown and a 'Set as default' checkbox. There is also a 'Hide absence reason' checkbox at the bottom.

5. Select the **Absence period** from the drop-down menu:

A screenshot of the 'Absence period' dropdown menu. The dropdown is open, showing three options: 'Part day', 'Full day', and 'More than one day'. The 'More than one day' option is highlighted with a red box.

Other Absence Part day

1. Enter the **Absence start date**:

Absence period
Absence period <input type="text" value="Part day"/>
Absence start
Date <input type="text" value="21/10/2021"/>

2. Select the **Absence start type** from the drop-down menu:

Type	<input type="text" value="Part day"/>
Time	<input type="text" value="Part day"/>
Hours absent	<input type="text" value="Part day"/>

3. If **Part Day** is selected, enter the **Absence start time** and **Hours absent** in the available fields:

Date	<input type="text" value="21/10/2021"/>
Type	<input type="text" value="Part day"/>
Time	<input type="text" value="10:45"/>
Hours absent	<input type="text" value="00:45"/>

This example might be relevant for a Dental Appointment.

4. Select **Half day - PM/AM** if the absence is a full morning or afternoon:

Type	<input type="text" value="Part day"/>
Time	<input type="text" value="Part day"/>
Hours absent	<input type="text" value="Part day"/>

5. Select the '**Absence type**' and '**Absence reason**' from the drop-down list:

Absence type	Harlow Council - Authorised Leave	▼
Absence reason	Dental appointment	▼

6. Once all relevant fields are complete, click '**Save**' to save the absence record:



7. The employee will be notified by email when the absence record is entered.

Other Absence - Full day

1. Enter the **Absence start date**:

Absence period	Absence period	Full day	▼
Absence start	Date	06/10/2021	📅

2. Select the **Absence type** from the drop-down list:

Absence type	Harlow Council - Public Duties	▼
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3. Once all relevant fields are complete, click **Save** to save the absence record:



4. The employee will be notified by email when the absence record is entered.

Other Absence – More than one day

1. Enter the **Absence start date**:

Absence period	
Absence period [*] More than one day ▾	
Absence start	
Date [*]	06/10/2021 

2. Select the **Absence start type** from the drop-down menu:

Type	Part day ▾
Time	Full day
Hours absent	Part day
	Half Day - PM

3. If **Full day** is selected, the start date of the absence will be recorded as a full day
4. If **Part day** is selected enter the **Absence start time** and **Hours absent** in the available fields:

Time	_____
Hours absent	_____

5. Select **Half day – PM** if the absence starts part way through the day
6. Enter the **Absence end date**:

Absence end	
Date [*]	06/10/2021 

7. Select the **Absence end type** from the drop-down menu:

Type	Full day ▾
Expected end date	Full day
	Part day
	Half Day - AM

- If **Full day** is selected, the end date of the absence will be recorded as a full day
- If **Part day** is selected enter the **Absence start time** and **Hours absent** in the available fields:

Time	_____
Hours absent	_____

- Select **Half day – AM** if the absence ends part way through the day

- Select the **Absence type** from the drop-down menu:

Absence type ▾ Harlow Council - Compassionate Le. ▾

- Click '**Save**' to save the absence record:



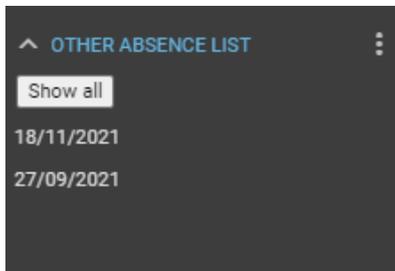
The employee will be notified by email when the absence record is entered.

Viewing Other Absence Records

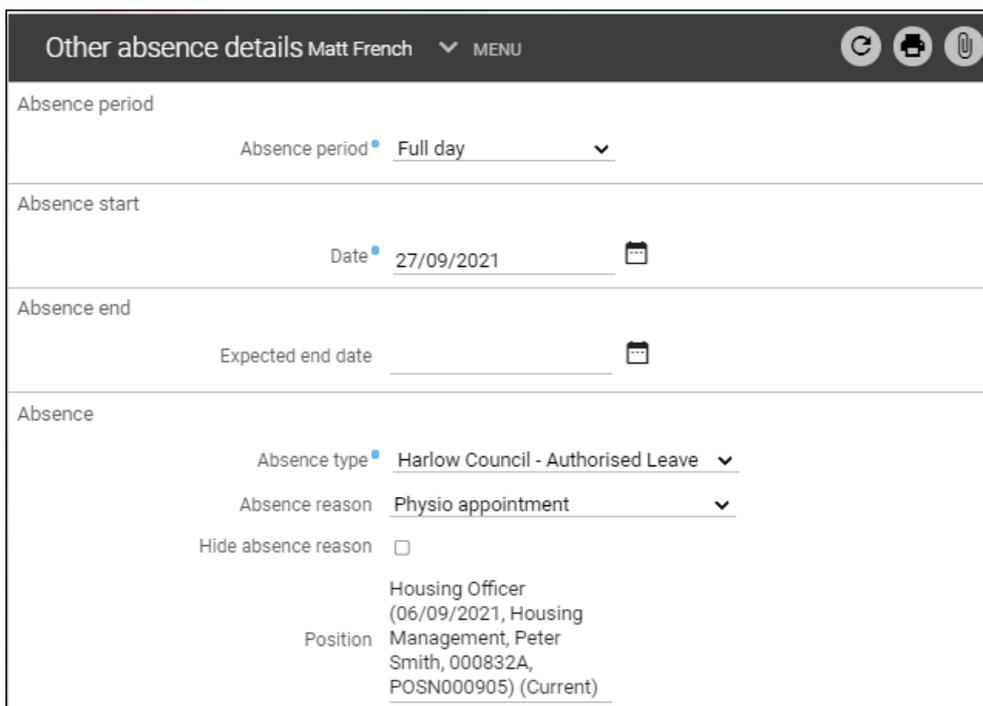
- To view an employee's Other Leave Absence records, select the person from the list of employees and select the '**Other absence details link**' in the '**Other Absence**' folder:



- This will open the 'Other Absence List' in the left-hand pane for you to select the absence you want to view:



- Select the absence from the list.
- The absence details page will open:

A screenshot of a web application page titled 'Other absence details Matt French'. The page has a dark header bar with a 'MENU' button and icons for refresh, print, and upload. The main content area is divided into several sections: 'Absence period' with a dropdown menu set to 'Full day'; 'Absence start' with a date field set to '27/09/2021' and a calendar icon; 'Absence end' with an 'Expected end date' field and a calendar icon; and 'Absence' with dropdown menus for 'Absence type' (set to 'Harlow Council - Authorised Leave') and 'Absence reason' (set to 'Physio appointment'). There is also a 'Hide absence reason' checkbox which is unchecked. At the bottom, the 'Position' is listed as 'Housing Officer (06/09/2021, Housing Management, Peter Smith, 000832A, POSN000905) (Current)'. The page has a light grey background and a white border.