

# **CIPHR – Absence User Guide**

## **Why do we monitor it? What are the benefits?**

- More Control over the data
- Instant access to add and amend data
- Ability to run reports to assist with monitoring absence

To check that staff take the holiday breaks they are entitled to and that sickness is within a normal range. This ensures that staff who are off sick frequently, or for long periods of time, are getting the help and advice they need and that the business can function normally.

Absence is not only monitored in Personnel but also at a senior level, and reports are submitted to Senior Management Team every quarter. It is vital for our Health and Safety statutory responsibilities that we maintain accurate absence and sick pay records.

## **What will this guide provide you with?**

Step by step instructions for entering absence, an overview of the sickness policy at Hope University and why keeping accurate and up-to-date information is very important.

Instead of entering data into the excel sheets weekly and sending them on to Personnel, this will allow you, not only to enter the data straight into CIPHR, the Personnel Database, which is a very simple process, but also to run reports and monitor absence much more closely, such as who is away on holiday or who is off sick and why. Information can be entered more quickly and so can amendments.

## **GDPR**

By continuing to access the CIPHR system you are agreeing to the following terms: -

- I am authorised to access the personal data
- I am accessing the data for work purposes, consistent with the role I perform and on a need-to-know basis only
- I will maintain confidentiality and will not share, distribute or discuss any aspect of personal data other than with colleagues as required by my role
- I have undertaken the University's mandatory data protection / GDPR training and my training is up-to-date
- I understand that CIPHR access audits are undertaken to determine who accesses what information and when
- Any breach of the terms set out above may result in disciplinary action and may amount to gross misconduct

Access to CIPHR requires 2 factor authentication. A code will be sent to you via email or text to allow you progress with your login.

# Contents

- When you first login to CIPHR .....3**
- Creating and Using a Subset.....7**
- Insert a new sickness absence .....9**
- Inserting a new Holiday.....18**
- Amending an Absence .....21**
- TOIL guidelines and instructions.....23**
- Return to Work.....26**
- Running Reports.....27**
- Further or Useful Information.....44**
- Absence Reports .....46**
- Absence Statistics .....47**
- Work Patterns .....47**
- Holiday Entitlements .....48**
- Further Information .....50**
- Appendices .....50**

## When you first login to CIPHR

1. Go to <https://liverpoolhope.myciphr247.com>
2. Click on **forgot password**.
3. Enter your username.
4. Click on the **arrow** to continue.

Please enter your user name and password.

Username

Password

**Forgot password**

Help with logging in?

Log in

Please enter your details

**Username\***

Cancel

2

3

4

5. On the next screen you will be asked for some additional details for verification, complete all fields then **click on the box** to complete the CAPTCHA.

6. **Click continue**

7. You will be told your account is locked until your password is changed. **Click continue** to generate an email containing a verification code to enter on the next screen.

Please enter your details

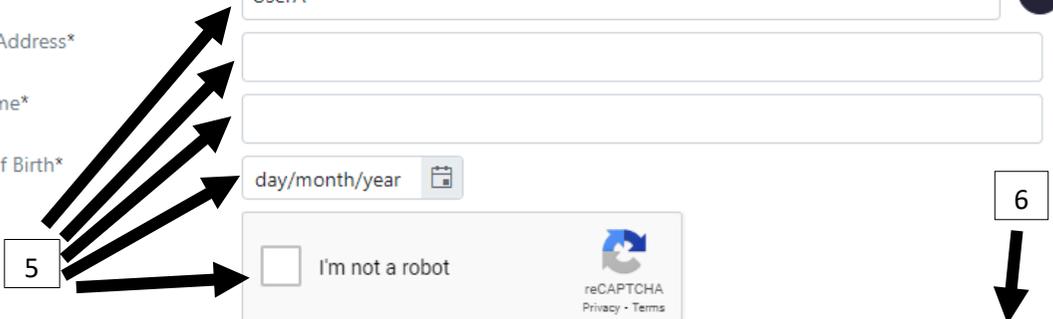
Username\*  

Email Address\*

Surname\*

Date of Birth\*  

I'm not a robot  reCAPTCHA  
Privacy · Terms



Account is locked until password is changed.



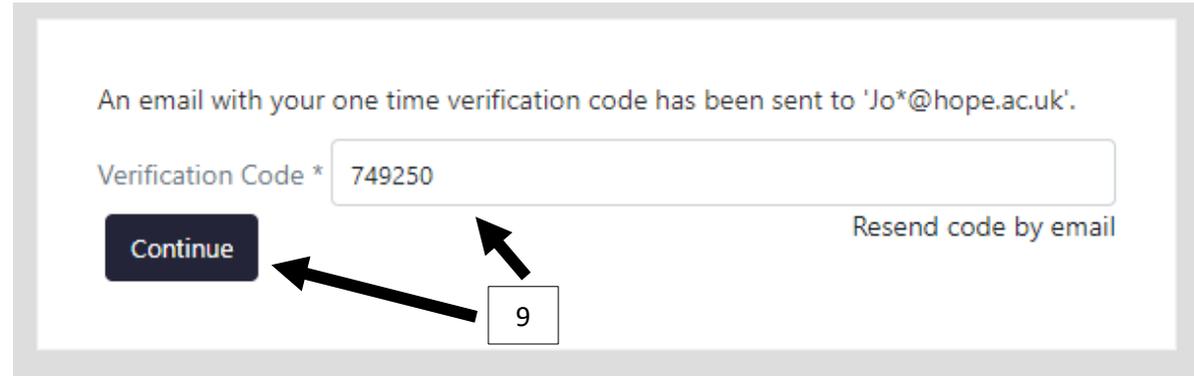
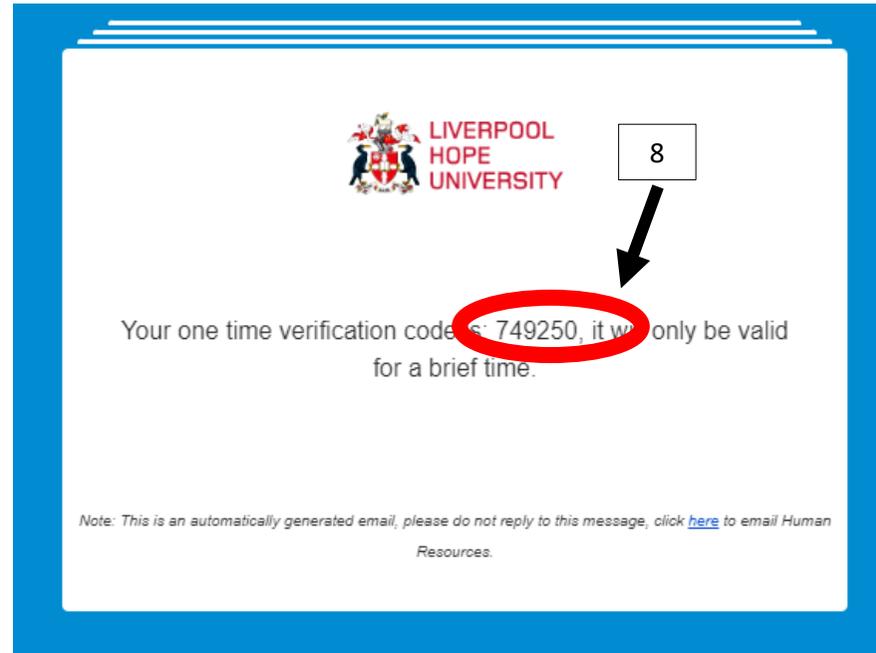


8. Go to your emails to get the code.

9. Enter the code and **click continue**

10. Enter and confirm a password of your choosing then **click continue**.

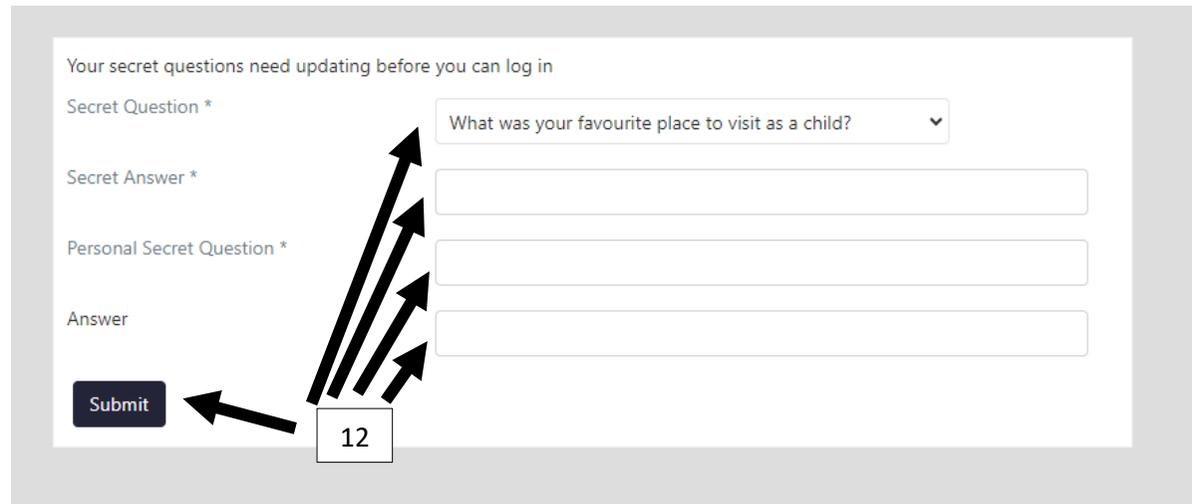
\* If you are asked to select between Mobile App / Email always select email and use your Liverpool Hope Email.



11. Your password has now been reset. Click on **finish** and you will be taken back to the login screen. Enter your username and new password then **click continue**.

12. You will be asked to set up some security questions. Select a security question from the drop down list and add the answer in the box beneath and then set up your own security question and answer that is personal to you. **Click submit**.

13. After a 15 minute period of inactivity, you will automatically be logged out for security reasons. You will be required to enter a verification code generated by email each time you log in as the system requires 2 factor authentication.



14. You must make sure you log out of the system once you are finished. This will be audited. The log out button can be found in the top right corner



# Creating and Using a Subset

You will only see the staff members in the departments that you are responsible for logging absence data for.

1. You must refresh the subset every time you log in
2. If you do not create a new subset the system may show out of date information
3. **Click** on the **search icon** to open up the subset table.

The screenshot displays a web application interface for managing 'Time Off' records. At the top, there is a navigation bar with tabs for 'People Data', 'Documents', and 'Reports'. Below this, a user profile for 'Absence User User' is visible. The main header area shows 'Time Off' and a search bar with 'Own Record' selected, indicating '11 Records Found'. A table header is partially visible with columns: 'Continuous?', 'Absence Start', 'Absence End', 'Absence ...', 'Days', 'Hours', 'Sickness Reas...', and 'Return to Wo...'. A date range '04 October 2023 to 31 August 2024' is shown. An 'Advanced Search' modal is open, featuring search criteria (Name, Starts, and two empty dropdowns), a 'Set' dropdown (Current staff), 'Manager Levels: 1' with a slider, a 'From' dropdown, and an 'Exclude Deputised?' toggle. 'Search' and 'Reset' buttons are at the bottom of the modal.

4. When choosing a subset, you can use up to 3 sets of criteria as well as your standard set choices. If you do not select any criteria you will create a subset for all staff you have access to.

Criteria

Name

Employee Number

Name

Surname

Forenames

Job Title

Subject or Unit

Department or School

Faculty

HESA Staff ID

Location

Criteria

Name

Starts

Contains

Starts

5. Fill in the fields you need to retrieve the data and then **click search**.
6. To reset the subset open the subset search box and **click reset**.

