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# VISION SUPPORT TEAM

# ABSENCE MANAGEMENT & RECORDING PROCEDURES

# USING THE VISION SYSTEM

Updated January 2017

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## Overview

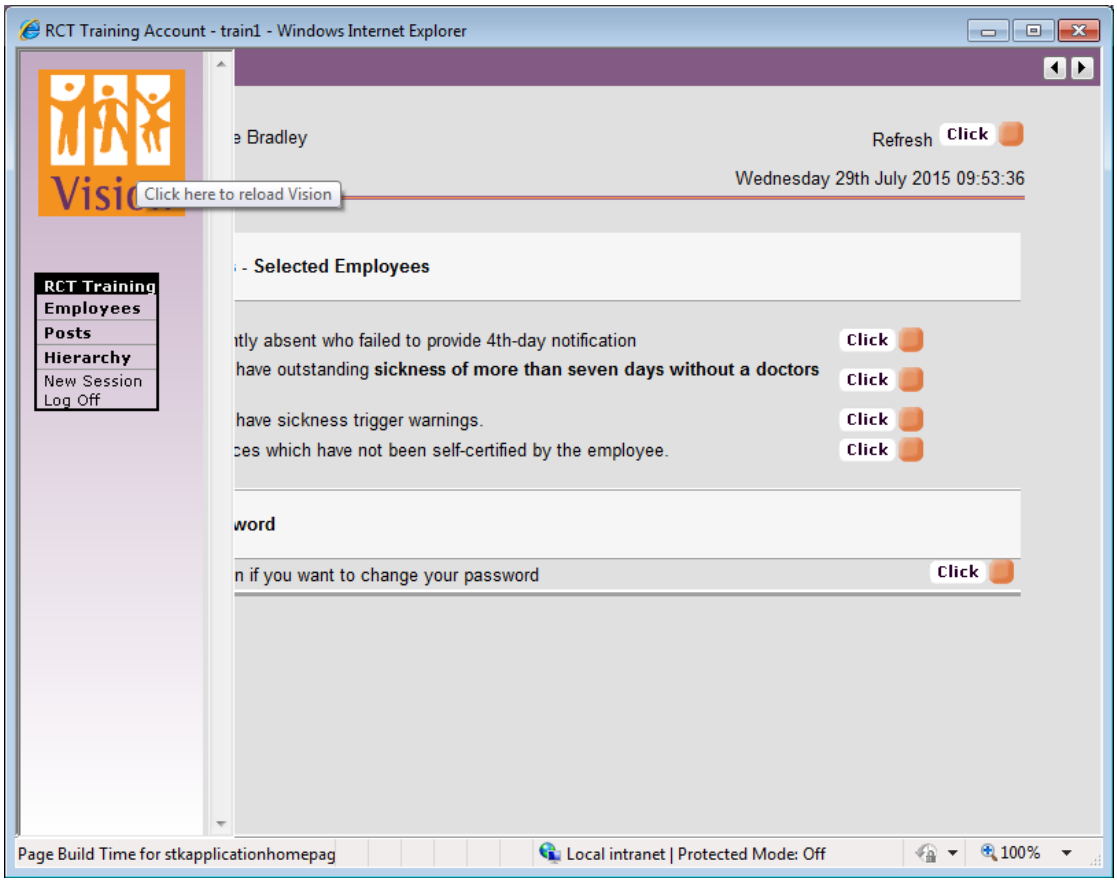
### What is Vision?

Vision is the Council's integrated Human Resources (HR) and Payroll operating system, which has been in use for a number of years. The functionality within the system removed the need for paper-based absence recording and replaced it with a more efficient electronic alternative. Managers have instant access to employee information and the facility to manage and record staff absences, including trigger point information, available on the homepage. Other modules include e-Forms i.e. electronic timesheets which enable the manager to claim casual and overtime hours in order to submit directly to Payroll. Please refer to the separate e-Form manuals should you need any instruction in this area.

Managers are encouraged to log into the system on a regular basis and take appropriate action on any trigger information present on the homepage.

### How to use Vision

Access to the various screens within Vision is governed by the use of a 'floating menu' that appears when you drag your mouse cursor over to the left-hand side of the screen. From this you can access the relevant sections of Vision.



The options available to you from the menu depend on the level of access your post requires to the Vision system and the functions your post is required to perform. All users are also allocated a level of security access that determines what actions a post-holder is able to carry out when they are logged in (e.g. read only, holiday input, sickness input, management etc.).

**For this reason, you should keep your User Identification details secure, and not divulge them to anyone.**

Users can navigate around Vision by following on screen instructions and/or clicking on icons on the screen that have a particular function attached to them (a list of the icons you will see and use, together with a description of their function, is included in Appendix 1).

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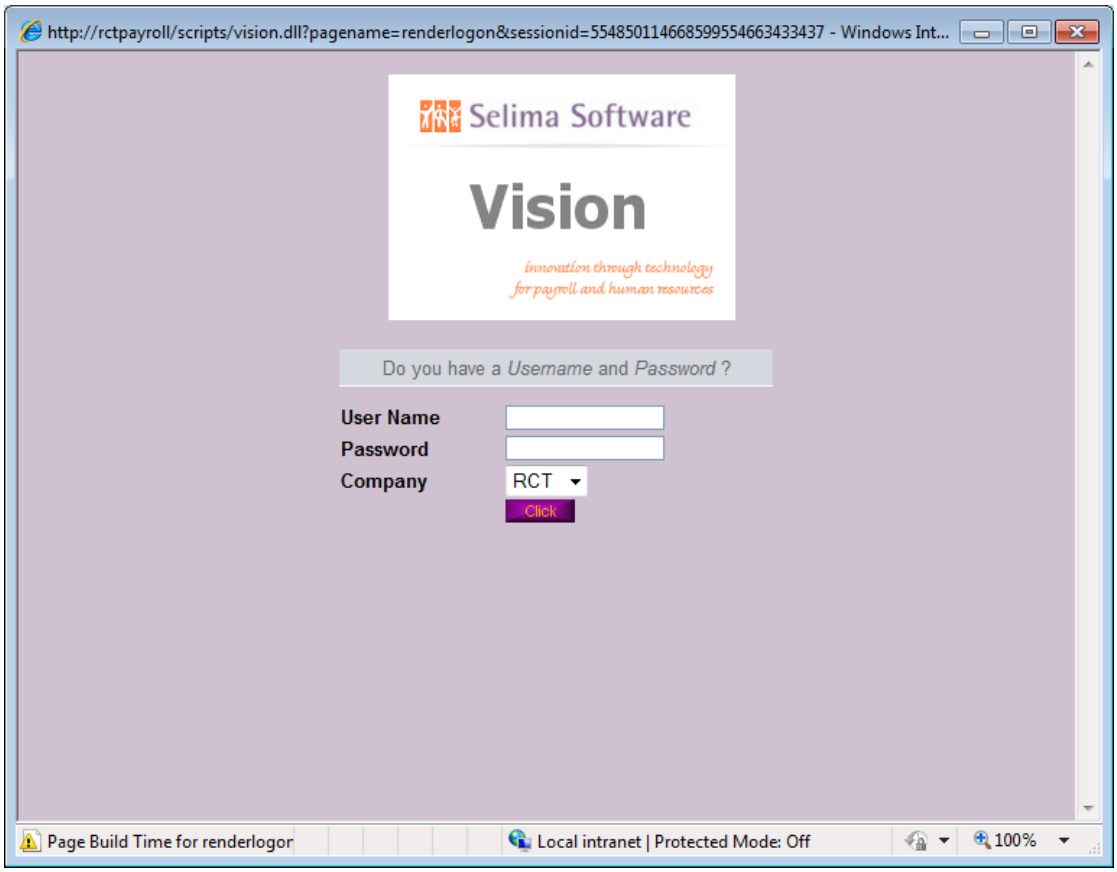
## Logging on to the System

You will have been shown how to access Vision using Internet Explorer. The address is http://rctpayroll/vision and if you click on the link here you will be taken to the log on screen. Or, you can click on the Vision icon on your desktop; details of how to create the icon will have been sent to you following training, if it is not already on your PC.



Enter your username and password in the appropriate fields. These will have been provided to you by the Vision Team and they are case sensitive. Click will take you to your homepage.

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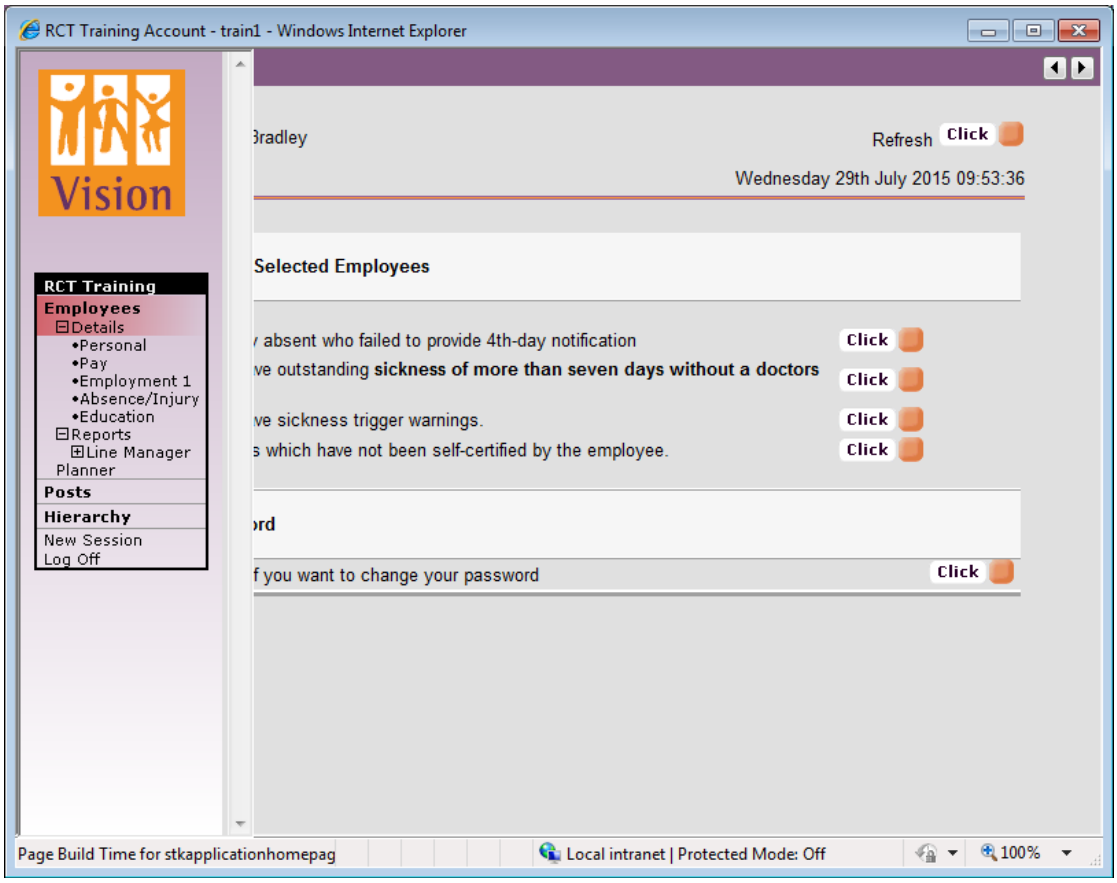
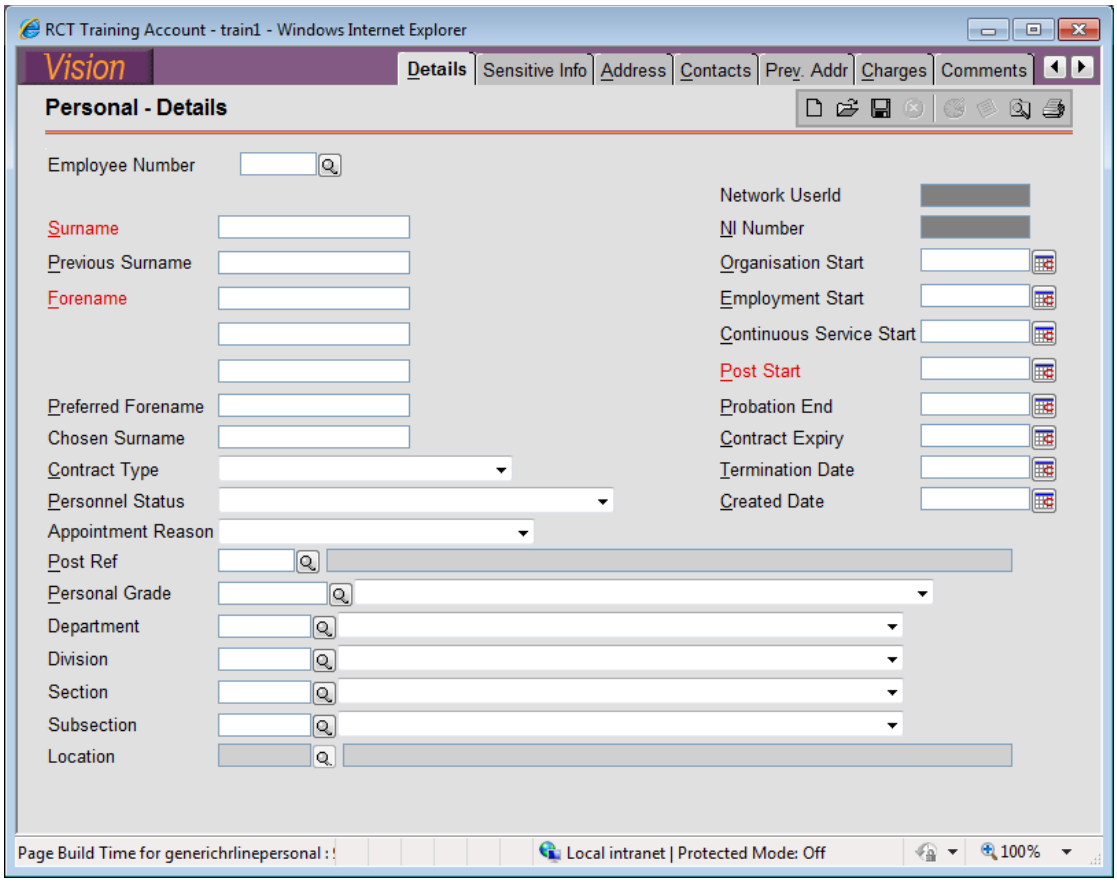
## Absence Screen Overview

Using the menu as described previously, clicking on 'Employees' then 'Details' will list the options available to you.

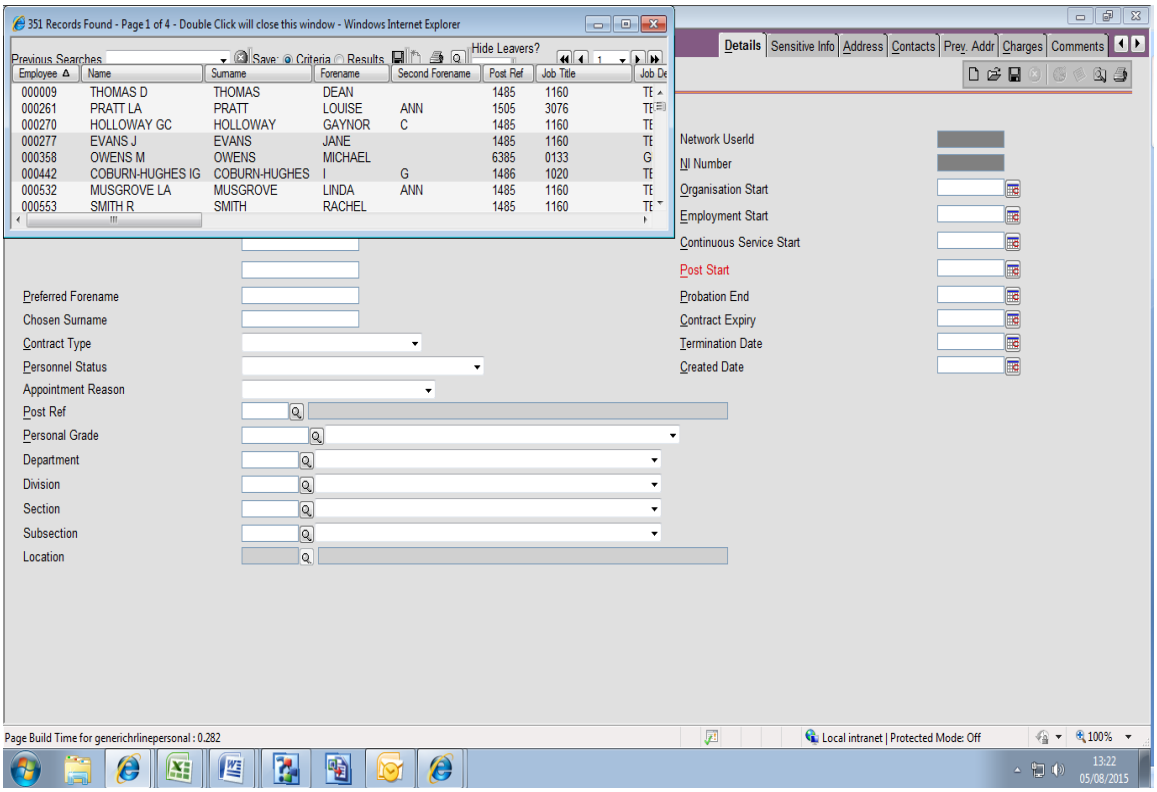



Selecting 'Personal' will take you to the **Personal - Details** screen:

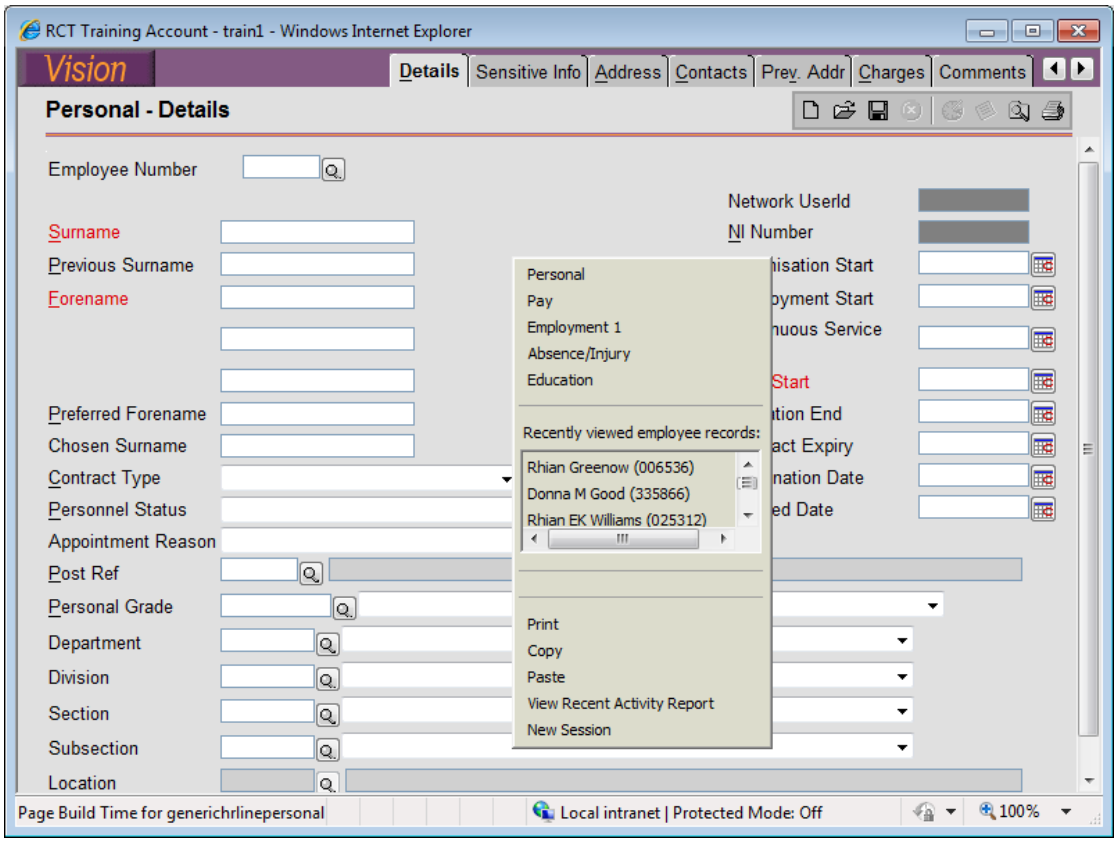


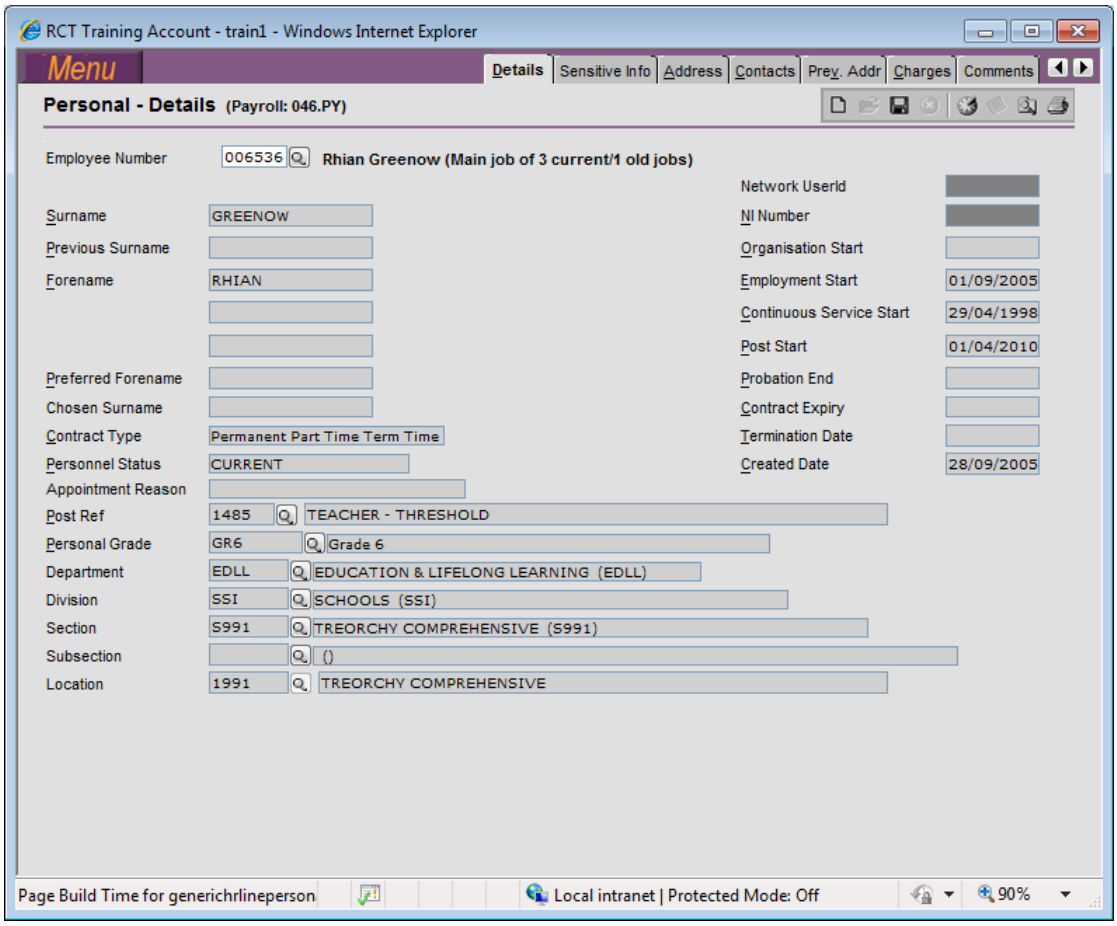

Entering the employee number in the appropriate field and clicking the load/search icon will populate the screen with the details of the employee (Vision security settings will mean that you will only have access to the records of employees for whom you have management responsibility).

Should you not know the employee number, you are able search by entering details you may know about the employee (surname etc) in any of the fields and clicking  . Clicking  without entering any details will load all employees you have access to. Either method will open a new window where you can select the employee you want by clicking on their details (Vision security settings will apply as described above). This will now populate the Personal Details screen.



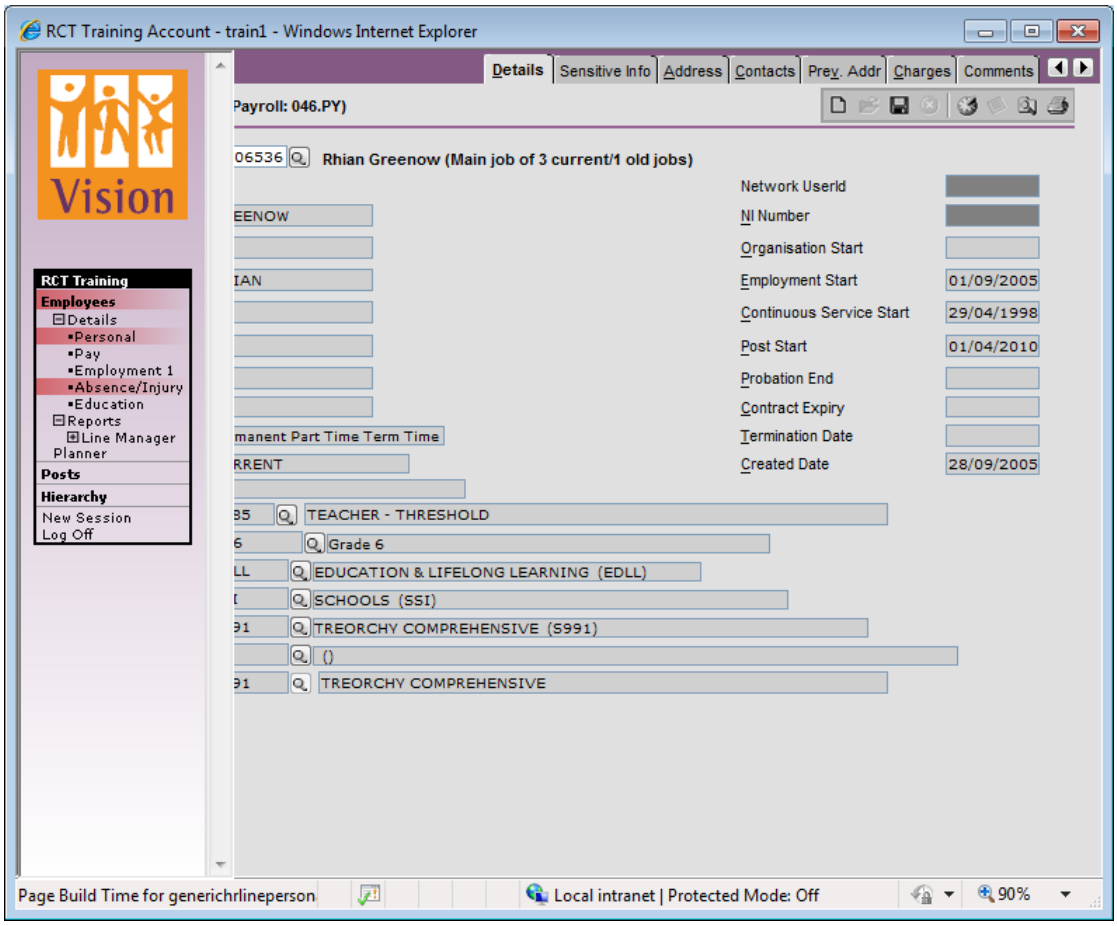

Alternatively, if you have recently entered employees' records on Vision, you can easily re-visit their records, without entering their pay number. Once you are in the **Personal – Details** screen, right-click on your mouse and a window will appear displaying recently viewed employee records. Simply select the appropriate name and you will access their record.



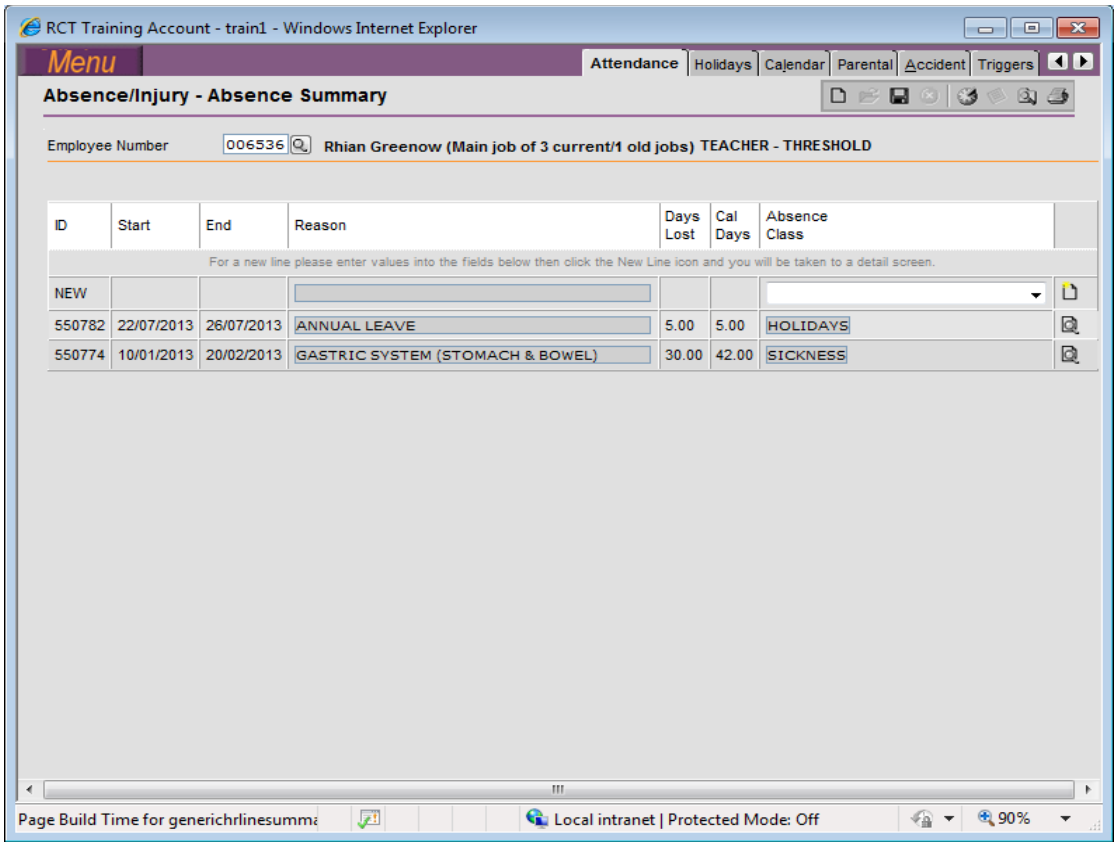




When you have selected an employee, return to the menu on the left hand side of the screen and select ‘Absence/Injury’ or you can go directly to the

Absence/Injury screen from the floating menu and enter the employee number on this screen or perform the search as described previously.




You will then be taken to the **Absence Summary** screen where you are able to view previous absence details for the employee and enter new absence details:




You will notice a series of tabs on the top right hand side of this screen. Selecting the appropriate tab will allow you to enter/view specific absence details :

**Attendance:** This allows you to view/enter absence details.

**Holidays:** This allows you to view annual leave details and set up a new year's entitlement.

**Calendar:** There is no functionality available at present.

**Parental:** For HR use only.

**Accident:** For Health and Safety use only.

**Triggers:** This allows you to view the sickness entries that have contributed to the trigger point and enables you to enter appropriate information in order to resolve the trigger and remove from the homepage.

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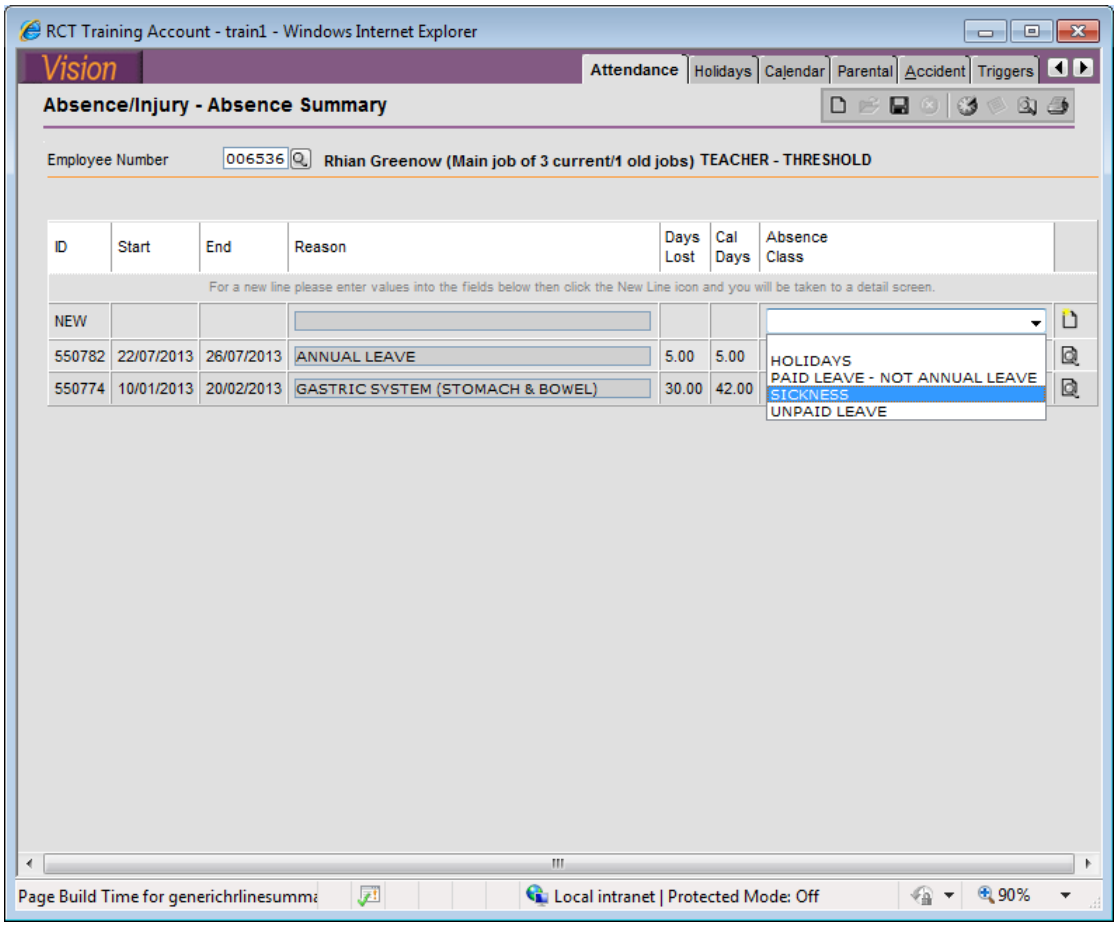
## Entering Sickness Absence Details

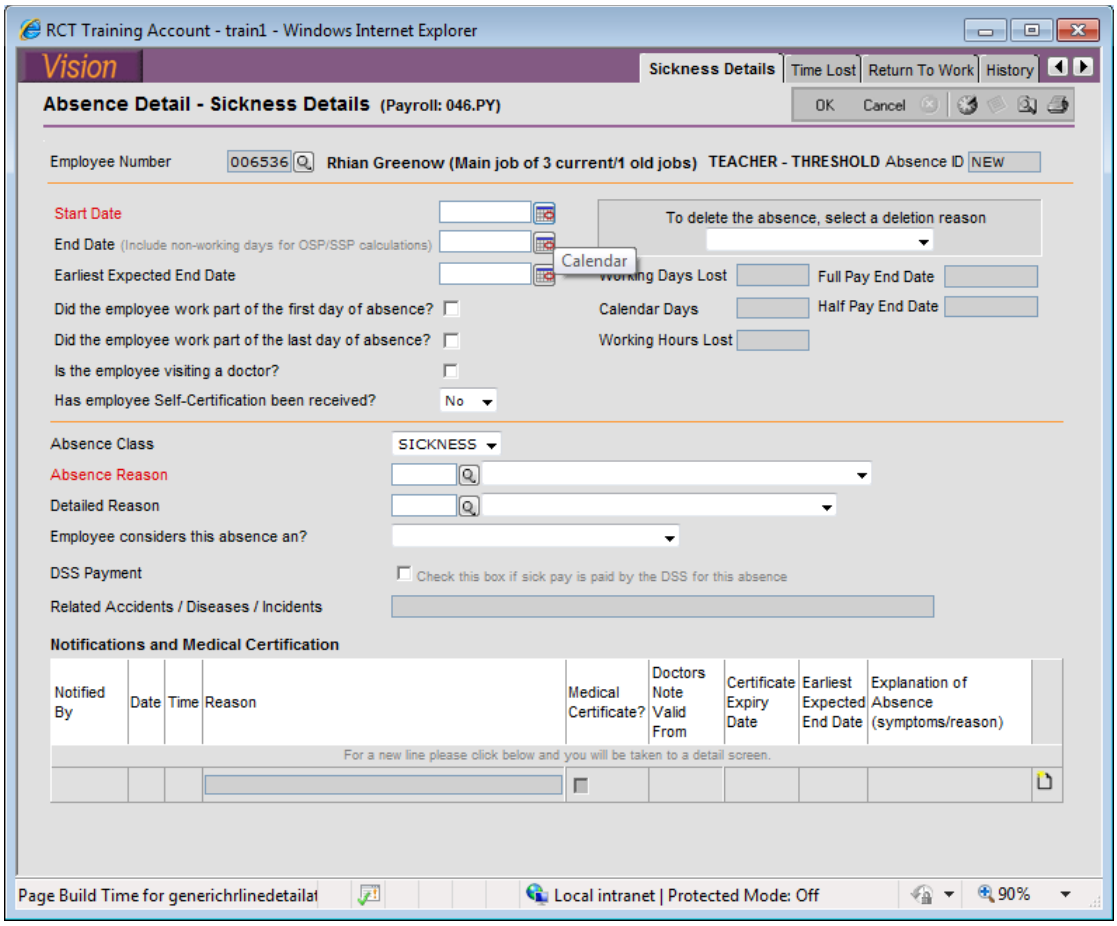
Absence information should be entered in accordance with the Council's **Sickness Absence Policy.** The Policy is available via The Source, but if you do not have access to this, please contact your Human Resources representative and any queries relating to the policy should be discussed with your HR representative.

Staff should follow the notification arrangements set out in the policy for advising their manager of an absence. It is important to ensure that absence details are entered on Vision immediately, following receipt of a telephone call from the member of staff, advising you of their absence. Access the employee's record as described above, and select the 'Absence/Injury' option from the Vision menu. Under the heading 'Absence Class' select 'Sickness' from the drop-down menu:




Then click to the right of the 'Sickness' selection to go to the **Absence Detail – Sickness Details** screen in order to enter details of the new absence:

**Absence Detail – Sickness Details** screen

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## Completing the Absence Detail – Sickness Details Screen

The '**Absence Class**' field has already defaulted to 'Sickness'.

Input the first date of absence in the Start Date field. You can do this by clicking on the calendar icon and selecting the appropriate day or, as a shortcut, enter the letter 't' in the Start Date field and press enter on the keyboard to populate with today's date.

### Additional Information of Sickness

1. If the employee worked part of their first day of absence, tick the box opposite the statement to highlight it.
2. Similarly, if the employee advises you that they have seen/will be seeing their doctor tick the box opposite the statement to highlight it.
3. **If the employee considers their absence to be the result of an accident at work, industrial injury etc., this should be identified by**

**selecting the appropriate reason from the drop down menu. You should also clarify whether this absence is relating to their disability (if applicable) and if so, use this menu to record it.**

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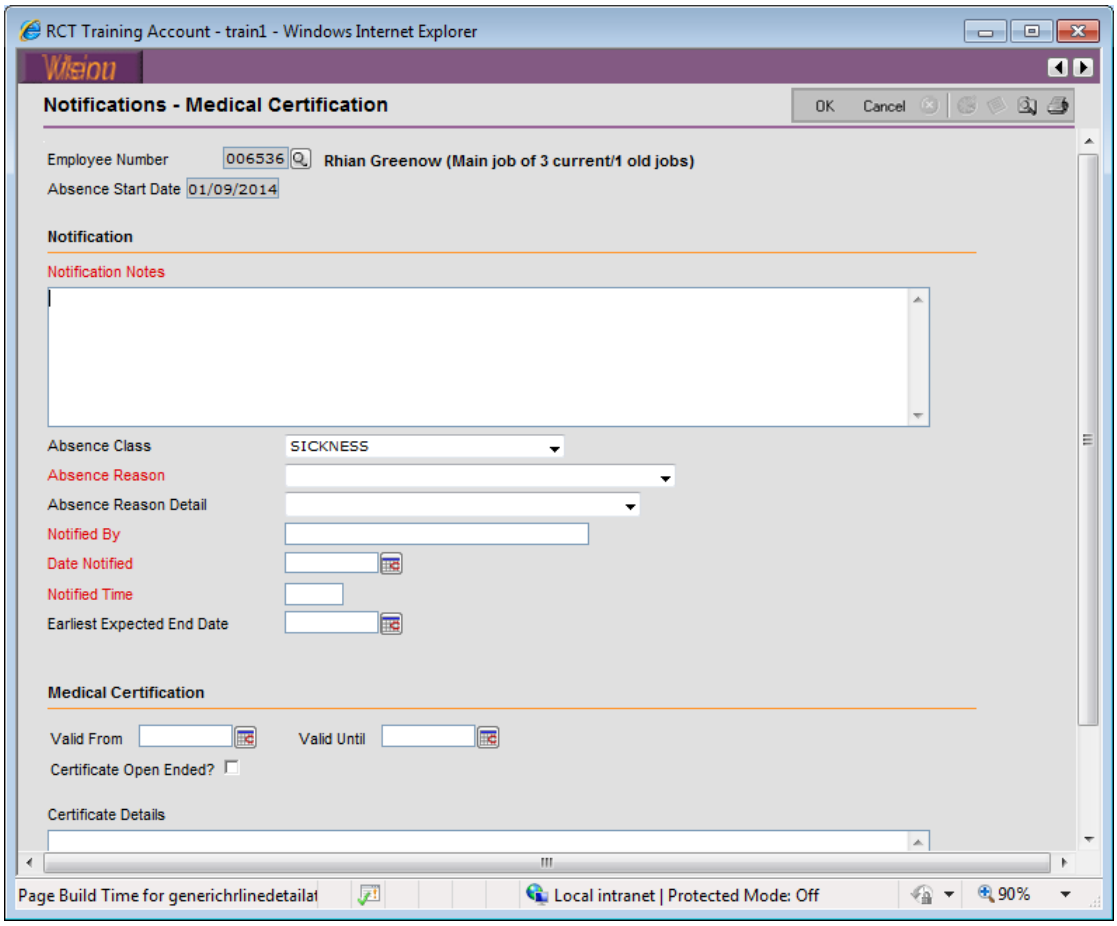
## First Day of Absence

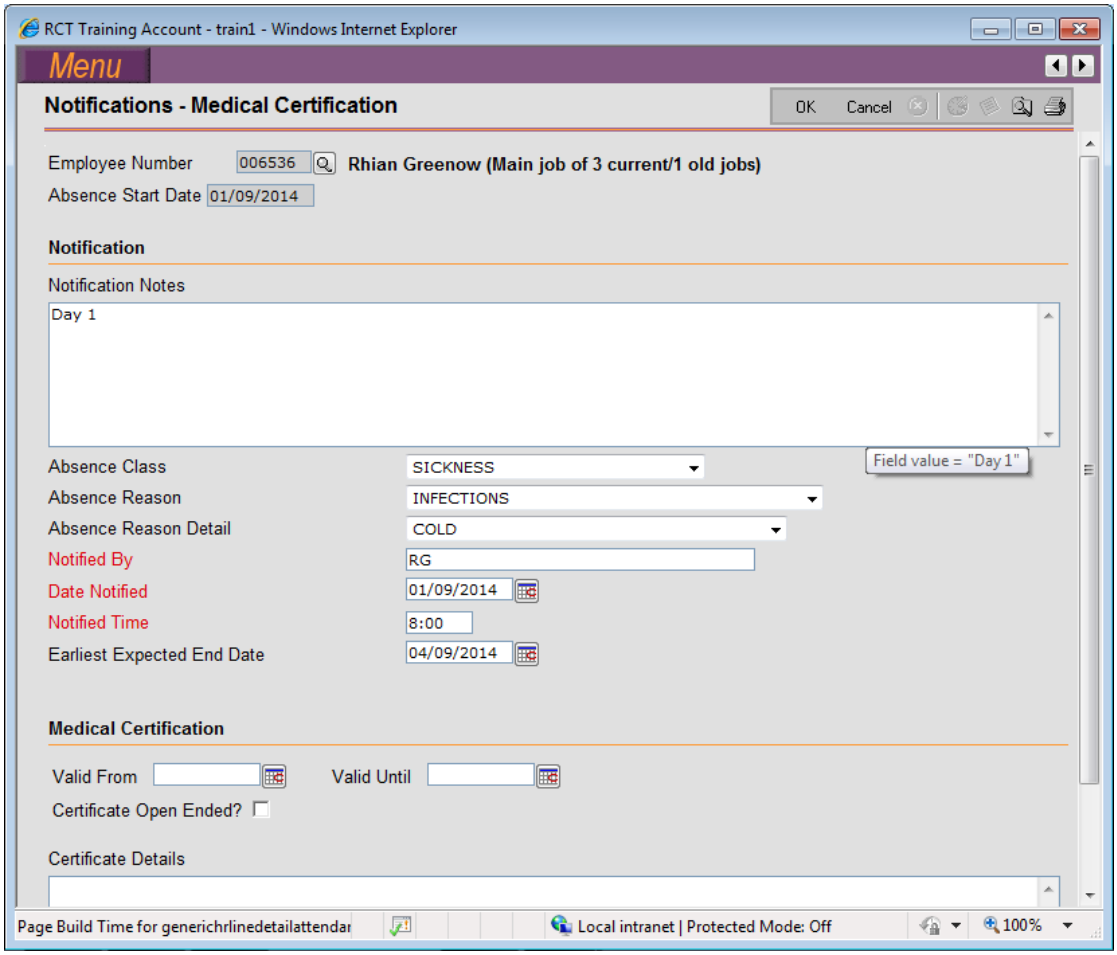
The next step is to record the absence notification details. To begin, go to the bottom right-hand corner of the screen in the '**Notification and Medical Certification**' section. Click . This will take you to a new screen:



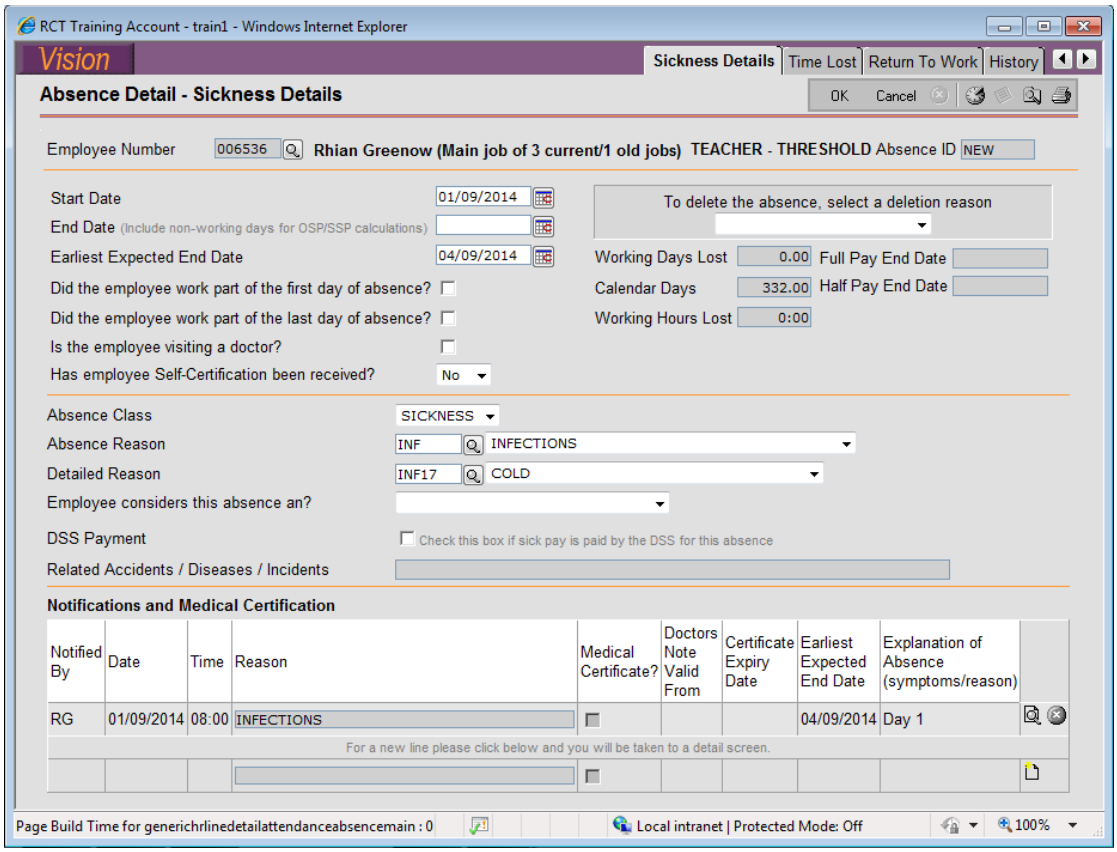

1. Complete the Notification Notes field. This is a mandatory field and must be completed. Typing Day 1 into this field is sufficient, however, you have the option to record other information you feel may be of relevance.
2. Select the reason for absence given by the employee by using the drop down menu opposite the '**Absence Reason Detail'** field (the list is in alphabetical order). If the reason for absence given by the employee is not on the list, please contact the VISION Support Team. Do not select a reason from the Absence Reason drop-down menu: this will populate automatically once you have selected the Absence Reason Detail.
3. When the Absence Reason Detail is selected, you will notice the 'Absence Reason' field above has now been populated (these are

categories of absence reasons that have been identified by Occupational Health and are used for reporting purposes only).

4. Complete the Notified By (initials are sufficient), Date Notified and Notified Time fields. You can use the calendar icon or enter 't' for today's date as described previously.
5. The '**Earliest Expected End Date**' for the absence **MUST** be entered at this stage on the Notifications – Medical Certification screen and the employee should give an indication of this during contact but if this is not known or not given then enter the date of the 4th day (the next day the employee should contact you, if the absence continues, in accordance with the Council's Sickness Absence Procedure).




6. When you are happy that the screen is complete, click OK in the top right hand corner of the screen. You will then return to the '**Absence Detail**' screen, where all relevant fields have now been populated.




When the information relating to the absence is complete, you **MUST** complete the '**Time Lost**' screen by selecting the Time Lost tab in the top right hand corner of the screen.

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## Completing the Time Lost Screen

This screen is used to input the hours/days lost by an employee during their expected absence. The content of this screen will vary depending on the method used to pay the employee. Employees are classed as either **Negative** or **Positive** for pay purposes:

**Negative Employees**: These are employees who have contractual hours held on the system. The contractual hours worked each day needs to be entered in hours and minutes e.g. three and a quarter hours must be entered as 3:15.

**Positive Employees**: These are casual employees who have zero hours held on the system. The start and finish times for each day of absence needs to be completed, as long as they were scheduled to work, and the timesheets must be passed to payroll in the usual manner.

**** The VISION system has a Negative/Positive indicator on all employees so the appropriate 'Time Lost' screen will appear automatically ****

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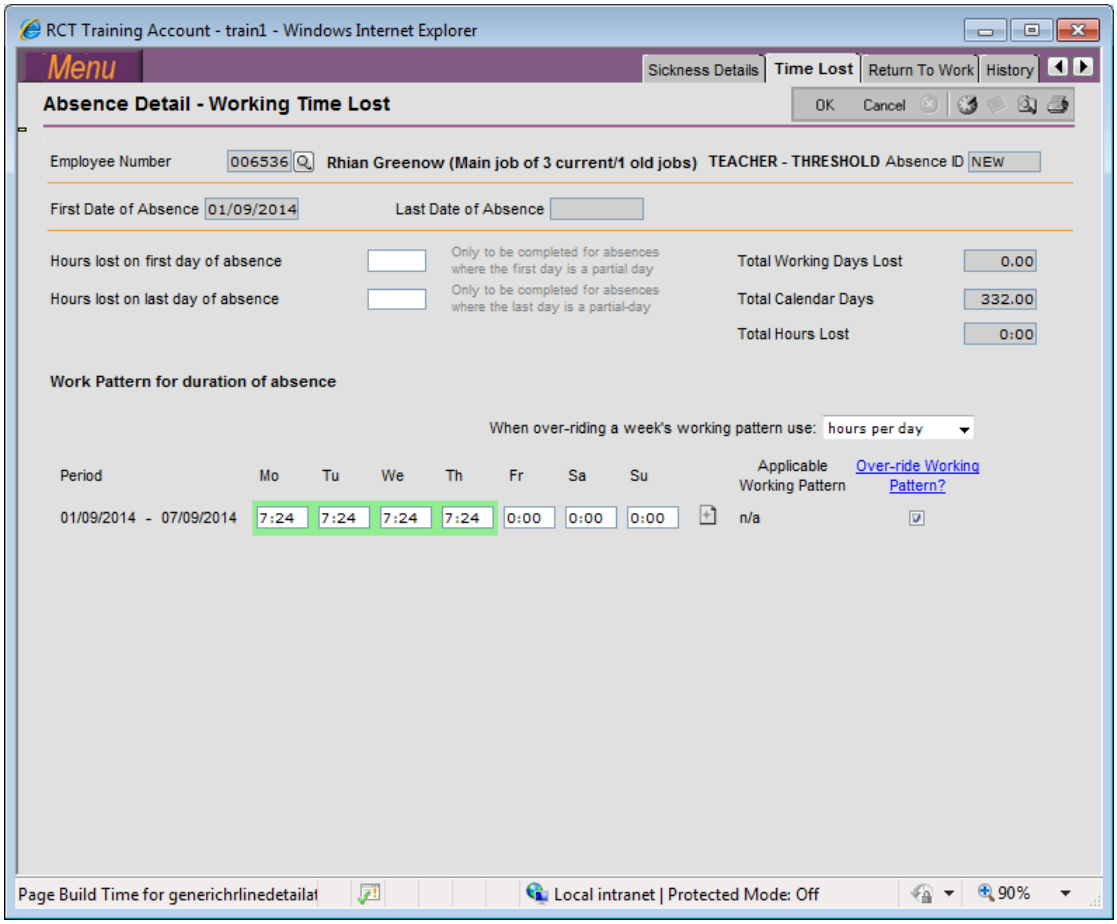
## For Negative Employees

**Only** complete the 'Hours lost on first day of absence' and 'Hours lost on last day of absence' fields if an employee went home ill during their working day i.e. if you have ticked that they have worked part of the first/last day of absence. In this field record the **actual** hours the employee lost because of sickness on that day.