\*It is important that you reset your subset after logging in to see changes made to employee records on the system. It is also advised to update this after a period of time. This will update any changes other users have made to the data since you last selected the subset. If you don't reset the filter the information may not be up to date, and changes may not show.

## Advanced Search

Criteria

Name

Starts

Set

Current staff

Manager Levels: 1

From

Exclude Deputised

5

6

Search

Reset

# Insert a new sickness absence

1. **Click** on **People Data**
2. **Absence Management**
3. **Time Off**
4. Make sure you are on the correct employee
5. Date the absence started
6. Date of last absence – this should never be the day the employee returns to work but the last day they were absent due to sickness
7. Outlines the absence reason
8. Working Days in period
9. Working hours in period
10. Sickness Reason, will only be populated for Absence Reasons related to sickness
11. Return to Work - will only be relevant for Absence Reasons related to sickness

Continuous?	Absence Start	Absence End	Absence ...	Days	Hours	Sickness Reas...	Return to Wo...
	10/Sep/2023	14/Sep/2023	Holiday	4.00	28.00		
	20/Nov/2021	06/Jan/2022	Sickness - Doctor Certified	27.00	189.00	Abdominal Complaint	✓

12. Scroll down to bottom of the page
13. **Click** on **Insert New Record**

14. If you have clicked on insert by mistake you can return to the main list by pushing summary – this will lose any changes
15. The absence will always open with start date and end date populated with the date of insert
16. **Click** on the **Absence Reason** drop down

**\*Absence Users cannot access the “Who’s off” from the absence page**

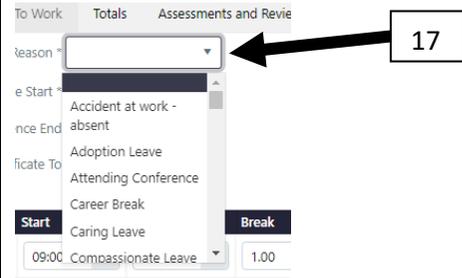
The screenshot shows a web application interface for managing absences. At the top, there are tabs: 'Details' (selected), 'Return To Work', 'Totals', and 'Assessments and Reviews'. Below the tabs are several input fields: 'Absence Reason \*' (with a dropdown arrow and callout 16), 'Absence Start \*' (04/Oct/2023), 'Absence End' (04/Oct/2023), and 'Certificate To' (day/month/year). To the right, there are fields for 'Subject or Unit' (Personnel), 'Work Pattern' (Full Time), and a 'Notes' text area.

Below these fields is a table with the following columns: 'Date', 'Start', 'End', 'Break', 'Days', 'Hours', and 'Time Off Entry Type'. The table contains one row with the following data: Date: 04/Oct/2023, Start: 09:00, End: 17:00, Break: 1.00, Days: 1.00, Hours: 7.00, and Time Off Entry Type: Full shift, Start of shift, End of shift.

At the bottom of the interface, there is a navigation bar with three buttons: 'Insert' (with a checkmark icon), 'Who's Off' (with a person icon and callout \*), and 'Summary' (with a list icon and callout 14). The navigation bar also includes a pagination control showing '1' of 20 items per page and '1 - 1 of 1 items'.

17. **Click** the down arrow on the **Absence Reason** scroll bar, to find the appropriate reason. See appendix 1 for full list.

18. **Click** on the most appropriate reason



Most common absence reasons are:

Sickness Self Cert – Should be used when the sickness is less than 7 days

Sickness – Doctors Certificate – Should be used when the sickness exceeds 7 days or more

Sickness Leave during the day - Employee goes home during the day

\* Please note you will only be required to add a reason to sickness related absences

19. **Click** the down arrow on the **Sickness Reason** scroll bar, to find the appropriate reason. Run Absence Reason report on CIPHR for full list.

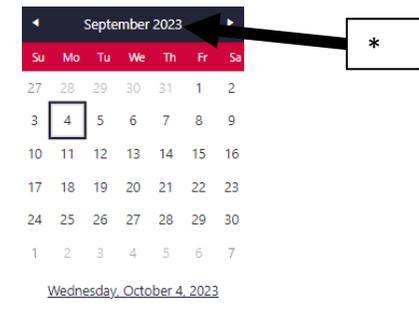
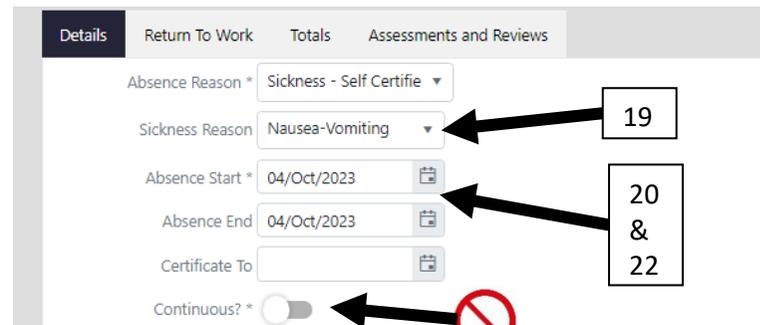
20. **Click** on the date icon  on **Absence Start** to select the date the sickness started

21. **Click** on the date icon  on **Absence End** to select the date the sickness ended.

22. If the sickness is ongoing at the time of entry, delete the current date and leave blank.

 **Continuous** – we are currently not using this option

\*on the date calendar - click on the bar to get months and years



- It is important to note that the **Absence End** is the last day of sickness. This should not be the date the individual returns to work.

- 23. **Subject Unit** will auto populate
- 24. **Work Pattern** will auto populate. It is important that work patterns are current and correct on CIPHR.
- 25. **Notes** – you can add notes but keep these brief and factual

- 26. Once the details are entered the absence days will populate below
- 27. **Full shift** and **Partial shift** will appear on the first and last day. This is if the individual leaves part way through the day or returns from sickness part way through the day. The most common example of this is when someone has sick leave during the day

Date	Start	End	Break	Days	Hours	Time Off Entry Type
04/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift
05/Sep/2023	09:00	17:00	1.00	1.00	7.00	
06/Sep/2023	09:00	17:00	1.00	1.00	7.00	
07/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift

27

28. You can add documents – see step 37
29. If the individual has not yet had the return to work skip to step 37.
30. If the individual has had the return to work **click** on the **Return to Work** tab above **Absence Reason**

Date	Start	End	Break	Days	Hours	Time Off Entry Type
04/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift
05/Sep/2023	09:00	17:00	1.00	1.00	7.00	
06/Sep/2023	09:00	17:00	1.00	1.00	7.00	
07/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift

31. **Click** on the date icon  on **Return to Work Interview Date** to select the date the return to work was completed. This date must be after the **absence end date**
32. **Notes** – you can add notes but keep these brief and factual and specifically related to the return to work
33. Once entered **click** on **insert**

- 34. The absence will now show as a line of history
- 35. If you have entered a return to work date this will show as a tick
- 36. You can add documents once a record has been inserted.
- 37. **Click** onto the line of data that you want to upload a document to. Make sure the document is uploaded onto the right line of history. The line will go light grey as you hover the mouse over

Continuous?	Absence Start	Absence End	Absence Re...	Days	Hours	Sickness Reason	Return to Work ...
	10/Sep/2023	14/Sep/2023	Holiday	4.00	28.00		
	03/Sep/2023	07/Sep/2023	Sickness - Self Certified	4.00	28.00	Nausea-Vomiting	✓
	20/Nov/2021	06/Jan/2022	Sickness - Doctor Certified	27.00	189.00	Abdominal Complaint	✓

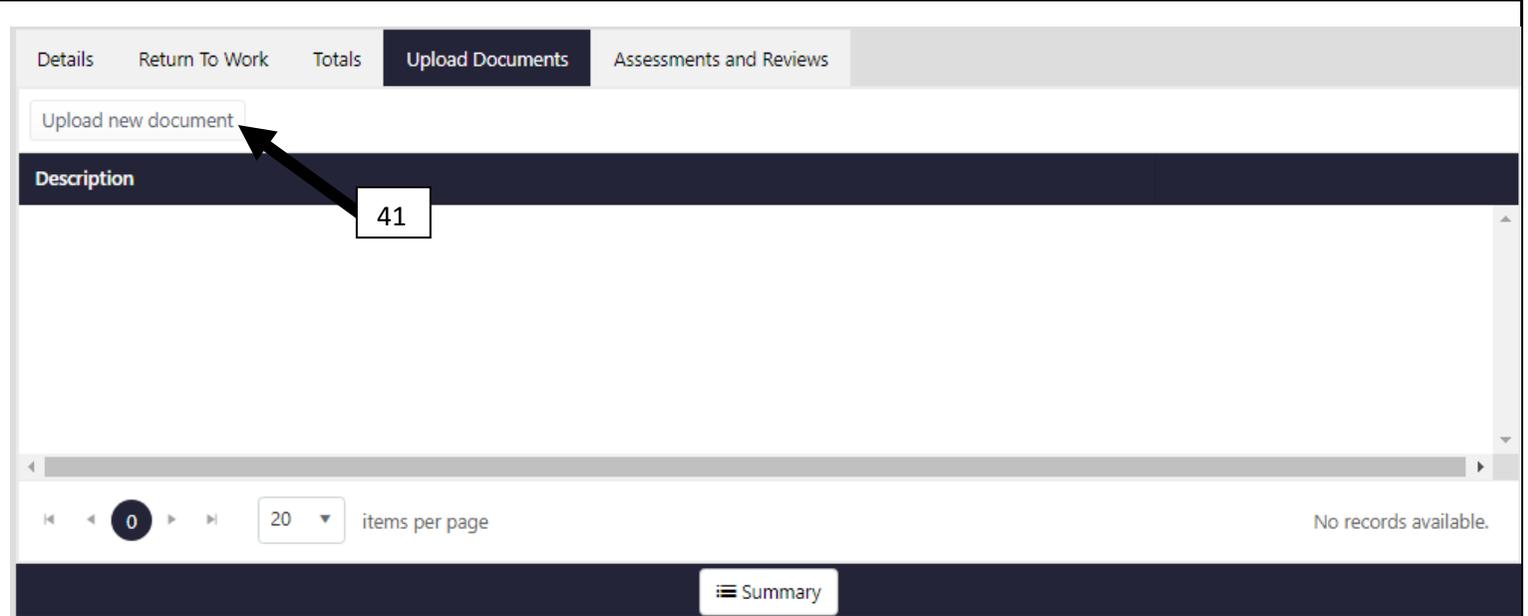
- 38. On the saved record there is now 2 additional tabs – **Upload Documents** and **Totals**
- 39. You will also notice that **insert** has changed to **update**
- 40. **Click** onto the **Upload Documents** tab

The screenshot shows the 'Upload Documents' tab selected in the interface. An arrow labeled '40' points to the 'Upload Documents' tab. Below the form fields, there is a table with the following data:

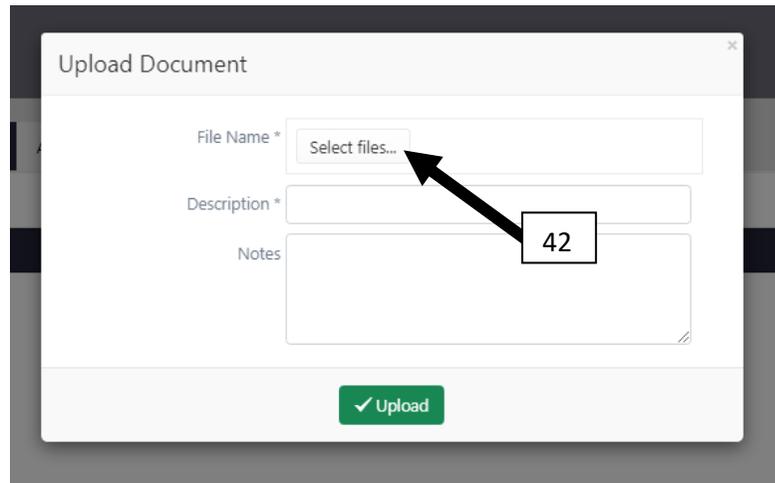
Date	Start	End	Break	Days	Hours	Time Off Entry Type
04/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift
05/Sep/2023	09:00	17:00	1.00	1.00	7.00	
06/Sep/2023	09:00	17:00	1.00	1.00	7.00	
07/Sep/2023	09:00	17:00	1.00	1.00	7.00	Full shift Partial shift

At the bottom of the interface, an arrow labeled '39' points to the 'Update' button. The page also shows '20 items per page' and '1 - 4 of 4 items'.

41. Click onto **Upload new document**

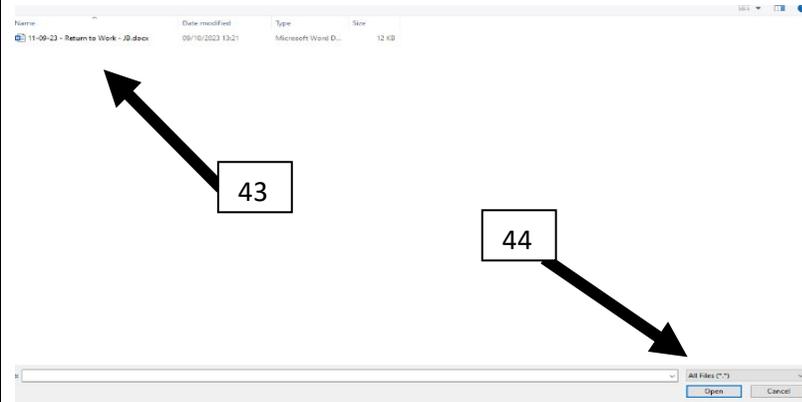


42. Click on **Select Files**

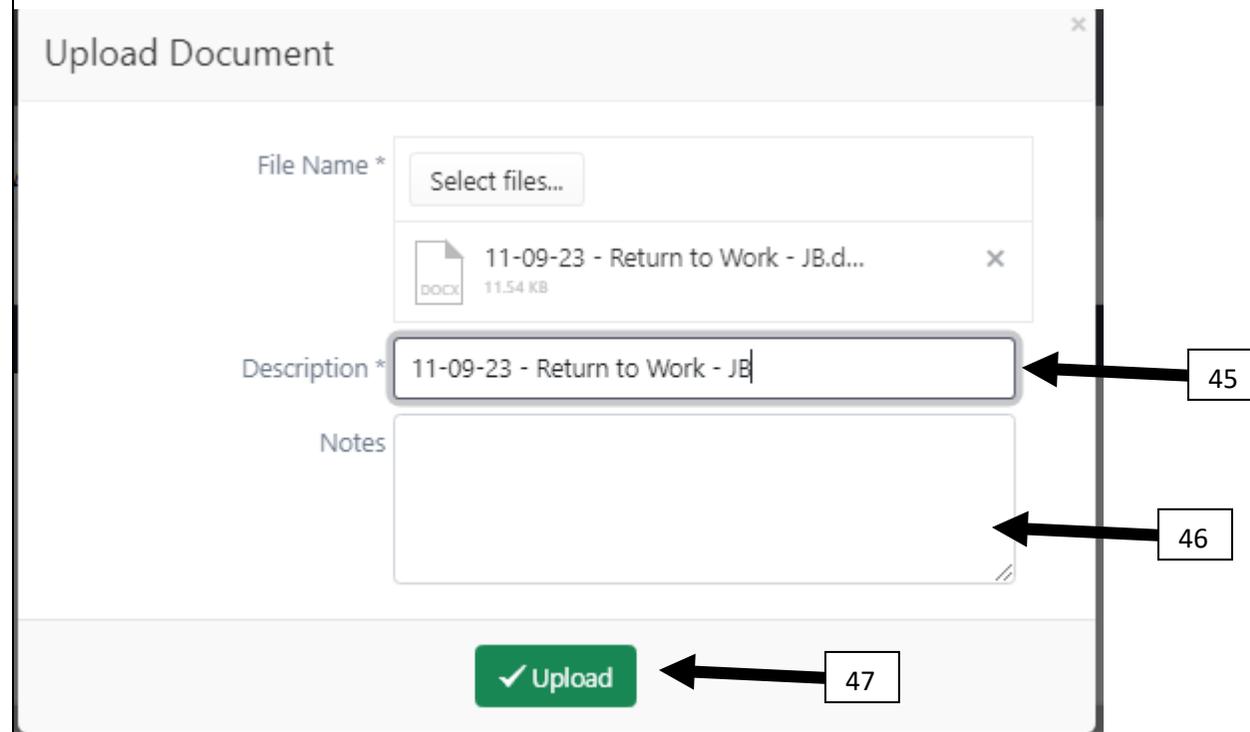


- 43. Locate the file you need to upload\*
- 44. **Click** the file you need and **click Open**

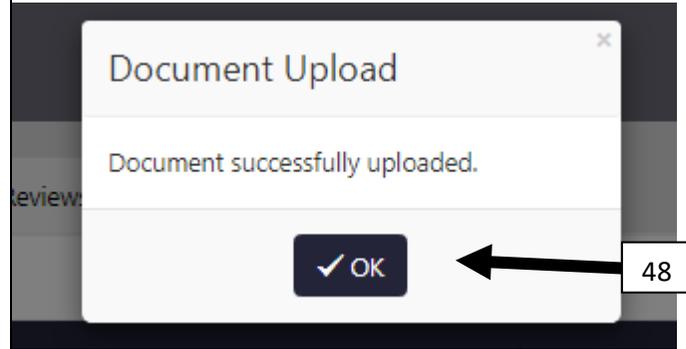
\*You must make sure the document is appropriately named. We suggest – date completed, type of document and initials such as **11-09-23 – Return to Work – JB**



- 45. Add a description – this should mirror the file name
- 46. You can add notes but these must relate directly to the document
- 47. **Click** on **Upload**

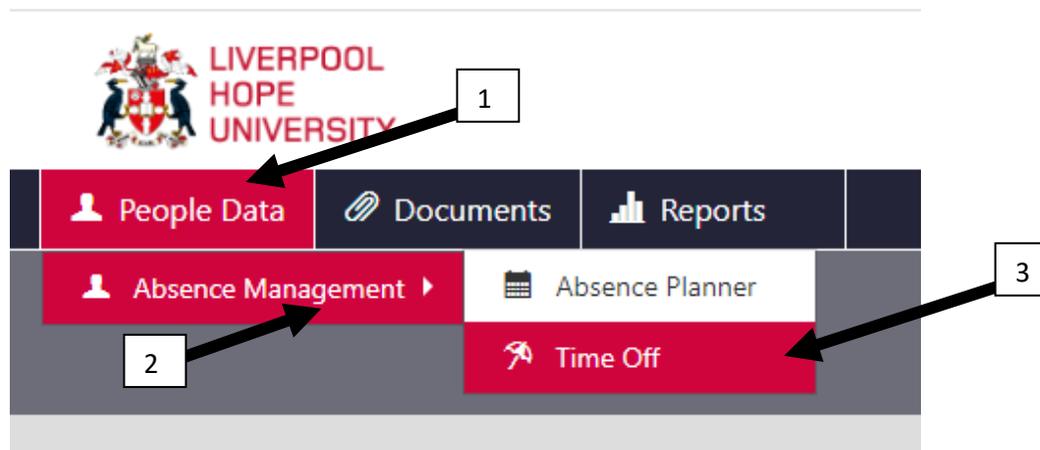


48. Click on **OK**



## Inserting a new Holiday

1. **Click on People Data**
2. **Absence Management**
3. **Time Off**



4. **This is the same process as entering sickness absence**

\*an overview of the holiday entitlement table can be found in further information

Continuous?	Absence Start	Absence End	Absence ...	Days	Hours	Sickness Reas...	Return to Wo...
	10/Sep/2023	14/Sep/2023	Holiday	4.00	28.00		
	20/Nov/2021	06/Jan/2022	Sickness - Doctor Certified	27.00	189.00	Abdominal Complaint	✓

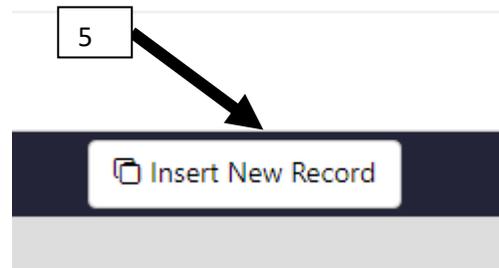
01 September 2023 to 31 August 2024

4.0 24.0

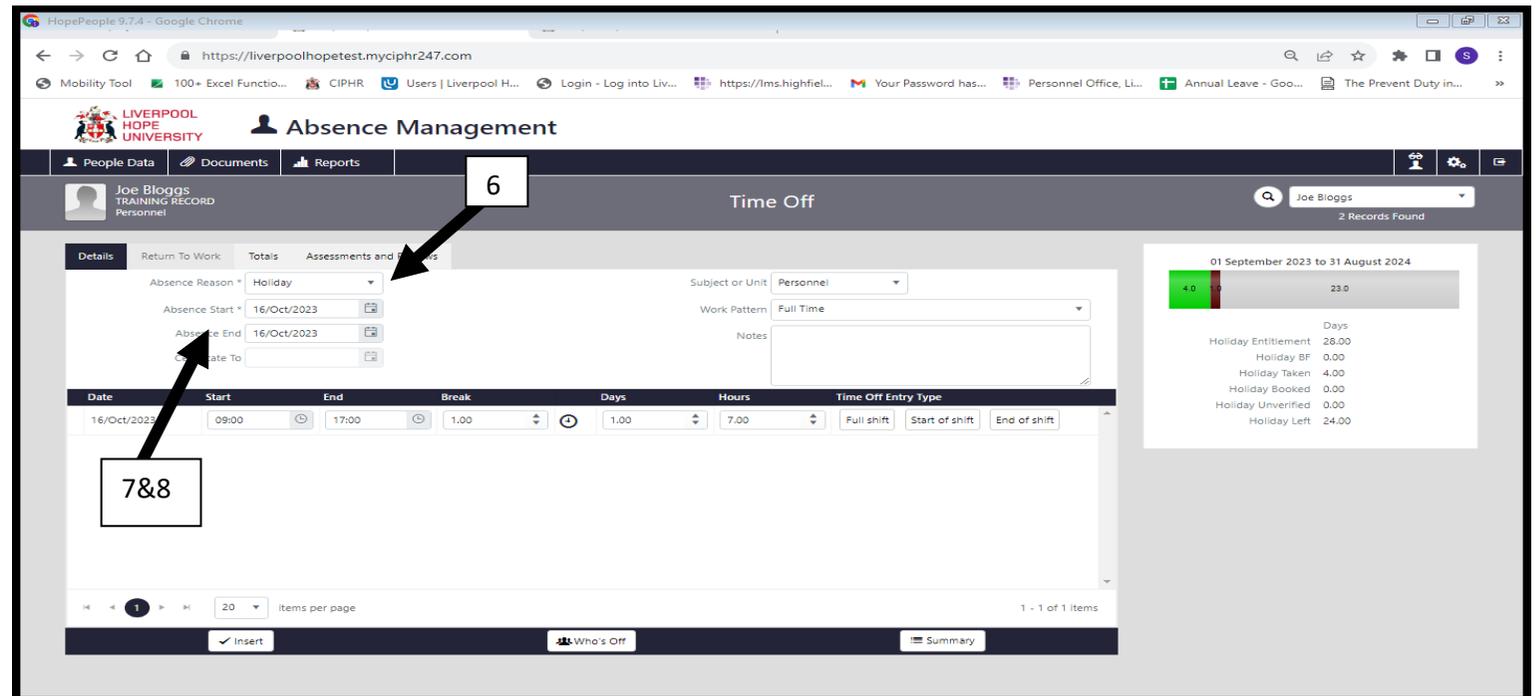
Days

- Holiday Entitlement 28.00
- Holiday BF 0.00
- Holiday Taken 4.00
- Holiday Booked 0.00
- Holiday Unverified 0.00
- Holiday Left 24.00

5. Click insert new record



- 6. Click the down arrow on the **Sickness Reason** scroll bar and select Holiday.
- 7. Click on the date icon on **Absence Start** to select the date the Holiday started
- 8. Click on the date icon on **Absence End** to select the date the Holiday ends.