Complete the employee's working pattern with the number of hours worked per day (only complete the relevant days highlighted in green which is dictated by the '**Earliest Expected End Date**' entered earlier). Should a bank holiday fall during this period, you should treat it as a normal working day. If the employee worked part of the first or last date of their absence record the **normal** hours they would have worked on that day in this field. Only enter hours on the days that they would have worked had they not been absent due to sickness. Leave the other days populated with zeros.

If the absence runs over a week, the working pattern for a full week can be copied using the icon. Click on this icon and, keeping the button clicked down, drag the cursor over the subsequent crosses below until all weeks have been covered. Let go of the button and the boxes should have been populated automatically.




Once complete click OK to return to the 'Sickness Details' tab on the main '**Absence Detail**' screen.

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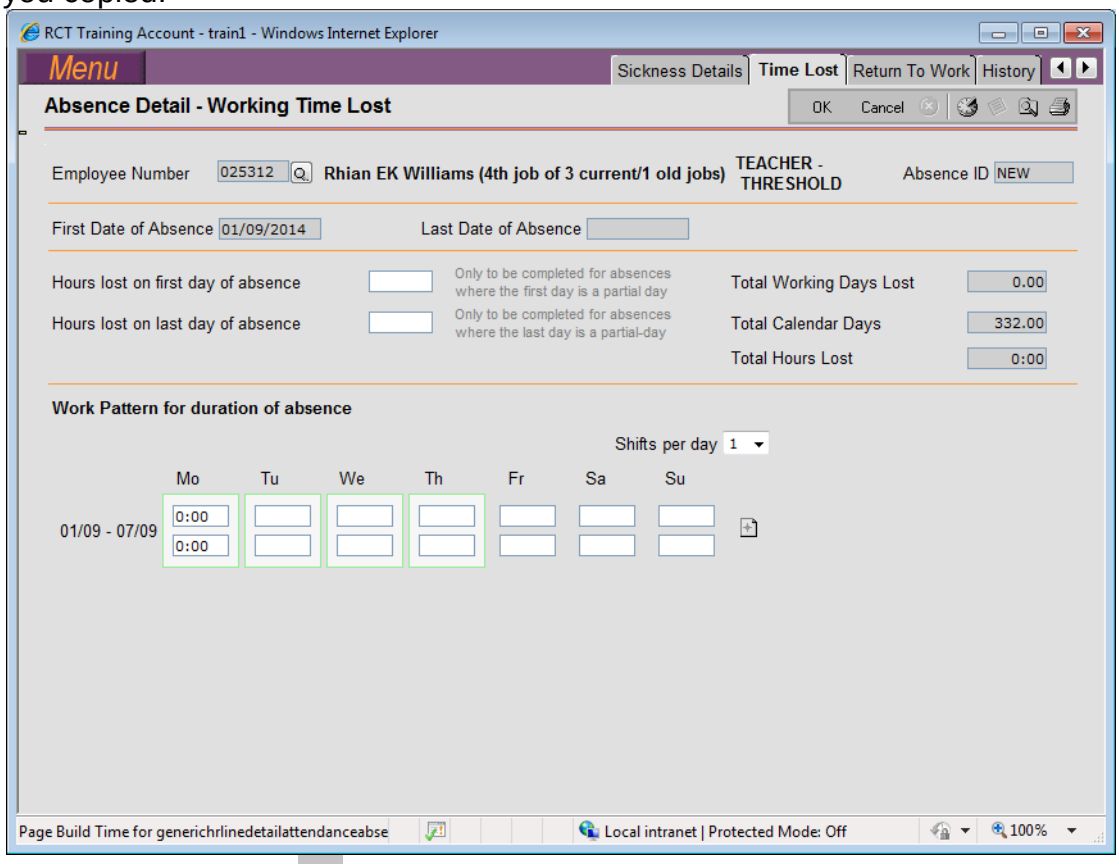
**For Positive Employees**

**Only** complete the 'Hours lost on first day of absence' and 'Hours lost on last day of absence' fields if an employee worked part of those days. In this field record the **actual** hours the employee lost because of sickness on that day.

Complete the employee's working pattern with the start time and finish time of each shift(s) worked per day using 24 hour clock times (only complete the relevant days highlighted in green which is dictated by the '**Earliest Expected End Date**' entered earlier). Should a bank holiday fall during this period, you should treat it as a normal working day. You have the option to select 1 or 2 shifts per day depending on the employee's working pattern. If the employee worked part of the first or last date of their absence record the **normal** hours they would have worked on that day in this field. Only enter hours on the days that they would have worked had they not been absent due to sickness. Leave the other days populated with zeros.

If the absence runs over a week, the working pattern for a full week can be copied using the icon alongside the first week. Using your mouse, click and hold down this icon whilst dragging it over the replica icons below until you have covered all the weeks highlighted in green. Release the button on the mouse and the weeks should have been populated as per the first week you copied.

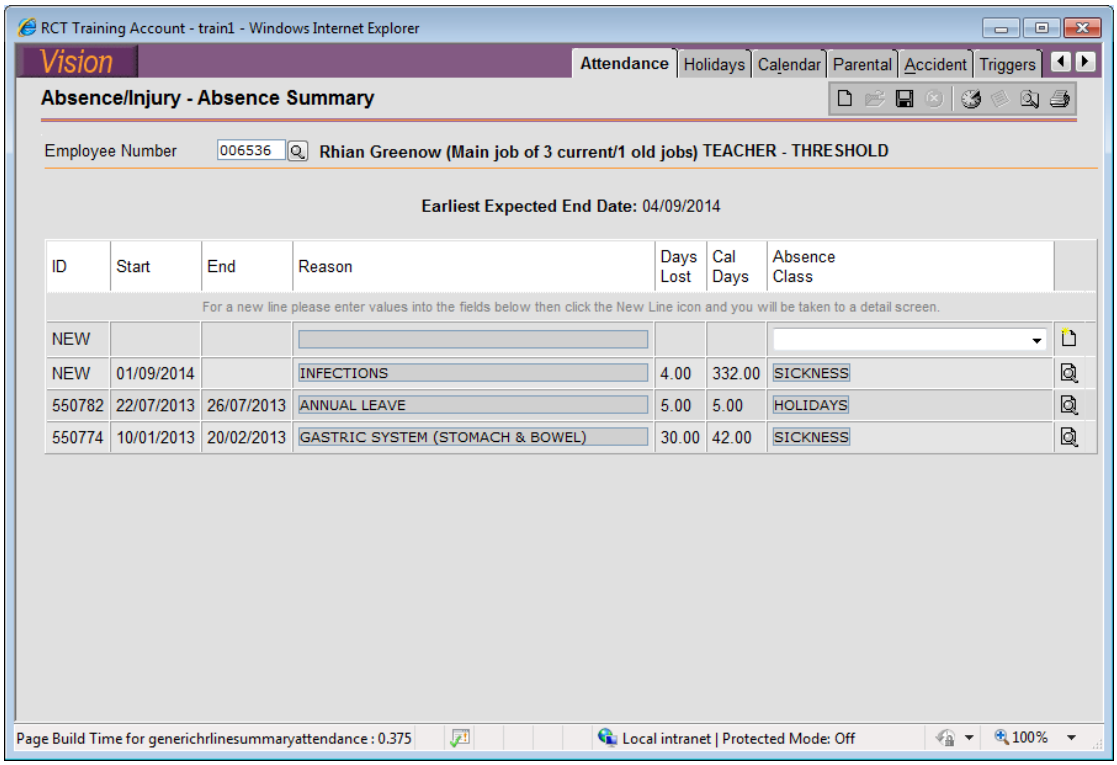



Once complete click OK to return to the 'Sickness Details' tab on the main '**Absence Detail**' screen.

See *Appendix 3* for further examples on how to complete the time lost screen.

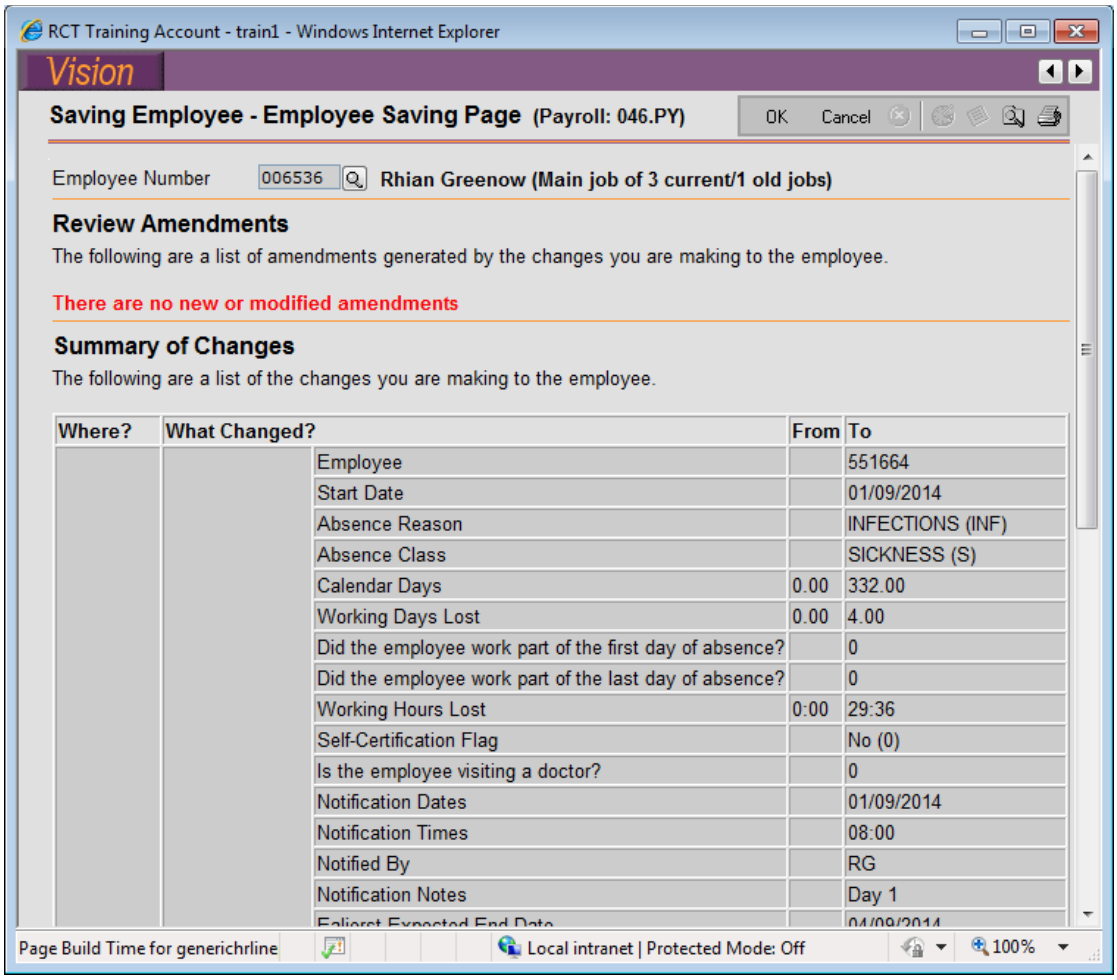
## Saving the Absence Record

Once back on the main '**Absence Detail**' screen, click OK to return to the '**Absence Summary**' screen.




An entry will now appear detailing the new absence. Clicking will produce a summary of the absence information you have entered.

****THE ABSENCE DETAILS WILL NOT BE SAVED UNTIL YOU CLICK THE SAVE ICON ON THE ABSENCE SUMMARY SCREEN. NOT DOING SO WILL MEAN ALL INFORMATION COMPLETED TO THIS POINT BEING LOST****




Click OK to confirm the Summary of Changes and save the record and click OK to the message informing you that the record has been saved.

## Dealing with Multiple Employments

This refers to employees with more than one job with the Council who therefore should have more than one pay number. Each manager is responsible for the employee absence record within their own area and some managers may be responsible for the main and secondary employment(s) should an employee have multiple jobs within your service area.

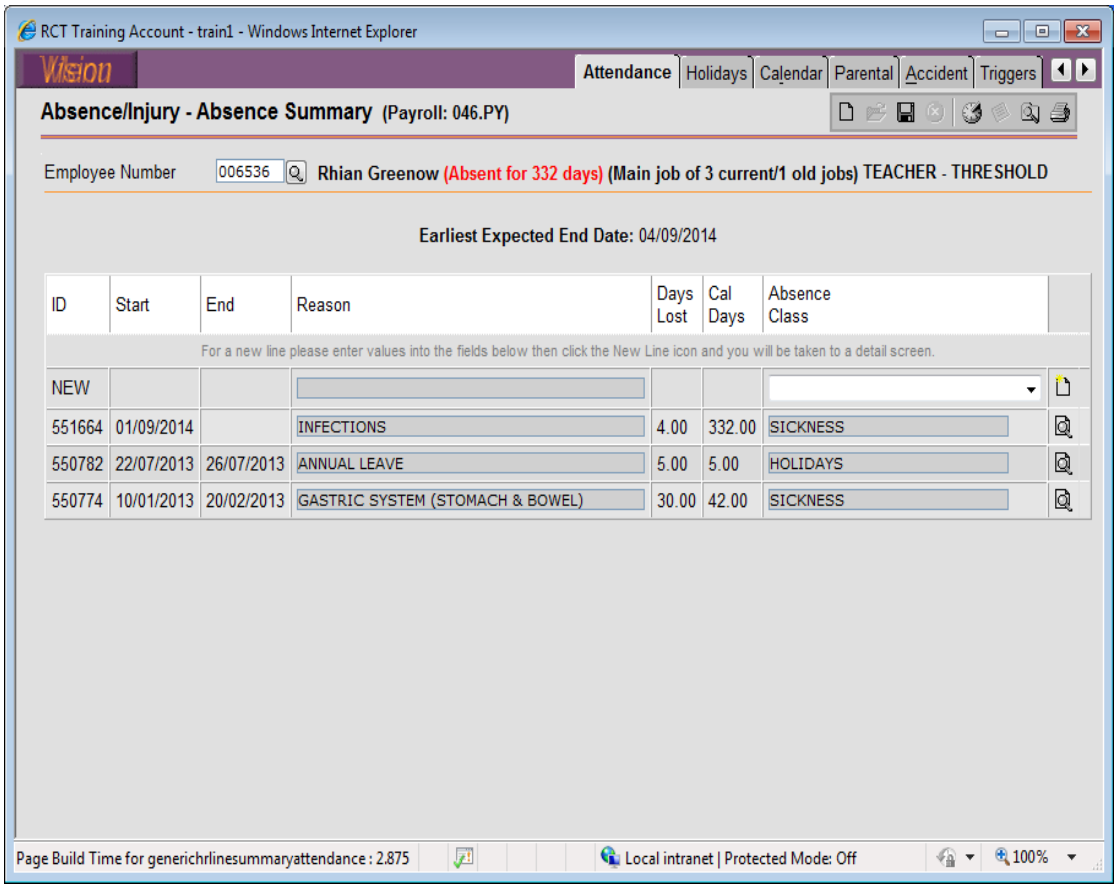
You will not be able to view records from another service area as your post security details determine record accessibility.

If you are managing an employee whose main record is held elsewhere (and this could even be outside of the Council), please ensure that the employee provides a self-certification of sickness (SA3) for the employment with you and ask the employee to provide you with copies of the Statement of Fitness for Work forms during the period of sickness absence, as the information must be recorded and maintained against each job i.e. each pay number.

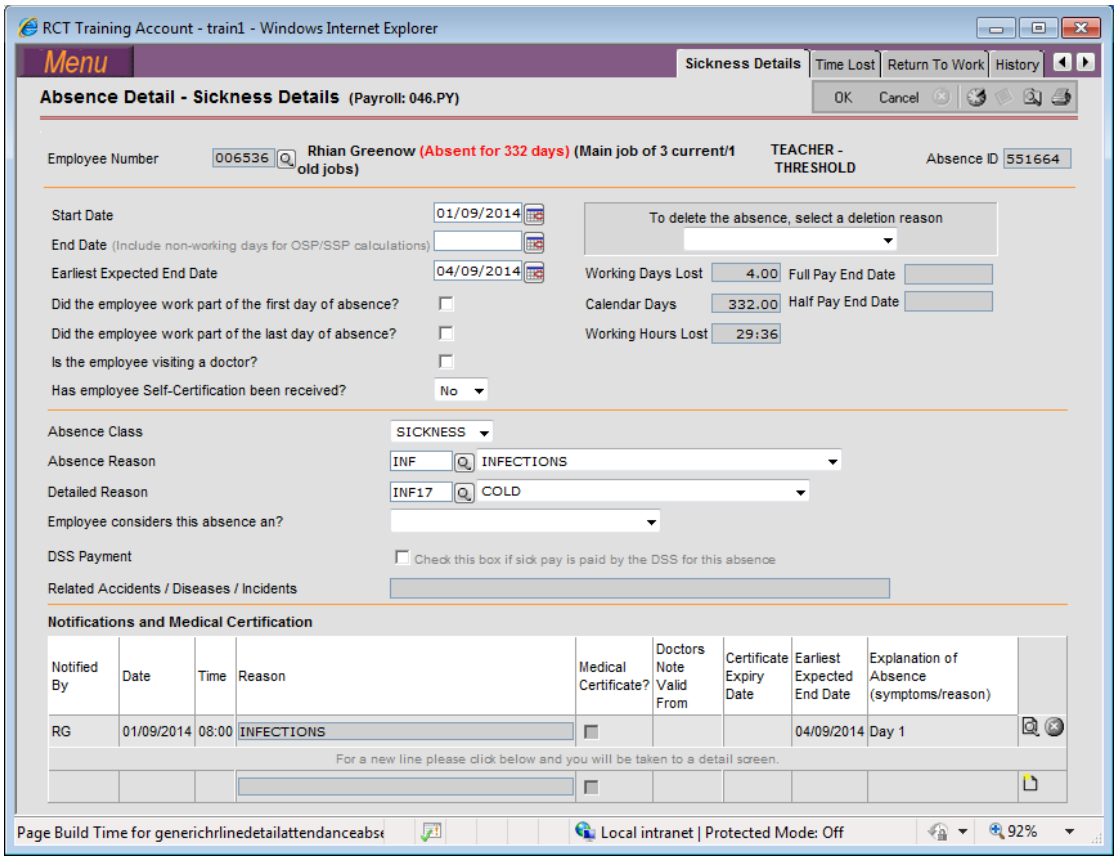
## Maintaining/Updating the Sickness Absence

During the course of a particular sickness absence, the employee's record must be updated with any developments or further information received (e.g. continued absence, statement received, return to work etc.)