9. If the holiday is less the daily allowance i.e. half day or a couple of hours, **Click on Days and Hours** and amend.

10. If you are putting in half a day's holiday, you can **Click start/end of shift** for half a days Holiday and it will do the calculation for you but please make sure the correct daily hours are in before doing this.

The screenshot displays the 'Absence Management' interface for Joe Bloggs. The main record shows an absence on 16/10/2023 with a reason of 'Holiday', starting at 09:00 and ending at 17:00, with a 1.00 hour break. The 'Days' column shows 1.00 and the 'Hours' column shows 7.00. Two arrows point to these columns, with boxes labeled '9' and '10' respectively. A summary table on the right shows holiday entitlements for the period 01 September 2023 to 31 August 2024.

01 September 2023 to 31 August 2024	
	Days
Holiday Entitlement	28.00
Holiday BF	0.00
Holiday Taken	4.00
Holiday Booked	0.00
Holiday Unverified	0.00
Holiday Left	24.00

## HOLIDAY ENTITLEMENTS

- Holidays are recorded in **Days** for full time staff and in **Hours** for part time / term time staff.
- Once a year, in September, the holiday year and holiday entitlements will be updated for the new academic year.

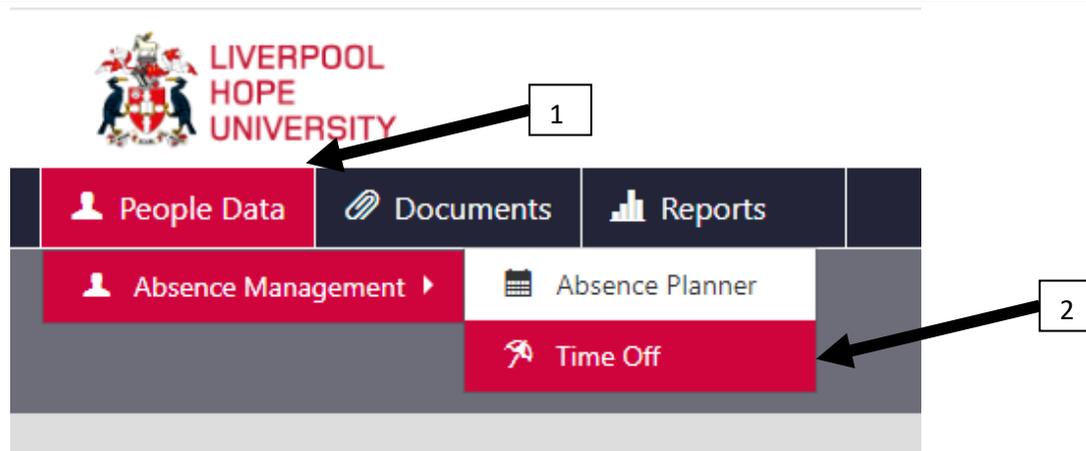
## Useful links:

Link to: [Compulsory Annual Leave Arrangements](#)

Link to: [Annual leave webpages including annual leave entitlements](#)

# Amending an Absence

1. Click on **People Data**
2. **Absence Management**  
**Time Off**



3. Make sure you are on the correct employee

Joe Bloggs  
TRAINING RECORD  
Personnel

Time Off

3

Continuous?	Absence Start	Absence End	Absence ...	Days	Hours	Sickness Reas...	Return to Wo...
	10/Sep/2023	14/Sep/2023	Holiday	4.00	28.00		
	20/Nov/2021	06/Jan/2022	Sickness - Doctor Certified	27.00	189.00	Abdominal Complaint	✓

01 September 2023 to 31 August 2024

4.0 24.0

Days

Holiday Entitlement 28.00

Holiday BF 0.00

Holiday Taken 4.00

Holiday Booked 0.00

Holiday Unverified 0.00

Holiday Left 24.00

4. **Click** onto the line of data that you want to amend. Make sure you are on the right line of history. The line will go light grey as you hover the mouse over

Continuous?	Absence Start	Absence End	Absence Reason	Days	Hours	Sickness Reason	Return to Work Int...
	02/Oct/2023		Sickness - Doctor Certified	16.00	112.00	Stress	
	10/Sep/2023	14/Sep/2023	Holiday	4.00	28.00		
	03/Sep/2023	07/Sep/2023	Sickness - Self Certified	4.00	28.00	Nausea-Vomiting	✓
	20/Nov/2021	06/Jan/2022	Sickness - Doctor Certified	27.00	189.00	Abdominal Complaint	✓

- Update the field that requires updating
- If the absence was entered in error **Click** on **Delete**. This will remove the absence completely.
- If you are amending a date, for example a sick note has been extended.
- Click** on the **Certificate to** and amend to the correct date
- Whenever you amend a date on the **details tab**, reselect the same **work pattern**\*
- If you have clicked on the wrong absence, **click** on **Summary** and it will direct you to the main time off page.
- Be sure to update the notes and any documents if required
- Once you have made all necessary changes **click** on **update**

The screenshot shows the 'Details' tab for an absence. At the top, there are tabs for 'Return To Work', 'Totals', and 'Upload Documents'. The 'Details' tab is active, showing fields for 'Absence Reason' (Sickness - Doctor Cert), 'Sickness Reason' (Stress), 'Absence Start' (02/Oct/2023), 'Absence End' (day/month/year), 'Certificate To' (16/Oct/2023), and 'Continuous?' (toggle). To the right, there are dropdowns for 'Subject or Unit' (Personnel) and 'Work Pattern' (Full Time), and a 'Notes' field containing 'Doctors note received from 9/10/2023 - 16/10/2023'. Below this is a table of absence days with columns: Date, Start, End, Break, Days, Hours, and Time Off Entry Type. The table shows dates from 02/Oct/2023 to 10/Oct/2023. At the bottom, there are buttons for 'Update', 'Delete', and 'Summary'. A pagination bar shows '20 items per page' and '1 - 16 of 16 items'.

\* DO NOT CHANGE THE WORK PATTERN. This pulls through the updated individual days. If you do not reselect the work pattern you will get an error message when trying to update.

## **TOIL Guidance**

TOIL which means 'Time off in Lieu' is a term used when Professional Services staff have worked extra hours. TOIL is only applicable to grade 7 and below Professional Services staff. Toil must be agreed with the relevant manager before being accrued and taken.

The TOIL balance will only appear if the individual has TOIL as a line of history in absence in CIPHR. Users must input both TOIL accrued and TOIL taken to make sure the calculation shows the correct entitlement. **The option 'TOIL adjustment or lieu time' in CIPHR must not be used.**

### **Professional Services staff entitlement**

#### **Grades 1-7 – 28 days annual leave**

Staff at these grades will be entitled to overtime or time off in Lieu.

Anything over 35 hours per week should be calculated at 1.5 times standard rate (CIPHR will not calculate this for you, please refer to guidelines below).

Part time staff working less than 35 hours per week will get TOIL calculated at normal rate for any hours worked up to 35 hours per week, then any hours accrued after 35 will be calculated an enhanced rate of 1.5 times standard rate.

When logging 'TOIL accrued' on CIPHR, if the calculation should be logged as 1.5 times the standard rate, see below.

#### **Grades 8 above – 33 Days annual leave**

Staff at these grades are NOT entitled to overtime or time off in Lieu.

### **Academic Staff entitlement**

35 days annual leave. All academic staff are NOT entitled to overtime or time off in Lieu.

# Entering Toil onto CIPHR

1. There are two options for recording TOIL. TOIL accrued and TOIL Taken. The same process for entering holidays applies.

2. TOIL figures will only show in the right-hand summary if either toil accrued or taken has been entered. It will only show the balance remaining at any one time

e.g. 3 hours toil worked over 35 hour week would be calculated on Ciph as 4.5 hours, so would need to be entered onto CIPHR as 4.5 hours. See below.....

Continuous?	Absence Start	Absence End	Absence ... ▼	Days	Hours	Sickness Rea...	Return to W...
	14/Feb/2024	28/Feb/2024	Holiday	10.50	73.50		
	01/Feb/2024	01/Feb/2024	TOIL Taken	0.14	1.00		
	26/Jan/2024	26/Jan/2024	Holiday	1.00	7.00		
	23/Jan/2024	23/Jan/2024	TOIL Accrued	0.04	1.00		
	09/Jan/2024	09/Jan/2024	TOIL Accrued	0.12	3.50		
	21/Dec/2023	03/Jan/2024	Holiday	10.00	70.00		

06 September 2023 to 31 August 2024

11.0	10.5	6.5
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Days

Holiday 28.00

Entitlement

Holiday BF 0.00

Holiday Taken 11.00

Holiday Booked 10.50

Holiday Unverified 0.00

Holiday Left 6.50

TOIL (Hours)

Balance 3.50

Total Balance 3.50

3. Ciphre does not calculate TOIL hours. You must ensure that you have applied the hours manually appropriate to the circumstance (standard, time and a half, or double time).

4. Don't use TOIL Adjustment or lieu time as an absence reason as this will not work.

The screenshot displays a software interface for managing absence records. At the top, there are navigation tabs: 'Details', 'Return To Work', 'Totals', 'Assessments and Reviews', and 'Import'. The 'Details' tab is active, showing fields for 'Absence Reason \*' (set to 'TOIL Accrued'), 'Absence Start \*' (08/May/2024), 'Absence End' (08/May/2024), and 'Certificate To'. A 'Notes' text area is also present.

Below these fields is a table with columns: 'Date', 'Start', 'End', 'Break', and 'Days'. The first row shows the date '08/May/2024', start time '17:00', end time '20:00', break '0.00', and 'Days' '0.50'. The '4.50' value in the 'Days' column is circled in red. A box containing the number '3' has an arrow pointing to this circled value.

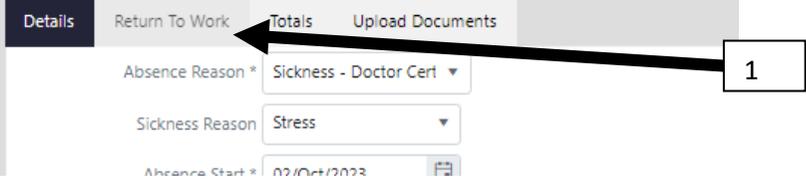
At the bottom of the table, there is a pagination control showing '1' of 1 items and a '20' items per page dropdown. Below the table are buttons for 'Insert', 'Who's Off', and 'Summary'.

On the right side, there is a summary panel for the period '01 September 2023 to 31 August 2024'. It features a bar chart with green and blue segments and a table of holiday entitlement and balance information.

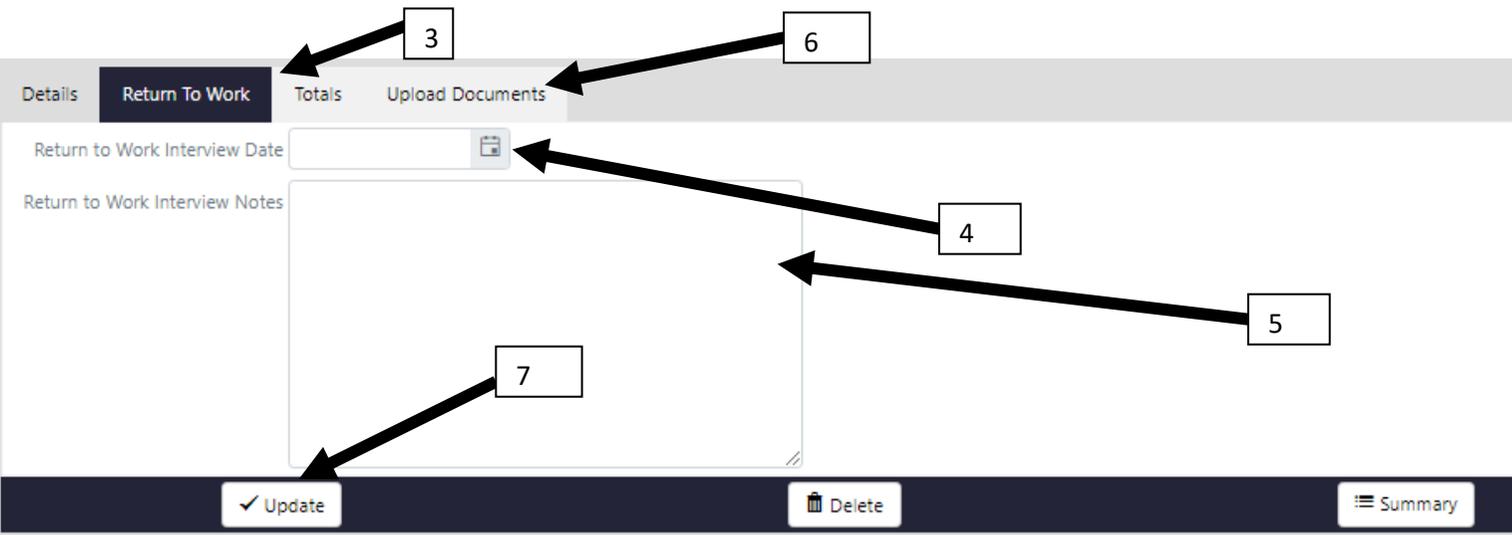
01 September 2023 to 31 August 2024	
	78.6
	74.3
	7.2
Hours	
Holiday Entitlement	157.00
Holiday BF	0.00
Holiday Taken	75.50
Holiday Booked	74.33
Holiday Unverified	0.00
Holiday Left	7.17
TOIL (Hours)	
Balance	3.75
Total Balance	3.75

# Return to Work

- 1. The **Return to Work** tab will remain greyed out until the absence is closed
- 2. Once the absence has been closed and updated **click** back into the line of absence



- 3. You can now **click** into the **Return to Work** Tab.
- 4. **Click** on the date icon on **Return to Work Interview Date**
- 5. Select the date on the return to work form
- 6. **Insert** any relevant notes into **Return to Work** Interview Notes
- 7. **Upload** the Return to Work form into the **Upload Documents** Tab
- 8. Once all information has been entered **Click** on **Update**



# Running Reports

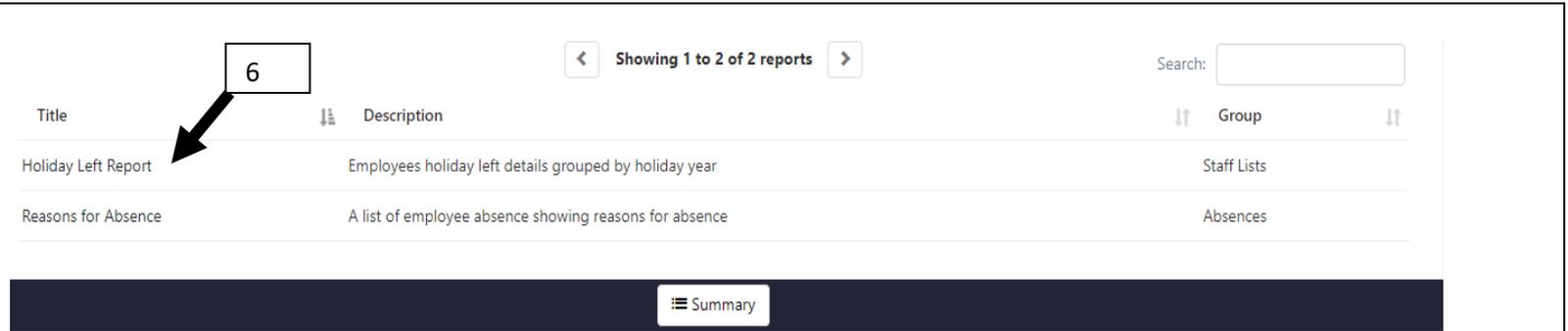
As an absence administrator you have access to two reports: Reason for absence and Holiday Left.

1. To access the reports, **Click Reports** and reports again on the drop down.
2. You will see three boxes for different report categories.
3. Reason for absence is under absences
4. Holiday is under staff lists
5. Both of these reports can also be accessed through the 'all' tab

The screenshot shows the Liverpool Hope University interface. At the top, the university logo and name are displayed. Below this is a navigation bar with three tabs: 'People Data', 'Documents', and 'Reports'. The 'Reports' tab is highlighted with a red circle and labeled with a '1' in a box, with an arrow pointing to it. Below the navigation bar, the 'Reports' section is shown. It features three report category cards: 'All' (with 2 reports), 'Absences' (with 1 report), and 'Staff Lists' (with 1 report). Each card has a red bar at the bottom with the category name and a right-pointing arrow. Arrows labeled '3', '4', and '5' point to the 'Absences', 'Staff Lists', and 'All' cards respectively.

6. **Clicking** on these **boxes** will open up the category showing only the reports you have access to. Choose the report you want to run and **click** on it.

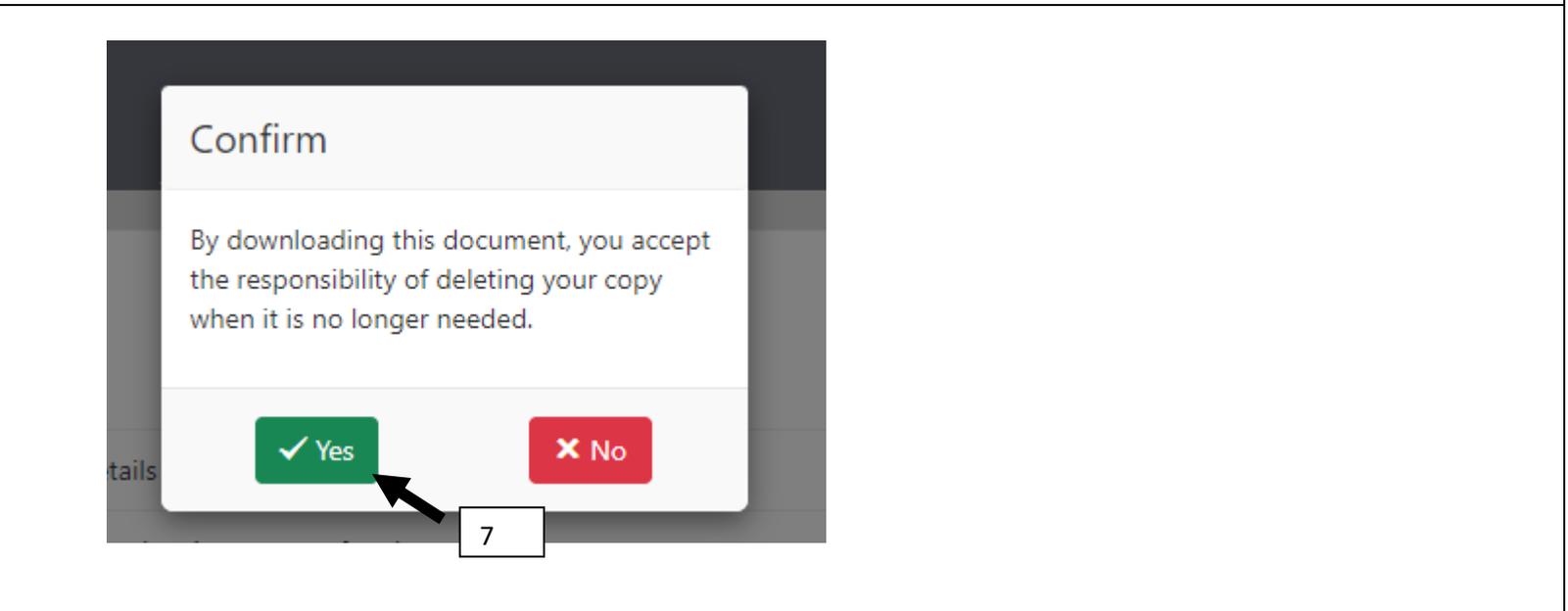
7. You must read the instruction before **clicking** on **yes**. It is your responsibility to preserve confidentiality and GDPR and delete your download once it is no longer needed. Clicking no will not allow you to proceed with generating the report.