Open the employee's record as described previously and access their '**Absence/Injury**' screen. A list of all absences will be detailed (by default they are in chronological order with the most recent at the top of the list. At this time the absence will not have a date in the '**End**' column).




Click  at the end of the line to select the absence to be updated. The original '**Absence Detail**' screen will now open and you will see the Day 1 notification under Notifications and Medical Certification.

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## Recording 4th Day Notification

1. When the employee makes contact on the 4th day of absence, record as you would on Day 1 by clicking ,the new line icon at the bottom right hand side of the screen, under the heading '**Notification and Medical Certification**', to create a new notification. Please note, if the first day of absence was a partial day worked, you do not count this as day 1 when calculating where day 4, 7 and 14 fall. The first **full** day of absence is regarded as Day 1 and so this needs to be taken into account when considering the mandatory contact days.

'**Absence Class**', '**Absence Reason**' and '**Absence Reason Detail**' will be automatically populated from the main '**Absence Detail**' screen.

2. Complete the Notification Notes field. This is a mandatory field and must be completed. Typing Day 4 into this field is sufficient, however, you have the option to record other information you feel may be of relevance.
3. Then complete the Notified By (initials are sufficient), Date Notified and Notified Time fields. You can use the calendar icon or enter 't' for today's date as described previously.
4. The '**Earliest Expected End Date**' for the absence **MUST** be entered at this stage on the notifications screen but if this is not known or not given then enter the date of the 7th day (as a statement is due from Day

8 should the absence continue) in accordance with the Council's Sickness Absence Procedure.

5. If the sickness reason has changed since day 1, you can select a new sickness reason from the '**Absence Reason Detail'** menu.

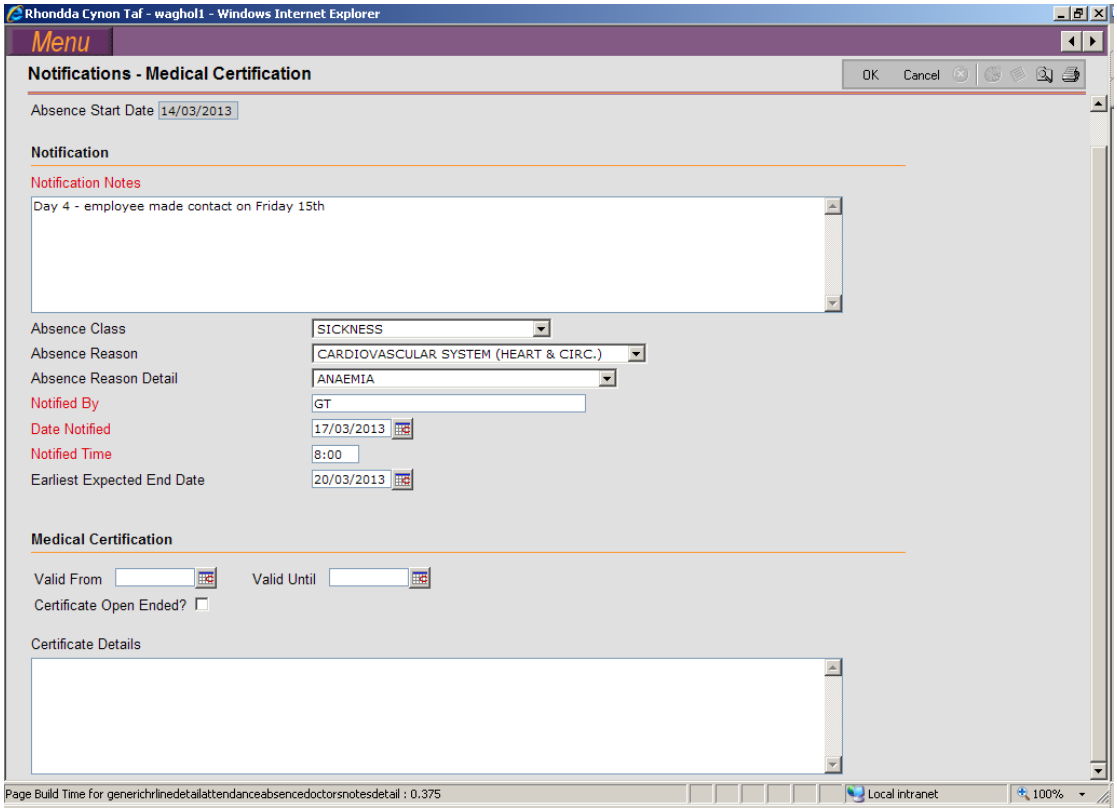
6. When you have completed the notification entries, click OK in the top right hand corner of the screen. You will then return to the **'Absence Detail**' screen, where all relevant fields have now been populated.

7. You will need to visit the Time Lost tab (if you have extended the Earliest Expended Date you will be prompted to do so) and will note the green boxes have been extended based on the new '**Earliest Expected End Date**' and you should continue to populate with the normal work pattern for the employee. If the employee does not work weekends as part of the normal contract you should not enter data into these fields and, similarly, if you have a part-time employee, do not enter anything into the fields on non-working days; simply leave the boxes displaying zeros.

8. When you are happy that the screen is complete, click OK in the top right hand corner of the screen. You will then return to the '**Absence Detail**' screen, where all relevant fields have now been populated. Click OK again and save the record as described previously.

If the 4th day is not a working day for the employee, you **must** still record the 4th calendar day in the Date Notified field i.e. the 4th day of the absence regardless of the working days.

**E.g**. Employee is absent due to illness on Thursday 9th April 2015 therefore Day 1 is the 9th and Day 4 is Sunday 12th April 2015. The employee makes contact on Friday 10th April 2015 as this is the last working day before the 4th day. If the 10th April is recorded as the 4th day, Vision will not recognise the Day 4 notification and it must, therefore, be recorded as below:




As the 4th calendar day of absence is Sunday, you will not be able to record the above details until the following Monday (18th March in this example).

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## Recording 7th Day Notification

When the employee makes contact on the 7th day of absence, record as you would on Day 1 and Day 4 by clicking ,the new line icon at the bottom right hand side of the screen, under the heading '**Notification and Medical Certification**', to create a new notification.

'**Absence Class**', '**Absence Reason**' and '**Absence Reason Detail**' will again be automatically populated from the main '**Absence Detail**' screen but if the reason has changed in the meantime, you will need to select the new reason from the Absence Reason detail drop-down menu.

Follow steps 1 – 7 as above, recording Day 7 in the Notification Notes and again, be aware of recording the 7th calendar date in the Date Notified field if this is not a working day for the employee.

## Recording 14th Day Notification

When the employee makes contact on the 14th day of absence, record as you would on Day 1, Day 4, and Day 7 by clicking ,the new line icon at the bottom right hand side of the screen, under the heading '**Notification and Medical Certification**', to create a new notification.

'**Absence Class**', '**Absence Reason**' and '**Absence Reason Detail**' will again be automatically populated from the main '**Absence Detail**' screen but if the reason has changed in the meantime, you will need to select the new reason from the Absence Reason detail drop-down menu.

Follow steps 1 – 7 as above, recording Day 14 in the Notification Notes and again, be aware of recording the 14th calendar date if this is not a working day for the employee.

This is also the time that the employee should be referred to the Occupational Health and Wellbeing Unit for assessment if the absence does not come under a Muscular Skeletal or Mental Health condition, in which case, referral should be considered from day 1, as per the Sickness Absence Policy.

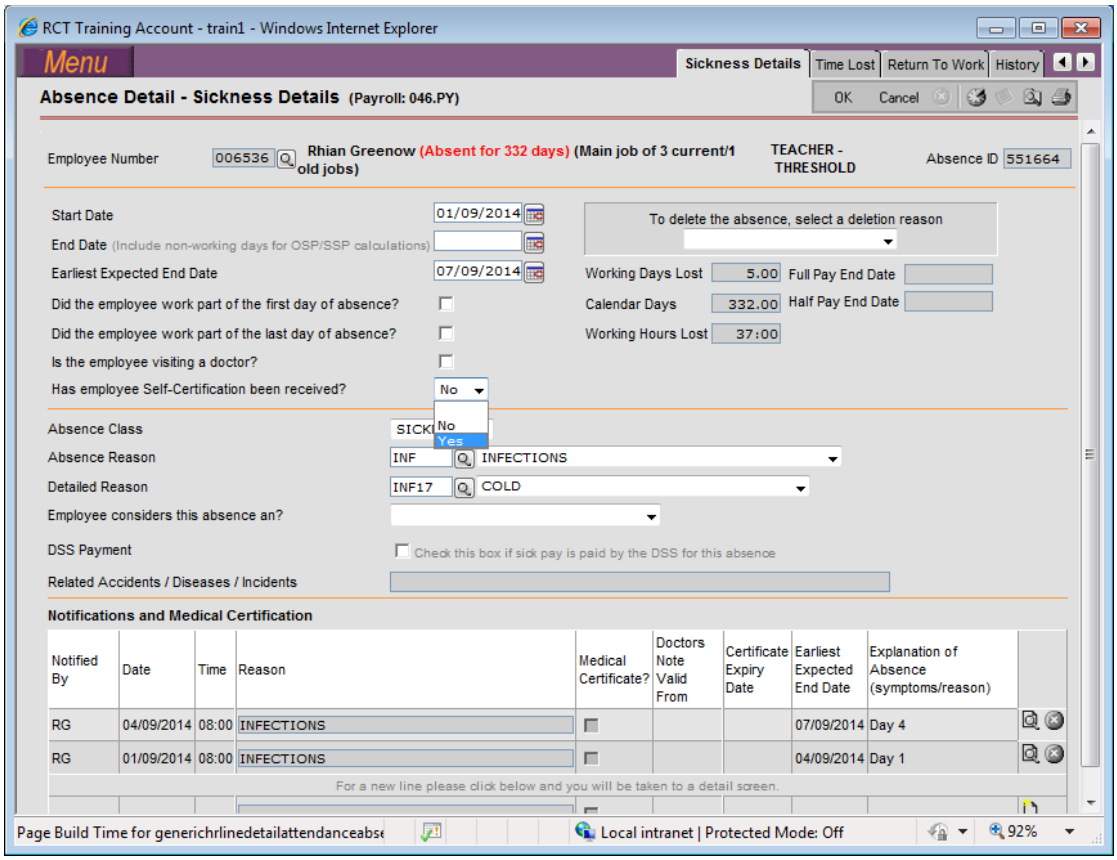
## Recording 21st, 28th, 35th etc. Notifications

A new notification line can be created following the steps above on a weekly basis, for as long as the absence continues, but this is not a mandatory procedure. You will not receive a notification on your homepage to prompt you to do this.

## Recording the SA3 (Self-Certification)

When the employee's SA3 form has been received, visit the absence as described previously and select **yes** on the field 'Has employee Self-Certification been received?' on the '**Absence Detail – Sickness Details**' screen and save the record by clicking OK and performing the save process as described previously.

All employees are required to complete an SA3 for every absence due to sickness even if the absence is for half a day. The only instance when the requirement can be wavered is if a Statement of Fitness for Work has been provided from day 1. You will still need to select 'Yes' in the self-certification field, however, as Vision will not recognise the Statement of Fitness for Work covering the whole period.




The **SA3** form **must** be sent to the Payroll Section once you have updated the record.

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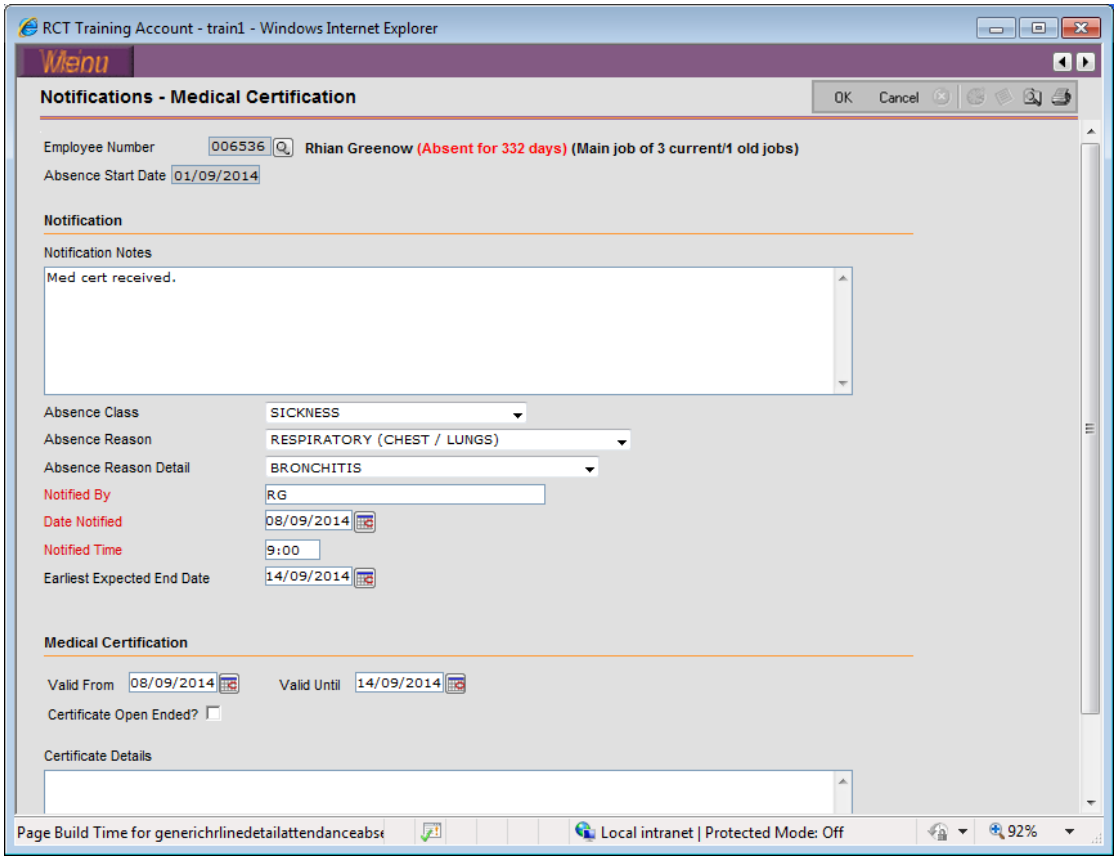
## Recording the Statement of Fitness for Work (Doctor's Note)

When a Statement is received you are required to record the details as a new notification in a similar manner to Day 1 and Day 4 etc. and it is from the notifications screen that you amend the '**Earliest Expected End Date**' based on the end date of the statement. Each Statement received must be recorded as a new notification. See *Appendix 4* for an explanation on the sections of the statement of fitness for work.

'**Absence Class**', '**Absence Reason**' and '**Absence Reason Detail**' will be automatically populated from the main '**Absence Detail – Sickness Details**' screen. If the sickness reason stated on the certificate has changed since the last update, select the new reason from the Absence Reason Detail drop-down menu. If there is more than one reason indicated on the statement, please select the primary reason and list all reasons stated in the Certificate Details field at the bottom of the screen.

1. Complete the Notification Notes field. This is a mandatory field and must be completed. Entering 'Med cert received' is sufficient, however, you have the option to record other information you feel may be of relevance.

2. Then complete the Notified By (initials are sufficient), Date Notified and Notified Time fields. You can use the calendar icon or enter 't' for today's date as described previously.
3. The '**Earliest Expected End Date**' for the absence **MUST** be entered at this stage on the notifications screen and this must match the 'valid until' date indicated on the statement. Sometimes, this is not explicitly stated; it is up to you to calculate this date depending on date of signing etc.
4. In addition, please complete the '**Medical Certification'** section providing the '**Valid From'** and '**Valid Until'** dates and the '**Valid Until**' date will always match the '**Earliest Expected End Date**' field as this is the last day covered by the statement.
5. You may want to record the length of the paper in the '**Certificate Details**' box or make a note that you have amended the '**Absence Reason Detail**' if appropriate, however, this is optional.




6. When you have completed the notification entries, click OK in the top right hand corner of the screen. You will then return to the '**Absence Detail – Sickness Details**' screen, where all relevant fields have now been populated.
7. You will now need to visit the Time Lost tab (you should be prompted to do this) and will note the green boxes have been extended based on the new '**Earliest Expected End Date**' and you should continue to populate with the normal work pattern for the employee. Once you have a complete week, use the copy facility using the icon

alongside the first week, click and drag down the screen to populate all the appropriate green boxes.

8. When you are happy that the screen is complete, click OK in the top right hand corner of the screen. You will then return to the '**Absence Detail**' screen, where all relevant fields have now been populated. Click OK again and save the record as described previously.
9. Forward the original Statement of Fitness for Work to payroll, making sure you write the six-figure Employee Number on it before sending, in order to make cross-referencing easier.

See **Appendix 3** for an explanation of the sections of the fit note and also guidance for employers and line managers

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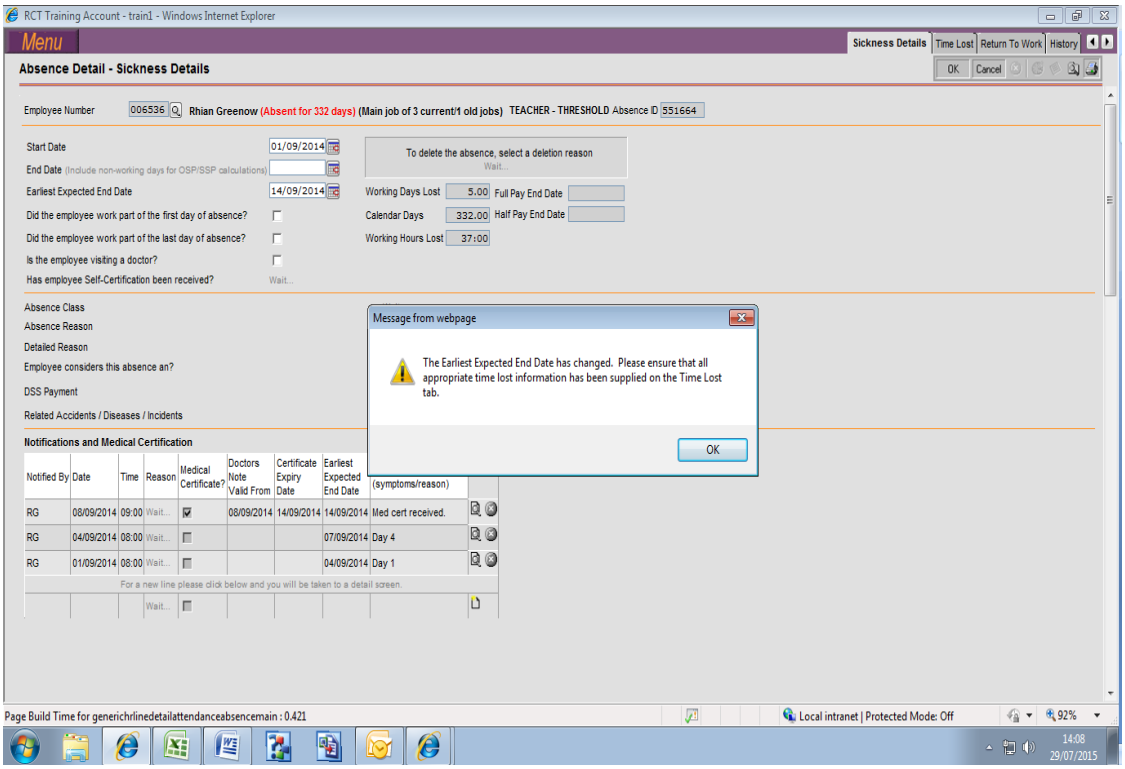
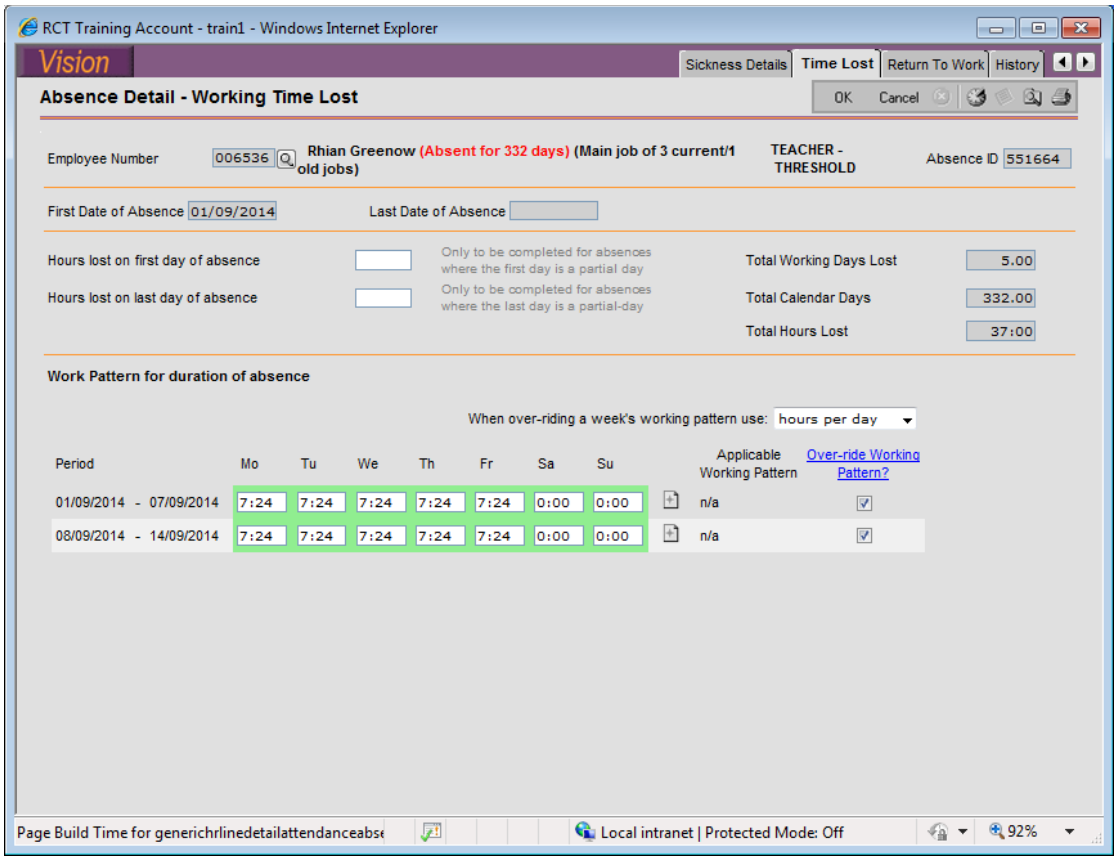
## Updating the Time Lost Screen

The Time Lost screen has to be updated if an absence progresses. Should you make an amendment to the details of an absence as described above, and then try to save the record you will receive a warning message to advise you that the Time Lost screen also needs to be amended:




Click OK and select the 'Time Lost' tab and complete the working pattern as described previously (the new dates to be added will again be highlighted):




Complete the time lost as described previously, using the copy facility as necessary, click OK and save the record.

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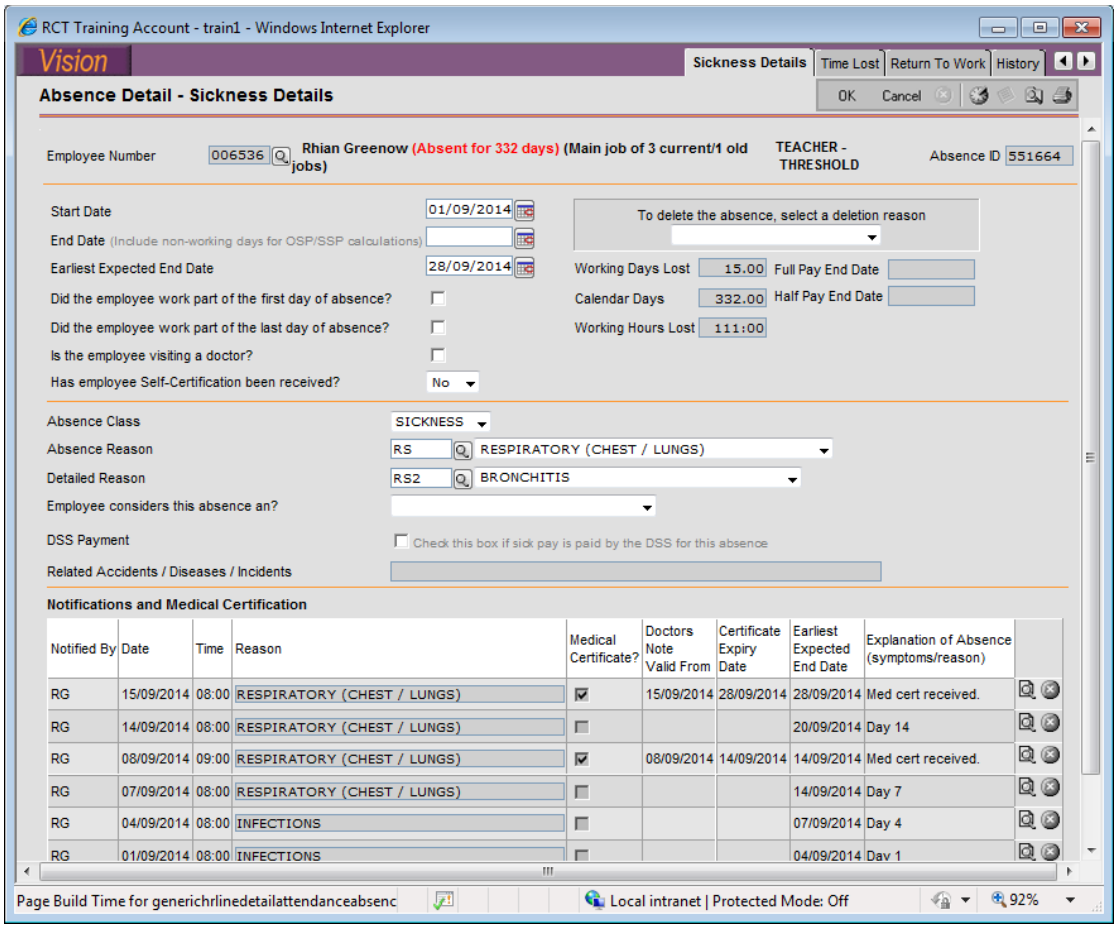
## Long Term Absence

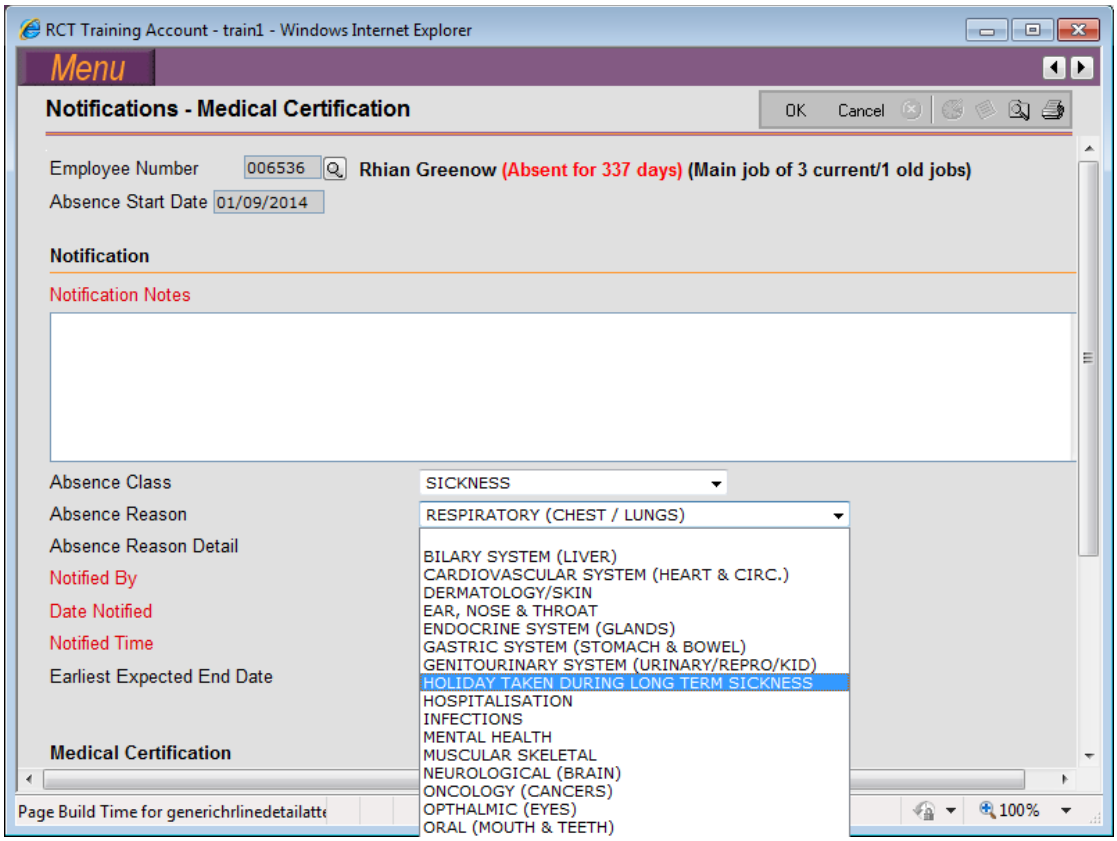
For the duration of a long-term absence, continue to add the details of further **Statements of Fitness for Work** as and when the employee sends them in. Remember to add the details as a new notification and update the '**Earliest Expected End Date**' field from the notification screen and populate the '**Time Lost**' screen as described above. Always use the expiry date of the Statement as the 'Earliest Expected End Date'.



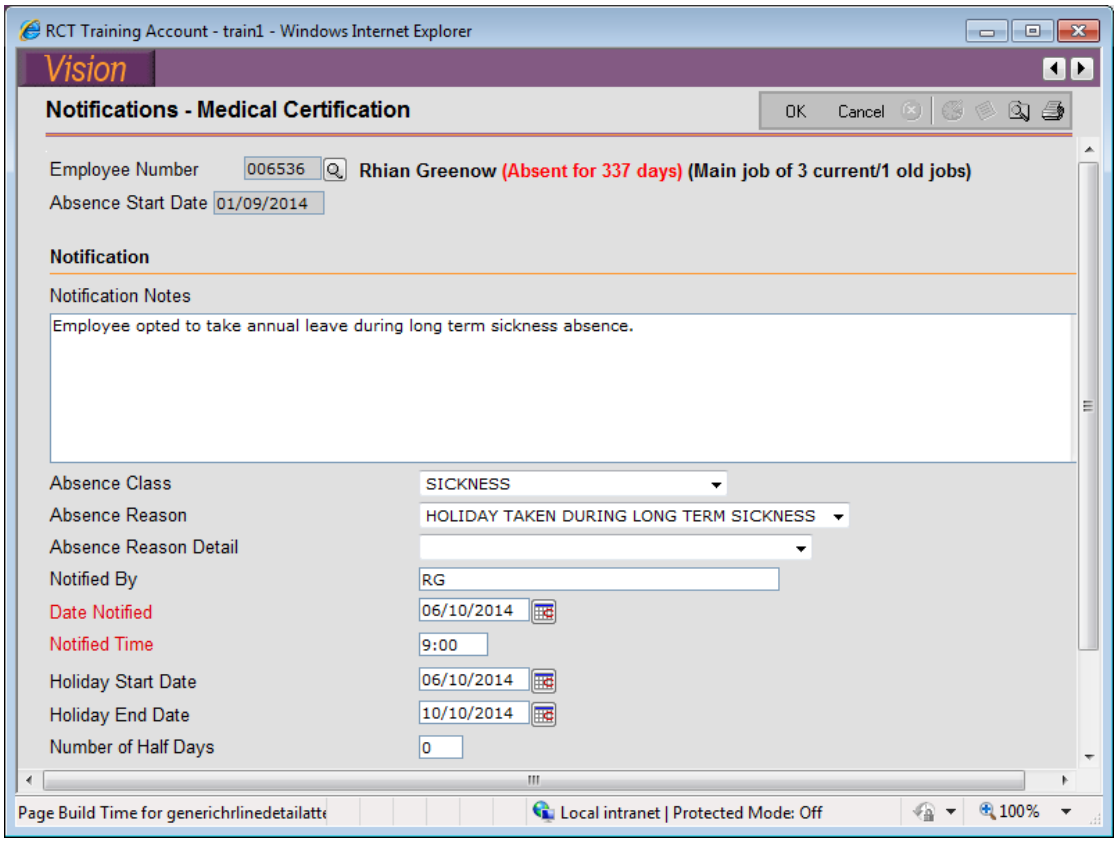

## Recording Annual Leave during Long Term Sickness

If an employee elects to take Annual Leave during a period of long term sickness you record the Annual Leave within the sickness record as a new notification.

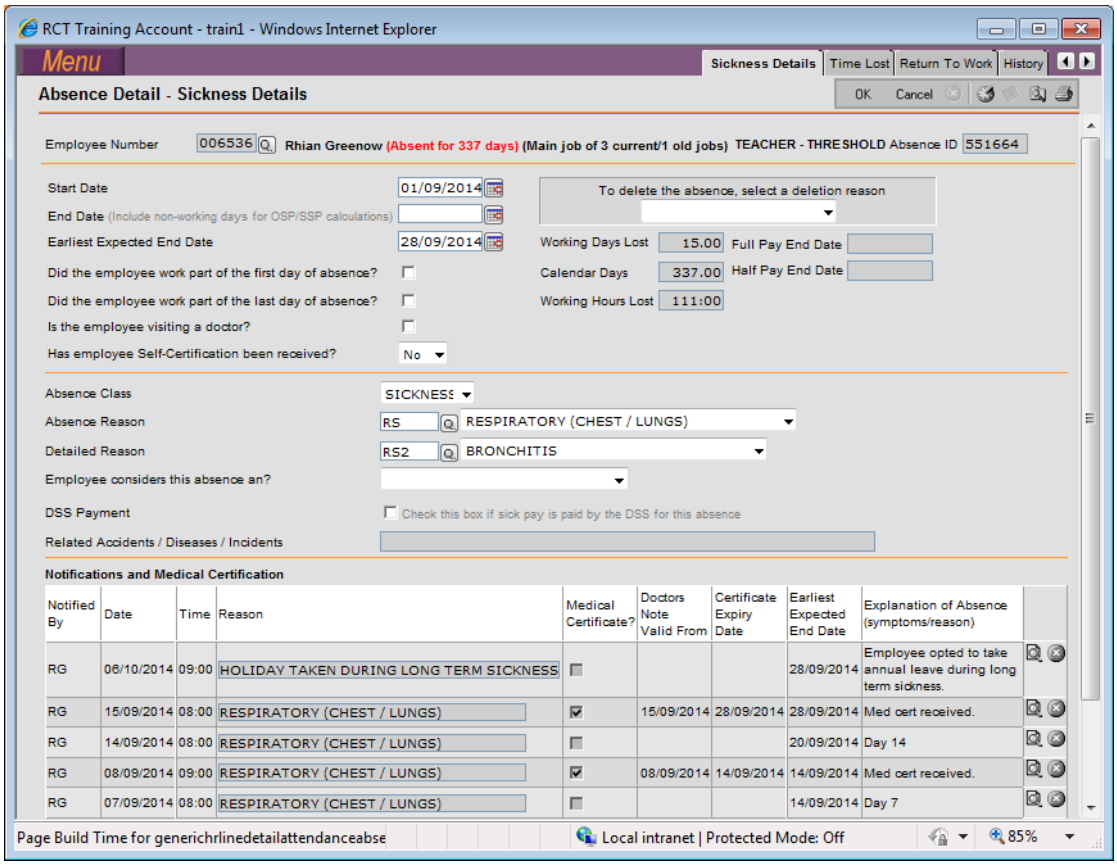
Click  at the end of the current sickness absence line on the **Absence/Injury – Absence Summary** screen to access the '**Absence Detail – Sickness Details**' screen. Create a new notification and in Notification Notes record that the employee has opted to take annual leave during long term sick. Use the drop down menu under **Absence Reason** to select **HOLIDAY TAKEN DURING LONG TERM SICKNESS.** The Absence Reason Detail becomes blank.