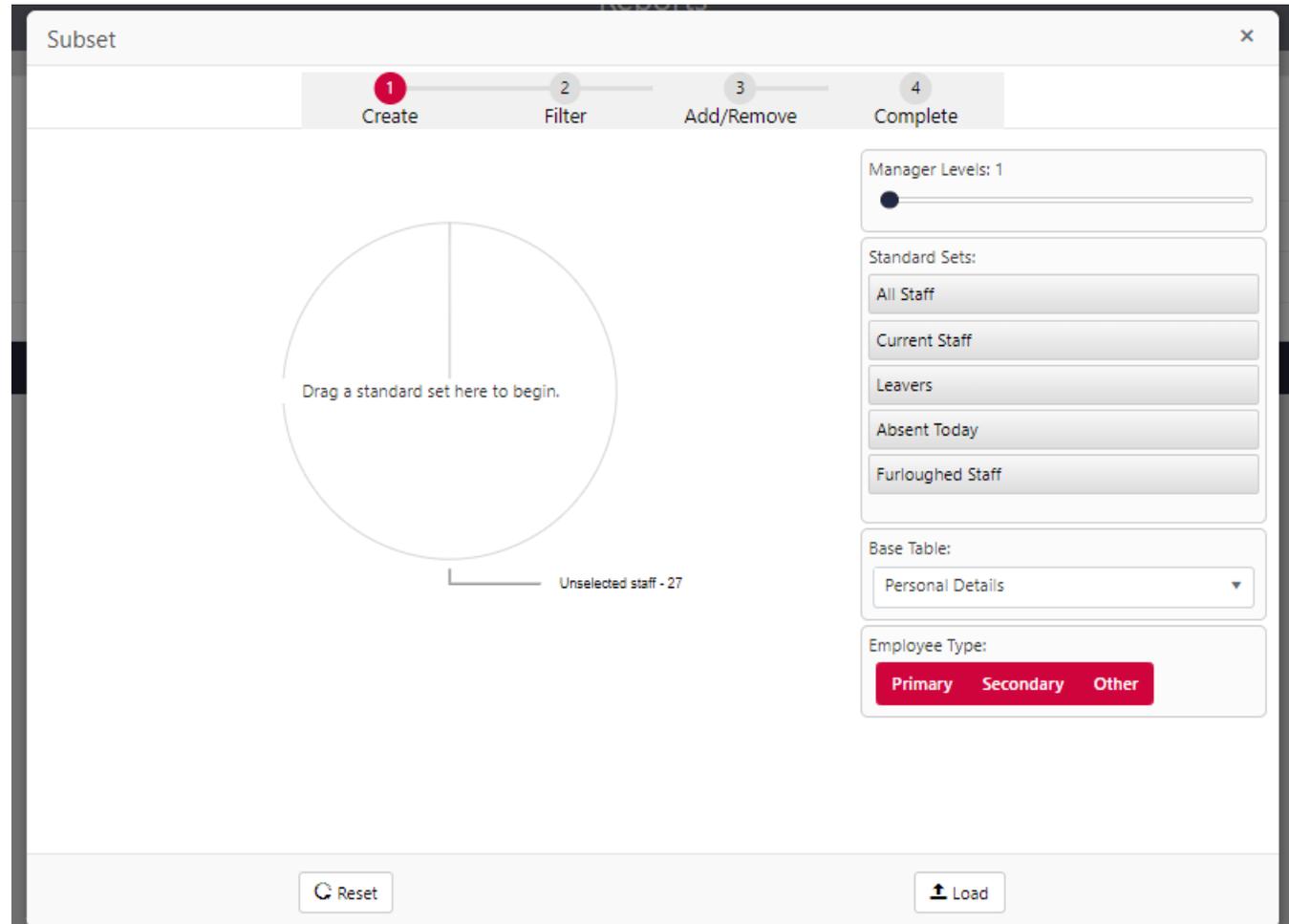
Showing 1 to 2 of 2 reports

Title	Description	Group
Holiday Left Report	Employees holiday left details grouped by holiday year	Staff Lists
Reasons for Absence	A list of employee absence showing reasons for absence	Absences

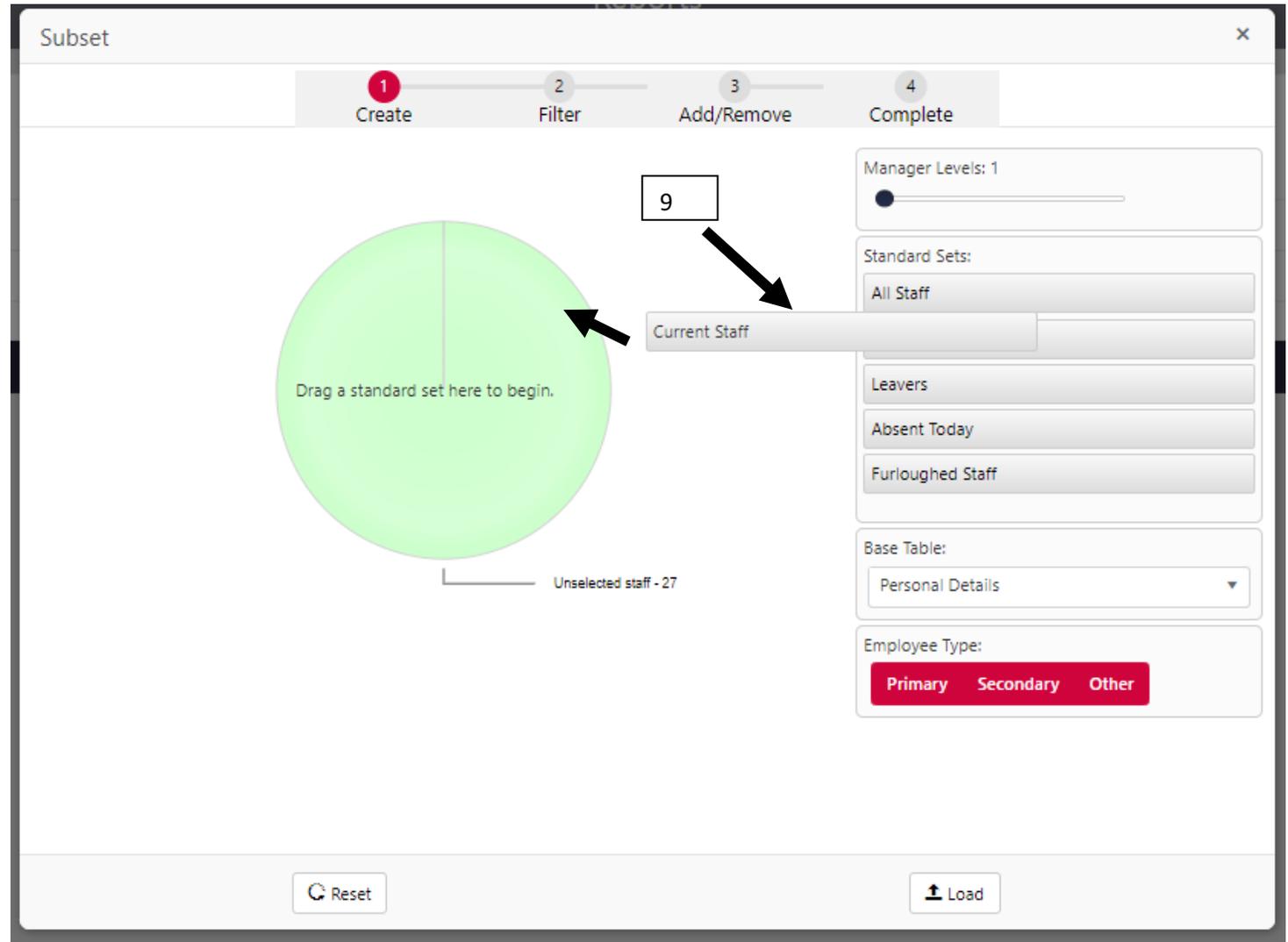
Summary



8. The reports you will use will be based on a subset so a box will open. This is where you will select the group of staff you wish to look at. It will look different to how you would choose a subset in other parts of the system.



9. The subset you will use the most is current staff. To select this option **click** and **drag** **current staff** over to the circle and **drop** it in there.

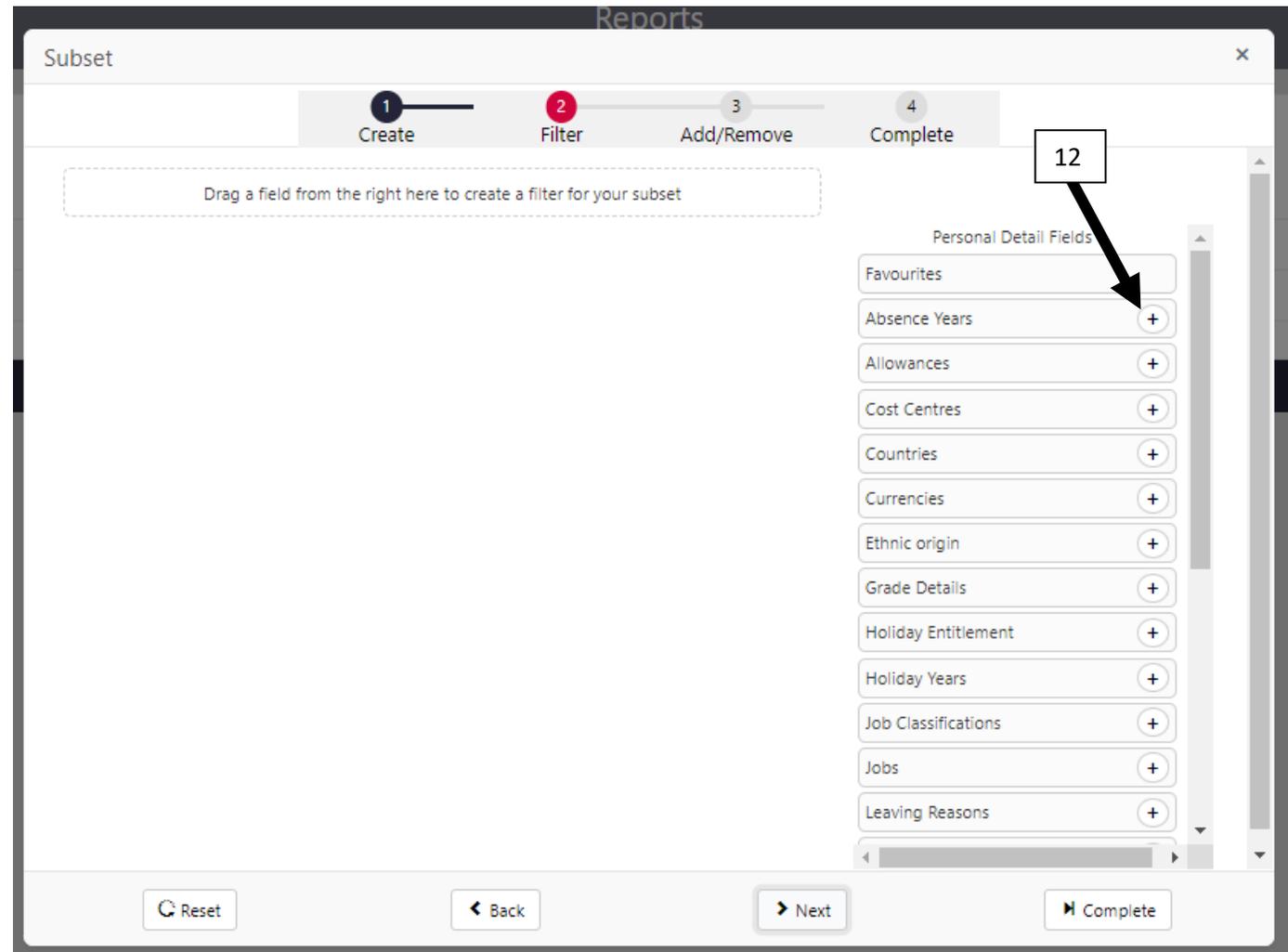


10. If you want to filter the data any further **click next** to go to the filter screen otherwise **click complete**.

The screenshot shows a 'Subset' interface with a progress bar at the top containing four steps: 1 Create, 2 Filter, 3 Add/Remove, and 4 Complete. The 'Create' step is highlighted with a red circle. In the center is a pie chart with a small white slice labeled 'Unselected staff - 1' and a large blue slice labeled 'Current Staff added - 28'. On the right side, there are several filter controls: 'Manager Levels: 1' with a slider, 'Standard Sets' with buttons for 'All Staff', 'Leavers', 'Absent Today', and 'Furloughed Staff', 'Base Table:' with a dropdown menu set to 'Personal Details', and 'Employee Type:' with buttons for 'Primary', 'Secondary', and 'Other'. At the bottom, there are four buttons: 'Reset', 'Load', 'Next', and 'Complete'. A box containing the number '10' has two arrows pointing to the 'Next' and 'Complete' buttons.