Once this is selected you will be able to record the Annual Leave details. In the Notification Notes field you will need to indicate that annual leave is being taken during a long term sickness absence, as below.

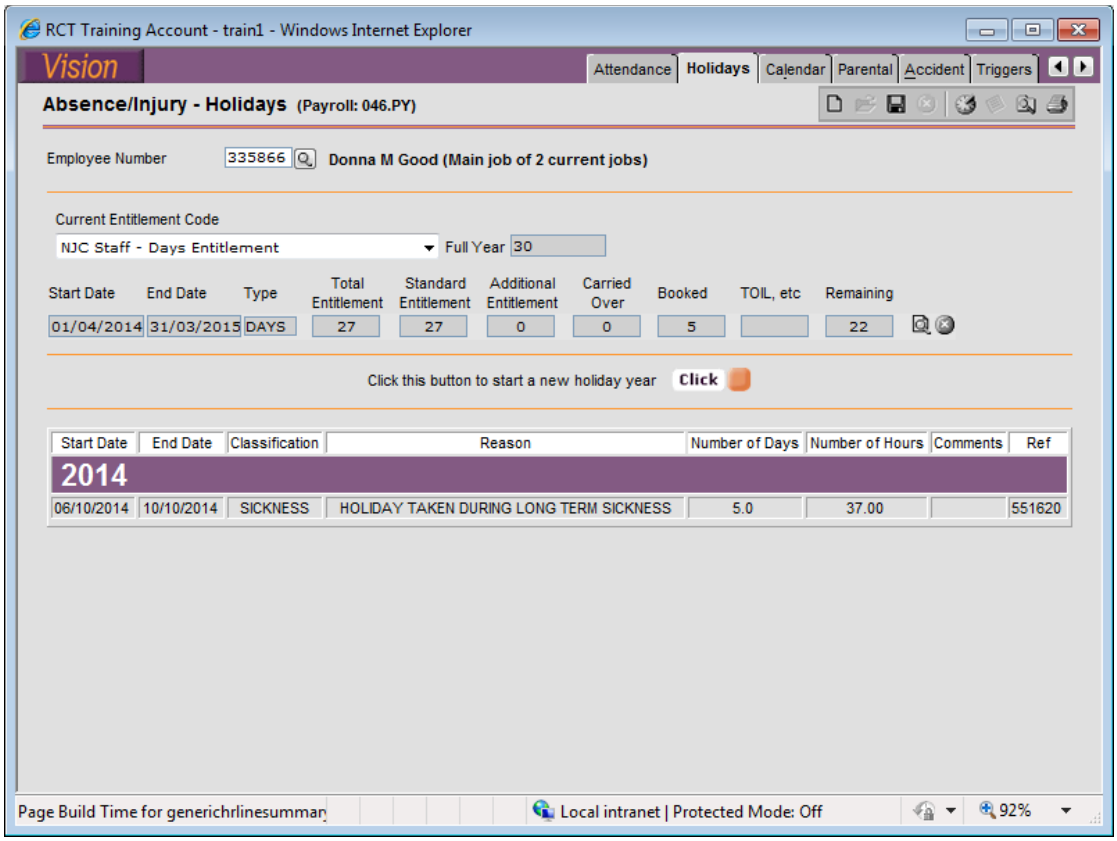


Enter the details of the period of annual leave, ensuring the Notified By, Date Notified and Notified Time fields are also completed. The field 'Number of Half Days' is only used if the employee uses a half day Annual Leave on either the first or last day of the holiday period. After entering the details click OK to return to the main **'Absence Detail'** screen. You will notice a new notification line HOLIDAY TAKEN DURING LONG TERM SICKNESS.




Click OK again and save the record.

Go back into the record, navigate to the Holidays tab from the Absence/Injury – Absence Summary screen and you can see that the Holiday Entitlement has been reduced.

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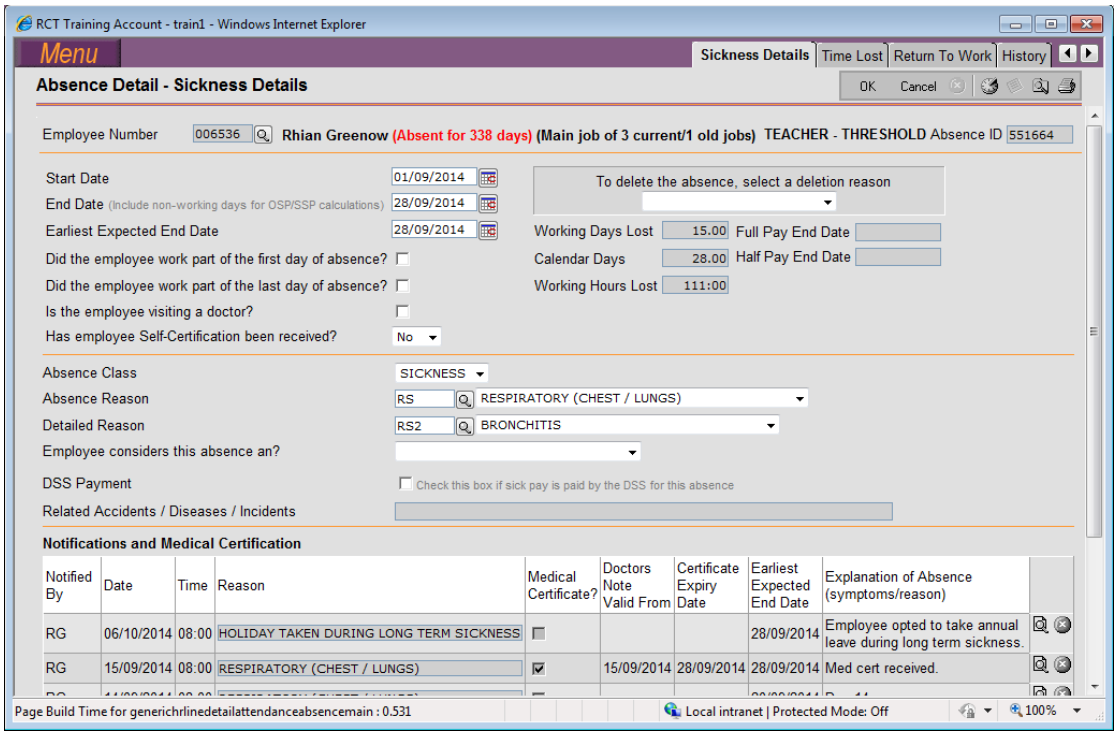
## Closing an Absence

When the employee returns to work, complete the '**End Date**' field in the main Absence Detail - Sickness Details screen and save the record (this is the last date of the employee's absence **NOT** the first day they return to work or when they are fit for work), again also completing any additional time lost information. This will automatically feed through to the Payroll system, which will calculate Occupational and Statutory Sick Pay accordingly.




Employees are no longer required to provide a signing off/fit for duty note, however, should the employee provide a Statement confirming the date they are fit to return to work , record the details as a notification, as described previously.

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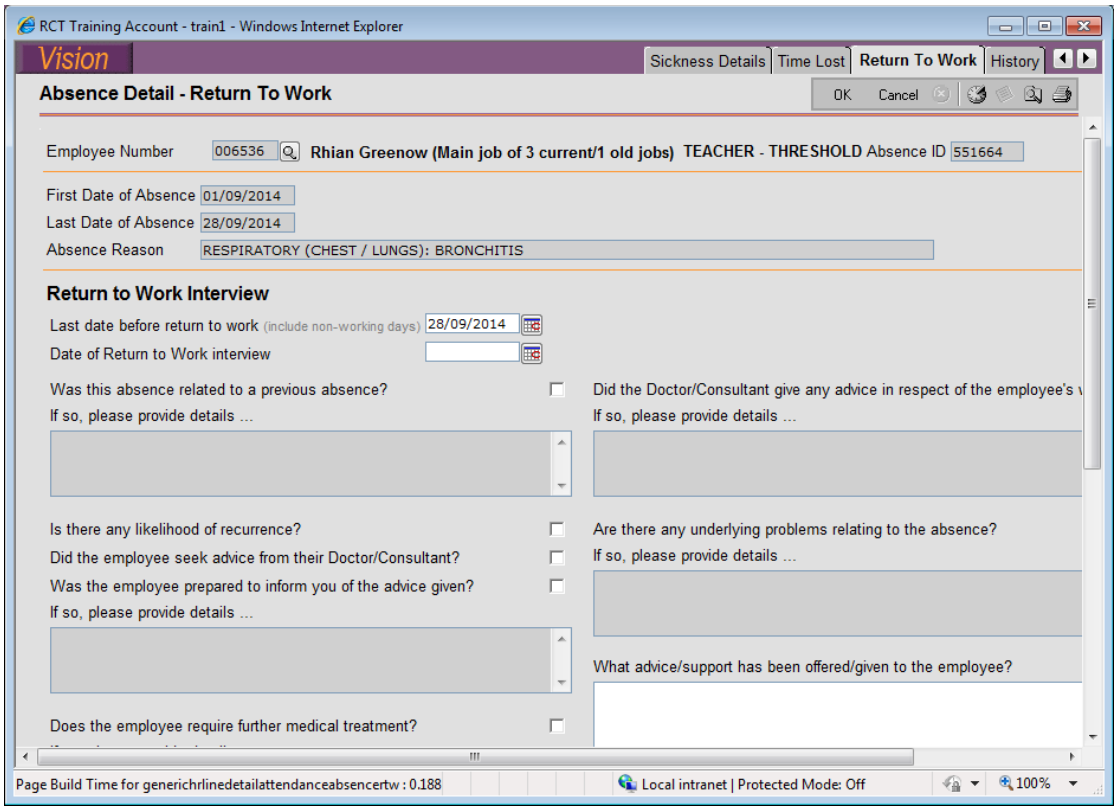
## Recording the Return to Work Interview

When conducting the Return To Work Interview with the employee, open the relevant employee record and navigate to the Absence/Injury – Absence Summary screen. Enter the relevant absence record by clicking on the looking glass at the end of that line. If it is not appropriate to conduct the interview at your PC, a screen shot of the screen detailed below can be printed off and completed, and Vision updated later.

Within the main Absence Detail – Sickness Details screen, select the ‘Return To Work’ tab:

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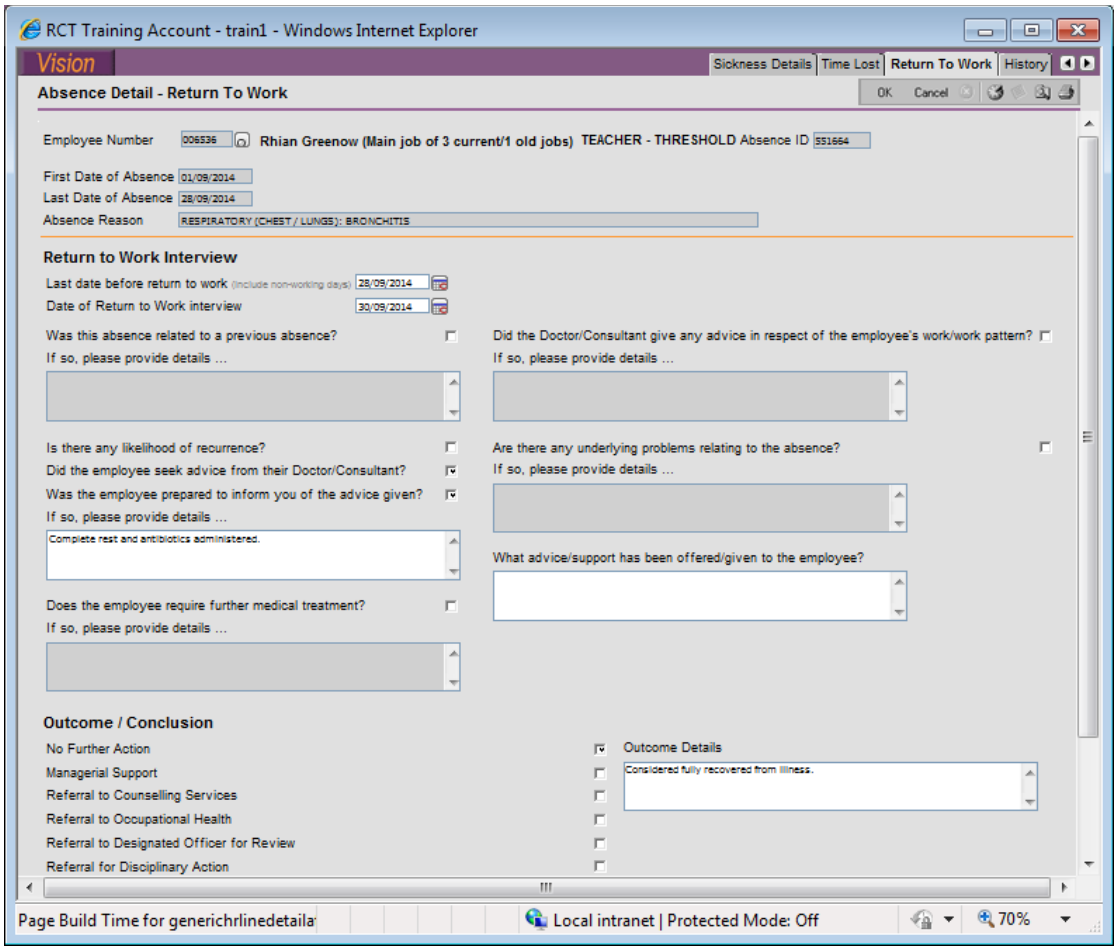
## Completing the 'Return To Work' Screen

The absence date fields at the top left hand side of the screen will show the dates and reason for the absence for which you are carrying out the Return to Work Interview.

1) Enter the 'Date of Return to Work Interview'.

2) As you conduct the interview, should you wish to record any relevant information discussed with the employee, tick the box next to the relevant section. A free text box will then appear to allow you to record the information.

3) When you have determined the appropriate Outcome/Conclusion of the interview, again ticking the appropriate box (no further action, management support etc) will again open a free text box to allow you to record the information:




***Should the outcome require any further action (referral to Occupational Health etc), then managers should continue to follow existing procedures to enable the appropriate action to be carried out. The Vision system will not carry out these actions for you i.e. there is no automatic referral to Occupational Health from the system.**

4) A signing off certificate for sickness absences over 14 days is no longer required.
5) Click OK to return to the main **'Absence Detail'** screen and save the update as described previously.

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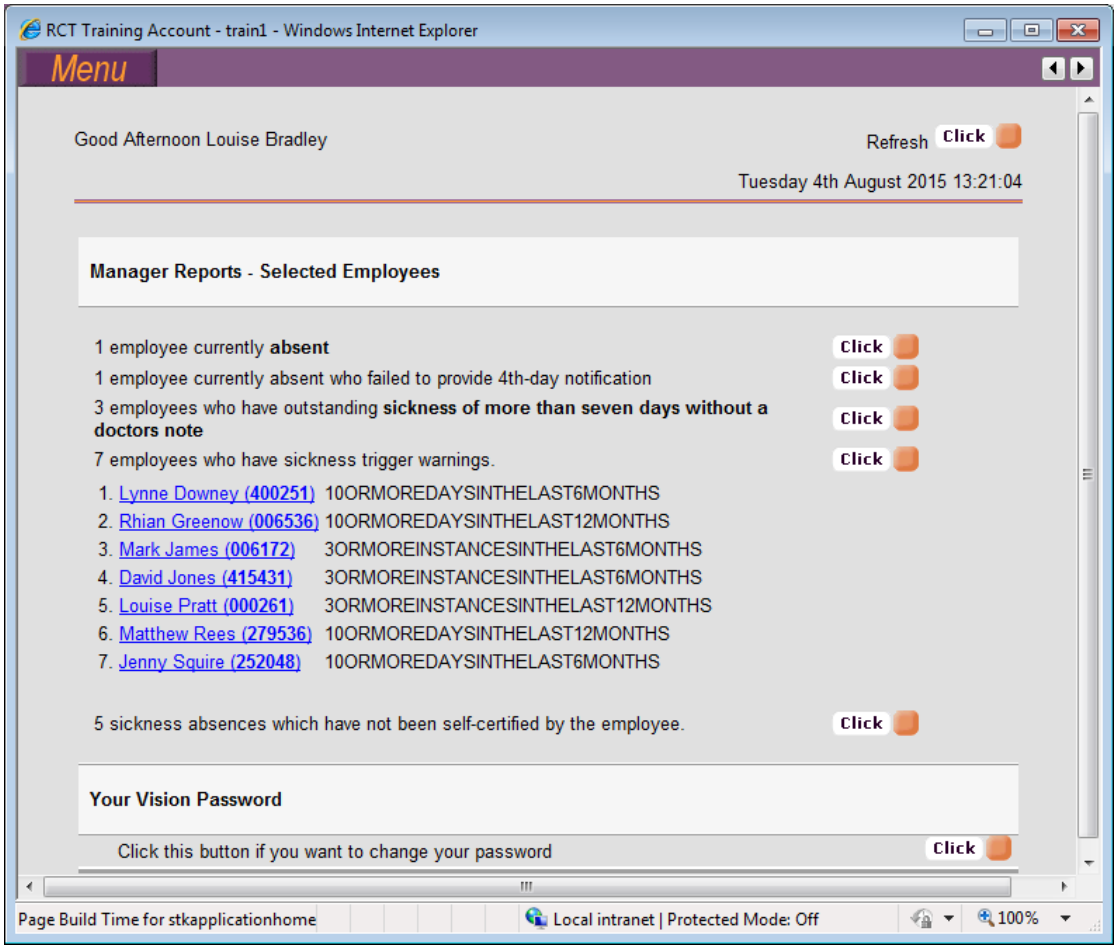
## Absence Triggers

The absence module is designed to create a notification on the VISION homepage when sickness triggers are hit and are a guide to assist with the recording and management of sickness absence. The triggers are set out in the Sickness Absence Policy which is available via The Source. If you do not have access to The Source, please contact your Human Resources representative.