11. If you **click next**, the filter page will be on the next screen.

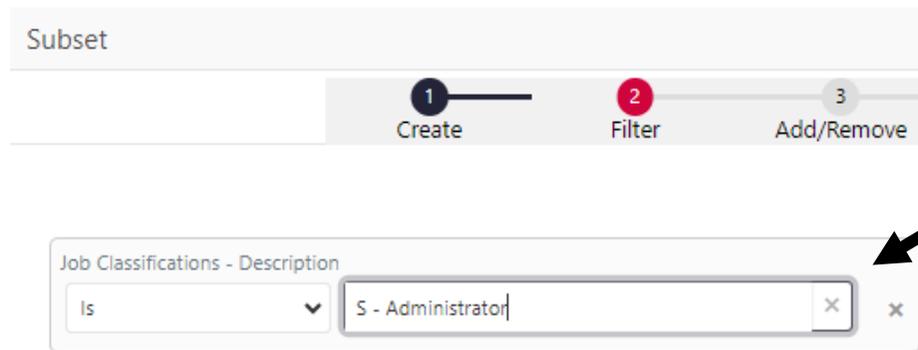
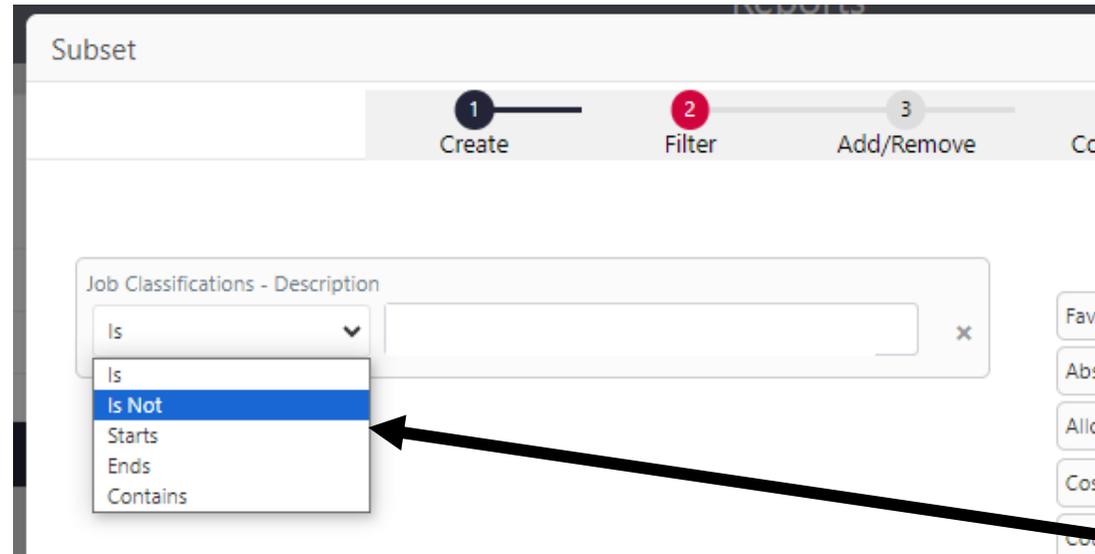
12. Similarly to the subset screen, choose the filter you wish to apply. **Click +** to expand the field lists.



13. **Click** and **drag** the field you want to filter and **drop** it in the box at the top of the screen.

The screenshot displays a user interface for creating filters. At the top, there are four numbered steps: 1. Create, 2. Filter, 3. Add/Remove, and 4. Complete. Below these steps is a dashed box containing the text: "Drag a field from the right here to create a filter for your subset". To the right of this box is a list of "Personal Detail Fields" with a scroll bar. The fields listed are: Favourites, Absence Years (+), Allowances (+), Cost Centres (+), Countries (+), Currencies (+), Ethnic origin (+), Grade Details (+), Holiday Entitlement (+), Holiday Years (+), Job Classifications (-), and Description. A box containing the number "13" is located at the bottom right. Two black arrows indicate the action: one arrow points from the "Description" field in the list to the dashed box, and another arrow points from the "13" box to the "Description" field.

14. Two criteria boxes will open up for you to select what you wish to filter.



14

15. You can filter on more than one field from the right hand menu by repeating step 13.

16. There are two options for filtering multiple criteria: And and OR.

17. If you want the filter to be criteria 'a' AND criteria 'b' then when dragging the field over, drop it on top of the one that is already there.

The screenshot shows a filter interface with a dashed border. At the top, it says "OR". Below that, there are two filter criteria: "Job Classifications - Description" with a dropdown menu set to "Is" and a text input field containing "S - Administrator". A box labeled "16" has an arrow pointing to this filter. To the right, there is a "Favourites" menu with a "+ Add to Favourites" button and a list of categories: "Description", "Jobs", "Leaving Reasons", "Locations", "National Insurance Codes", "Pay Basis", and "Personal Details", each with a "+" button.

The screenshot shows a filter interface with three tabs: "Create", "Filter", and "Add/Remove". The "Filter" tab is active. It displays two filter criteria stacked vertically, separated by "AND". The top criterion is "Subject or Unit - Subject or Unit" with a dropdown menu set to "Is" and a text input field containing "Personnel". The bottom criterion is "Job Classifications - Description" with a dropdown menu set to "Is" and a text input field containing "S - Administrator". A box labeled "17" has an arrow pointing to the top criterion.

18. If you want the filter to be criteria 'a' OR criteria 'b' then when dragging the field over, drop it above the one that is already there.

19. **Click Next** to go to the screen with the list of selected staff

The screenshot is divided into two horizontal sections. The top section, labeled '18' in a small box at the top right, shows a filter configuration area. It contains two filter boxes, each titled 'Job Classifications - Description'. The first box has a dropdown menu set to 'Is' and a text input field containing 'S - Management'. The second box also has a dropdown menu set to 'Is' and a text input field containing 'S - Administrator'. Between these two boxes is the word 'OR'. A large black arrow points from the top right towards the 'OR' text. To the right of the filter boxes is a vertical list of filter categories: 'Holiday Entitlement', 'Holiday Years', 'Job Classifications', 'Description', 'Jobs', 'Leaving Reasons', and 'Locations'. Each category has a plus or minus sign. The bottom section, labeled '19' in a small box at the bottom right, shows a navigation bar with four buttons: 'Reset', 'Back', 'Next', and 'Complete'. The 'Next' button is circled in red, and a black arrow points from the bottom right towards it.

20. The selected subset shows in the box on the right. If any staff remain that did not meet the filter criteria, then they would show in the box on the left

The screenshot shows a 'Subset' management interface with the following components:

- Navigation Bar:** Includes buttons for 'Create', 'Filter', 'Add/Remove', and 'Complete'. The 'Add/Remove' button is highlighted with a red circle and labeled '3'. A box with the number '20' and an arrow points to this button.
- Search Options:** Includes dropdowns for 'All' and 'Is', a search input field, and a search icon.
- Selection Status:** Shows '0 Unselected' and '26 Selected'.
- Staff Lists:** Two columns of staff members with headers 'Name', 'Job Title', and 'Subject or Unit'. The right column is selected and contains 20 items.
- Page Controls:** Includes pagination controls for '0' and '20 items per page' on the left, and '1' and '20 items per page' on the right. Buttons for 'Add', 'Remove', 'Reset', 'Back', 'Next', and 'Complete' are also present.

Name	Job Title	Subject or Unit
Elizabeth Alford	TRAINING RECORD	Personnel
Joe Bloggs	TRAINING RECORD	Personnel
Jack Bloomer	TRAINING RECORD	Personnel
Agustin Braun	TRAINING RECORD	Personnel
Laurie Casa	TRAINING RECORD	Personnel
Rachel Celestine	TRAINING RECORD	Personnel

21. If there is anyone you would like to remove from your subset, **click** on the **toggle** next to the name, it will turn green. **Click remove** to move that name to the box on the left.

The screenshot shows a 'Reports' interface with a 'Subset' window. At the top, there are four steps: 1 Create, 2 Filter, 3 Add/Remove, and 4 Complete. Below this is a search bar with 'All' and 'Is' dropdowns and a search input field. The interface is split into two columns: '0 Unselected' on the left and '27 Selected' on the right. Both columns have a table with headers 'Name', 'Job Title', and 'Subject or Unit'. In the '27 Selected' column, the row for 'Agustin Braun' has a green toggle switch. A box labeled '19' has an arrow pointing to this toggle and another arrow pointing to the 'Remove' button at the bottom of the right column. The 'Remove' button is circled in red. At the bottom of the interface are buttons for 'Reset', 'Back', 'Next', and 'Complete'.

Name	Job Title	Subject or Unit
Elizabeth Alford	TRAINING RECORD	Personnel
Joe Bloggs	TRAINING RECORD	Personnel
Agustin Braun	TRAINING RECORD	Personnel
Laurie Casa	TRAINING RECORD	Personnel
Rachel Celestine	TRAINING RECORD	Personnel
Elias Donovan	TRAINING RECORD	Personnel

22. Use the same process for moving names from the left hand box into the right. Instead of clicking remove, **click Add**.

The screenshot shows a 'Subset' window with a progress bar at the top indicating four steps: 1. Create, 2. Filter, 3. Add/Remove, and 4. Complete. Below the progress bar are search options: 'All', 'Is', and a search input field. The main area is divided into two columns. The left column is labeled '1 Unselected' and contains one row with a toggle switch, a name 'Agustin Braun', job title 'TRAINING RECORD', and subject 'Personnel'. The right column is labeled '26 Selected' and contains six rows with toggle switches, names, job titles, and subjects. At the bottom of the left column, there is a pagination control showing '20 items per page' and a green 'Add >' button circled in red. A box with the number '22' and an arrow points to this button. At the bottom of the right column, there is a red 'Remove' button. The footer contains 'Reset', 'Back', 'Next', and 'Complete' buttons.

Name	Job Title	Subject or Unit
Agustin Braun	TRAINING RECORD	Personnel
Elizabeth Alford	TRAINING RECORD	Personnel
Joe Bloggs	TRAINING RECORD	Personnel
Jack Bloomer	TRAINING RECORD	Personnel
Laurie Casa	TRAINING RECORD	Personnel
Rachel Celestine	TRAINING RECORD	Personnel
Elias Donovan	TRAINING RECORD	Personnel

23. You can also search the list(s) further if you want to look for a specific person by using the search options at the top of the screen.

The screenshot displays a software interface titled "Subset". At the top, there are three buttons: "Create" (labeled 1), "Filter" (labeled 2), and "Add/Remove" (labeled 3). Below these buttons, there are search options. On the left, a dropdown menu is set to "All". In the center, another dropdown menu is set to "Is", and it is currently open, showing a list of options: "Is", "Is Not", "Starts", "Ends", and "Contains". To the right of this menu is a search input field with a magnifying glass icon. Below the search options, there are two columns of data. The left column is labeled "0 Unselected" and has a header with "Name" and "Job Title". The right column is labeled "26 Selected" and has a header with "Name". A person's profile is visible in the right column, with the name "Elizabeth Alford". Two black arrows originate from a small box labeled "23" on the right side of the image. One arrow points to the search input field, and the other points to the "Is" dropdown menu.

24. The next screen summarises your subset and filters applied. **Click finish.**

Reports

Subset

1 Create 2 Filter 3 Add/Remove 4 Complete

Sets selected: Current Staff  
Manager Levels: 1  
Employee Type: Primary Secondary Other  
Filter Type: Personal Details  
Filtering: 0 Filters  
People Added: 0 People Added  
People Removed: 0 People Removed

Unselected people = 0  
Selected people = 26

24

Reset Back Save Finish

25. When a report is based on a date range, an additional screen will pop up. Enter the required date range.

The screenshot shows a 'Filter' dialog box with a close button (X) in the top right corner. Below the title bar, there are three tabs: 'Filter', 'Save New Filter', and 'Saved Filters'. The main section is titled 'Absence Reasons' and contains the following fields:

- From Date:** A date input field containing '10/30/2022' and a calendar icon, followed by an 'Offset' button.
- To Date:** A date input field containing '10/30/2023' and a calendar icon, followed by an 'Offset' button.
- Absence Code:** A dropdown menu.
- Absence Reason:** A dropdown menu.
- Notes Containing:** A text input field.

At the bottom of the dialog is a dark blue button with a white checkmark and the text 'Continue'. Two black arrows originate from a small white box containing the number '25' on the right side of the dialog. One arrow points to the 'Offset' button next to the 'From Date' field, and the other points to the 'Offset' button next to the 'To Date' field.

26. Select any additional filters from the drop down lists. Click **continue** and your report will download.

The screenshot shows a web application interface for filtering absence reports. A dropdown menu is open, displaying a list of absence reasons. The 'Continue' button is circled in red, and a page number '26' is visible in the bottom right corner.

**ts**

**Filter**

Filter S

**Absence Re**

From Date

To Date

Absence Code

Absence Reason

Notes Containing

Accident at work - absent

Adoption Leave

Attending Conference

Career Break

Caring Leave

Compassionate Leave

Coronavirus - quarantine after travel

Coronavirus - time off for dependents

Coronavirus - working from home (dependents)

Coronavirus - working from home (GOVT guidelines)

Coronavirus - working from home (medical)

Coronavirus - working from home (pregnancy)

Coronavirus - working from home (self isolating)

Doctors Fit Note - Adjustments

Erasmus Trip

Field Work

Furlough

Global Hope

Holiday

26

✓ Continue

## Further or Useful Information

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### Sickness Absence

All individuals are asked to complete self-cert forms for absences less than 7 calendar days and doctor's certificates are required for an absence of more than 7 calendar days. It is important that you chase these up with the individual. Reports can help you track this. Once this information has been entered on CIPHR, please ensure the documentation is uploaded to the CIPHR system, if you are in possession of the original this should be given back to the individual.

- Despite the fact that with certain absences, there may be a need to collect and record different data, within one absence period there should be only one record or line of absence. For example, if an absence is initially recorded as Sickness Self-Certified, and it then continues for a longer period, the Absence code should be changed to reflect this ie Sickness Doctor Certified, and amend the Certificate To date for each new sick note, while leaving the absence end date blank until the person has returned. At the same time, keep a record of each Doctor's Certificate, including start and end dates in the Notes section to keep track of the information, ie

Dr Cert - 19/01/23, signed off until 25/01/2023

Dr Cert - 25/01/23, signed off until 31/01/2023

Dr Cert - 31/01/23, signed off until 13/02/2023

Dr Cert - 13/02/23, signed off until 27/02/2023

- If you have not yet received the self-certificate or doctor's note and do not know what the sickness reason is, you can still enter the absence as Unauthorised Absence and the dates of absence in CIPHR **but it is important that this documentation is obtained and CIPHR is updated for auditing purposes.**

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### Manager Guidance

#### MONITORING SICKNESS ABSENCE

In order to successfully manage absence it is important that it is monitored regularly. Liverpool Hope University is committed to managing attendance and your role in recording and monitoring absence will be key to this. This will ensure that appropriate action can be taken to support

employees and manage attendance. In order to monitor absence, you should be aware of the following information;

- **One to Seven calendar days** – staff should call their line manager or nominated contact each day they are absent, within 30 minutes of their usual start time. When they return to work, they should complete a Sickness Absence Self-Cert Form (available from Personnel Intranet Site). This should be signed by the individual and their line manager during the Return to Work interview.
- **Eight or more calendar days** – staff must obtain a signed doctor's certificate to cover the absence and forward it to the line manager as soon as possible
- The **WHOLE** period of sickness absence must be covered by a self-certificate, doctor's note or a combination of both.
- Action under the University's **Sickness and Absence Monitoring Policy** (attached) is triggered when an individual has either 3 periods of absence in a rolling 12 months or if they have a period of absence that is 10 consecutive days or more.

When monitoring the absence it is important that you consider the following issues *especially*;

- **Stress related absence** - If you receive notification that a colleague is absent with a stress related illness it is important that you inform the relevant HR Manager immediately.
- **Bereavement** – If you receive notification that an employee is absent due to bereavement please contact the relevant HR Manager immediately. The University offers a counselling service to support those who have lost someone close and this will allow us to send them the relevant information quickly.
- **Accidents at work** - If you receive notification that a colleague is absent due to an accident at work, it is important that you inform the relevant HR Manager at the earliest opportunity. Personnel will liaise with the Health and Safety Assistant who will ensure that the accidents report form is completed, the cause of the accident is investigated and where necessary the information is passed to the relevant authority. It is important that in the event of an accident which results in an absence from work the Health and Safety Assistant is informed within 24 hours of the accident occurring.
- **Sick pay entitlement** – If a colleague is off for a long term period ie more than 10 days, it is important that Personnel are informed as this may affect their entitlement to sick pay. For example, new staff are entitled to one month's full pay, and after four months service, an additional two months half pay or the statutory entitlement to sick pay, whichever is the greater.
- **Unauthorised absence** – All sickness absence must be covered by either a self certificate if the period of absence is 7 days or less or a doctor's certificate if the period of absence exceeds 7 days. If these are not returned to Personnel within a 1 week period, then the absence may be deemed as unauthorised and pay may be deducted.
- **Time off for Dependents (TO)** – does not include the right to pay and should normally be treated as unpaid leave. If someone has taken TO you should inform the relevant HR Manager immediately as this may affect the colleague's pay.

# Absence Reports

To run a report, see instructions above. If it offers you a subset, you can choose either some or all of your staff.

Some reports will then offer you further alternatives ie dates of absence or types of absence which you can choose or leave blank to show all records.

## Reasons for Absence

You can run this report to show a particular type of absence ie holidays, or all types of absence (leave the field blank) within a chosen period of time for one or all of your staff.

## Sickness - With Notes

This report is similar but just deals with those codes related to sickness. You can still choose dates and who you want to see on the report. When you run this report, it brings out all the sickness absence records over the past month that do not have a reason attached. It is important to collect this information for monitoring and audit purposes

## Holiday Entitlement check - Current Year

This shows staff's holiday entitlements, how many holidays were brought forward from the previous year, how many have been taken and how many are left to take. Holidays will be shown in either days for Full Time staff, or Hours for Part Time staff.

## Absence Reasons by Group

This is a useful report to run when entering sickness absence. It shows all the Sickness Absence Reasons that are currently in the system, by Group. When entering sickness absence, check the reason against this report to find an appropriate code. If you cannot find the appropriate reason in the report, contact [hopeciphr@hope.ac.uk](mailto:hopeciphr@hope.ac.uk) with the new absence reason and it will be added to the system.

## Toil Taken to Date

This will allow managers/administrators to run a report to see what toil has logged and what toil has been taken.

## Absence Codes Reference List

A list of all the valid absence codes that should be used.

## Email Addresses

The email addresses for the staff in your area that you have access to.

# Absence Statistics

Personnel produce absence reports for managers on a monthly basis to monitor sickness absence. These reports allow managers to track the number of absences occurring within a rolling 12 month period and to identify whether there are any patterns in departmental or individual absence. These reports are sent to managers on or around the 20<sup>th</sup> of each month.

Quarterly absence statistics are also produced for Senior Management Team on the absence levels within each department and for the University as a whole, and these will continue to be produced by Personnel.

Reports are run on the 15<sup>th</sup> of every Month for the previous whole month, so it is important that details are kept up to date regularly. This includes chasing for outstanding Self Cert Forms and Doctor's Notes. In particular, Sickness Reasons must be entered and a *No-absence Reasons* report is available to run when required.

# Work Patterns

- **Full Time Standard Patterns** – all full-time staff are on standard full time work patterns of 35 hours. Holidays are recorded in **Days** for these staff unless there is another reason to record these as hours, such as they work condensed hours.
- **Part Time - Regular Patterns** – these staff must have patterns entered into CIPHR and their absence should automatically calculate when they are in or not, ie hours/days. If you are aware that work patterns have changed, or are going to change for your staff, please contact Personnel with the new working times and we will amend the system. Holidays are typically recorded in **Hours** for these staff.
- **Part Time - Irregular Patterns** – as these staff are by definition on irregular work patterns, we cannot enter exact patterns on to CIPHR to automatically calculate absence. A pattern must be agreed to put onto the system which most closely aligns with their hours. This option should only affect a minimal number of staff. Holidays are recorded in **Hours** for these staff.

# Holiday Entitlements

- **Summary Totals Table** – this can be found on the right-hand side of the Time Off page and shows the holiday entitlement for the individual, and as the person takes their holiday, these totals update themselves.
- Holidays are recorded in **Days** for full time staff and in **Hours** for part time staff.
- Once a year, in September, the holiday year and holiday entitlements will be updated for the new academic year.
- All holidays for the previous year should be entered into the system before 1 September to allow the totals to update automatically.
- When the system runs, it can carry over any unused holiday entitlements (maximum of 5 days). Additional holidays will only be rolled over where we have a specific instruction to do so from the manager. If we do not have an instruction to roll over unused holiday entitlement for an individual, these holidays will not be rolled over.

# Holiday Entitlement Table Overview



Holiday Entitlement – This can be in hours or days

Holiday BF – Holiday Brought Forward – Maximum is equivalent of 5 days however, please consult the guidance on this

Manual Adjustment – This is typically PPL.

Holiday Taken – This is how much holiday has been taken to date.

Holiday Booked – This is holidays which have not yet been taken

Holiday Unverified – This is holidays waiting for verification – this will be holidays that an individual has put on for themselves

Holiday Left – If how many holidays the individual has left after holiday taken and holiday booked.

TOIL – Only applicable to grade 7 and below Professional Services staff. This will only appear if the individual has TOIL as a line of history.

Users should only use TOIL accrued and TOIL taken. The option TOIL adjustment should not be used.

## Further Information

- **Help Menu** – there is an option to email HR
- **CIPHR Queries** – contact [hopeciphr@hope.ac.uk](mailto:hopeciphr@hope.ac.uk) or 3467.
- **Absence Queries** – contact your HR Manager or Administrator. Details of these are on the Personnel website.

**Sickness Absence Policy** – is available to download from the Personnel website and will provide more specific details of how absence should be managed.

## Appendices

### Appendix 1 – Absence Reasons

Absence Reason	Code	Absence Reason	Code
Accident at work - absent	AW	Paternity Leave	PL
Adoption Leave	AL	Paternity Leave - Extended	PX
Attending Conference	AC	Phased Return	PR
Career Break	CB	Research Leave	RL
Caring Leave	CAL	Shared Parental Leave	SPL
Compassionate Leave	CL	Sickness - Doctor Certified	SD
Doctors Fit Note - Adjustments	DFA	Sickness - Leave During Day	SA
Erasmus Trip	ERAS	Sickness - Self Certified	SC
Field Work	FW	Study Leave / Personal Development	SL
Furlough	FURLOUGH	Time Off for Dependents	TO
Global Hope	GH	TOIL Accrued	TA
Holiday	HO		
Jury Service	J	TOIL Taken	TT
Late	LA	Trade Dispute	TD
Maternity Leave	ML	Trade Union Representative Business	TU
Medical Appointments	MA	Training Course	TC
Parental Leave	PA	Unauthorised Absence	UA
		Unpaid Leave	UL