**Logging in to Vision on a regular basis will provide managers with the necessary tools and information in order to assist with the management of absence and to ensure employees are complying with the policy. Logging in on a regular basis is also necessary in order to view the trigger screen, take appropriate action and then remove the trigger/s by selecting an appropriate resolution etc. If the trigger screen is left unattended for long periods of time, the data will continue to increase on the homepage until appropriate action is taken.**

The triggers/notifications present on the homepage can include: -

1) Employees who are currently absent because of sickness or annual leave.
2) Employees who are absent because of sickness and due to make 4th day contact.

3) Employees who are absent due to sickness but are expected to have returned.
4) Employees who are absent because of sickness who have not provided self- certification (SA3 form).
5) Employees who have been absent due to sickness for more than seven days and have not provided a Statement of Fitness for Work (Doctor's note).
6) Employees with 3 or more instances of sickness in the last twelve months.
7) Employees with 10 or more days of sickness in the last twelve months.
8) Employees who have been absent for 14 calendar days or more consecutively.

If you are logging on regularly whilst maintaining the absence records as set out in this manual, you will reduce the number of homepage notifications and triggers accordingly. This includes:

- When an employee returns to work, the sickness must be ended by entering the last day of sickness as the end date as soon as possible. This will avoid unnecessary Statutory or Occupational Sick Pay being processed through the payroll.

- If an employee makes contact on the 4th day notification the absence record must be updated accordingly. Please note, if the 4th day falls on the weekend and this is not a working day for the employee you must record the actual 4th calendar day as the date notified under notifications even if this is a non-working day.

- Recording a Statement of Fitness for Work and updating the 'Earliest Expected End Date' accordingly.

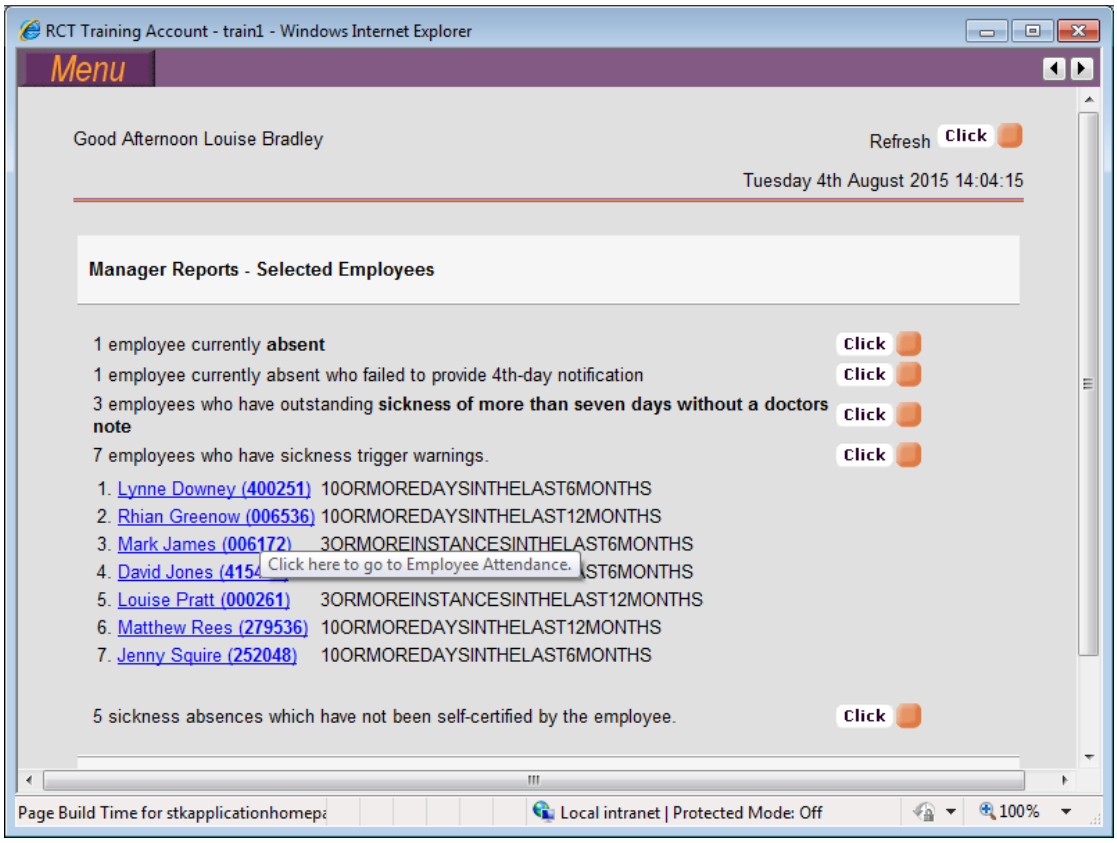
- If an employee provides self-certification (SA3) you are required to enter a 'Yes' to the question on the Absence Detail - Sickness Details screen.

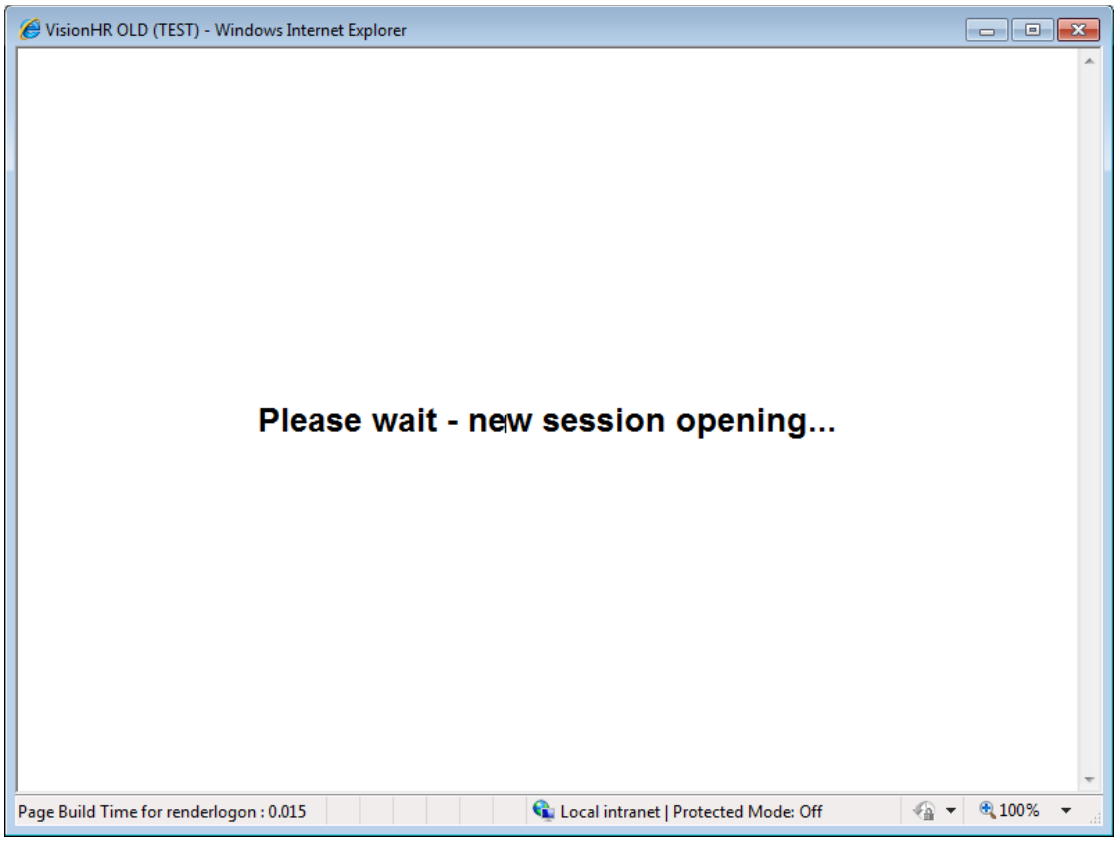
- If an employee has 3 or more instances of sickness absence within a twelve month period, or, 10 days or more accumulatively within a twelve month period, or, 14 days or more consecutively in one absence period, the manager should visit the 'Trigger' tab and select the appropriate action to remove this trigger from the homepage. The trigger tab will indicate which trigger/s the employee has hit.

- If an employee has been referred to Occupational Health following the normal process, (for muscular skeletal or mental health conditions referral should be considered from day 1) the manager should visit the 'Trigger' tab and select the appropriate action i.e. 'Referral to Occupational Health' to remove this trigger from the homepage.

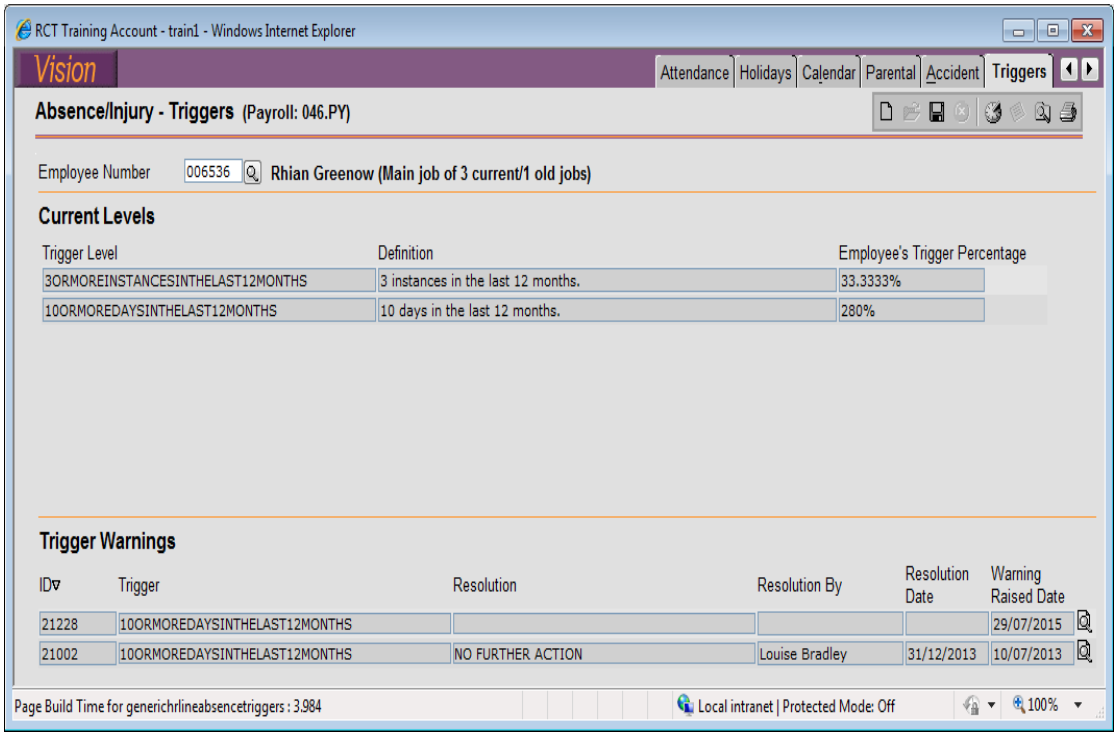
- If a decision is taken not to refer after 14 days, the trigger can be removed as described above, using the Resolution Type, 'No Further Action' and a note should be placed in the box to explain why the employee is not being referred.

In order to resolve the trigger, click directly on the name of the employee you are dealing with on the homepage:

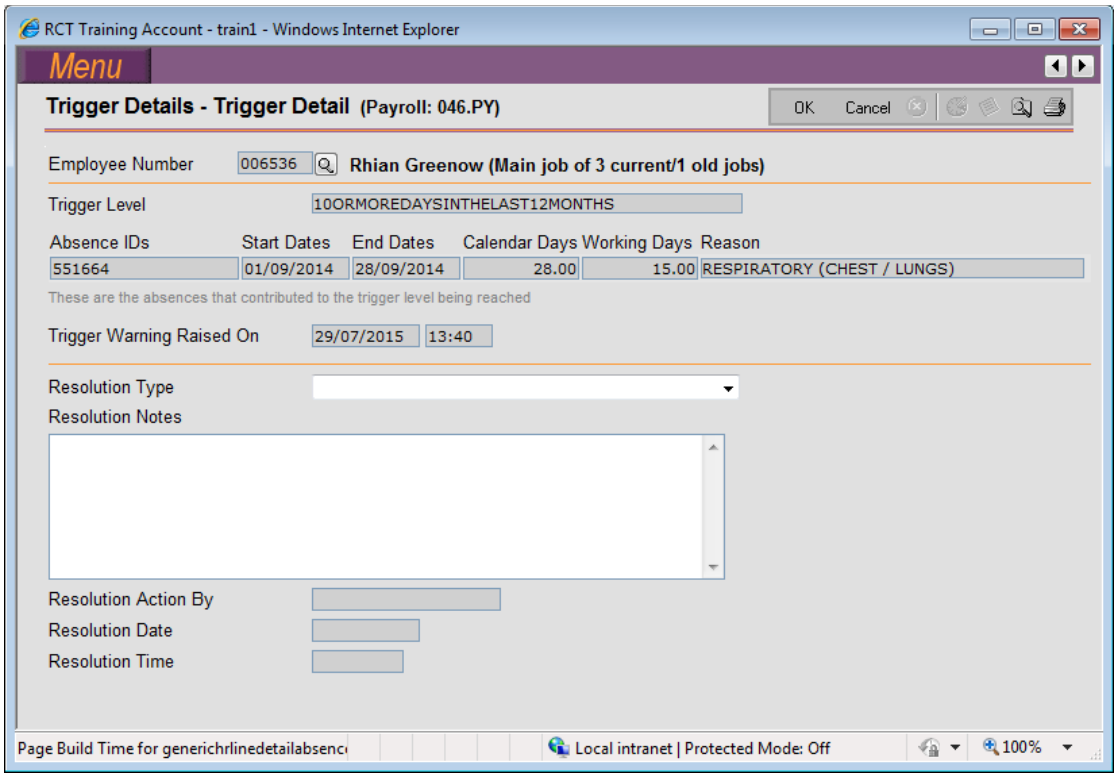




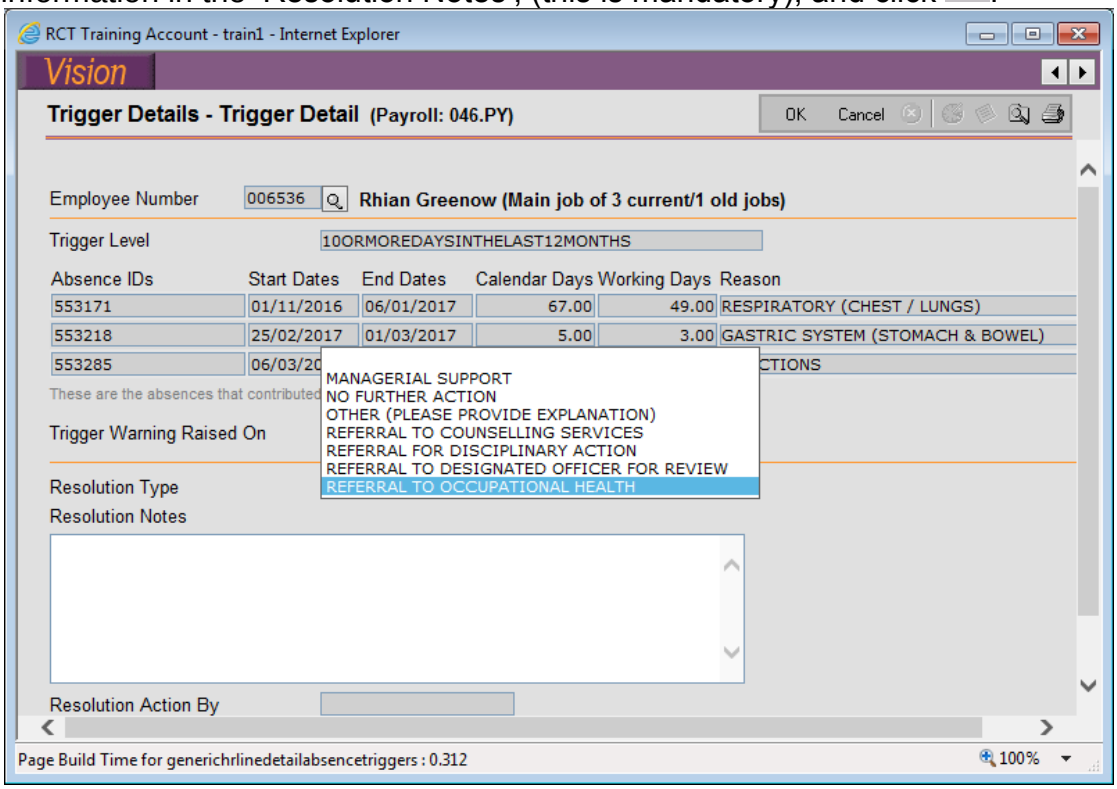

This will open up a new session in a separate window and take you straight into the trigger screen:



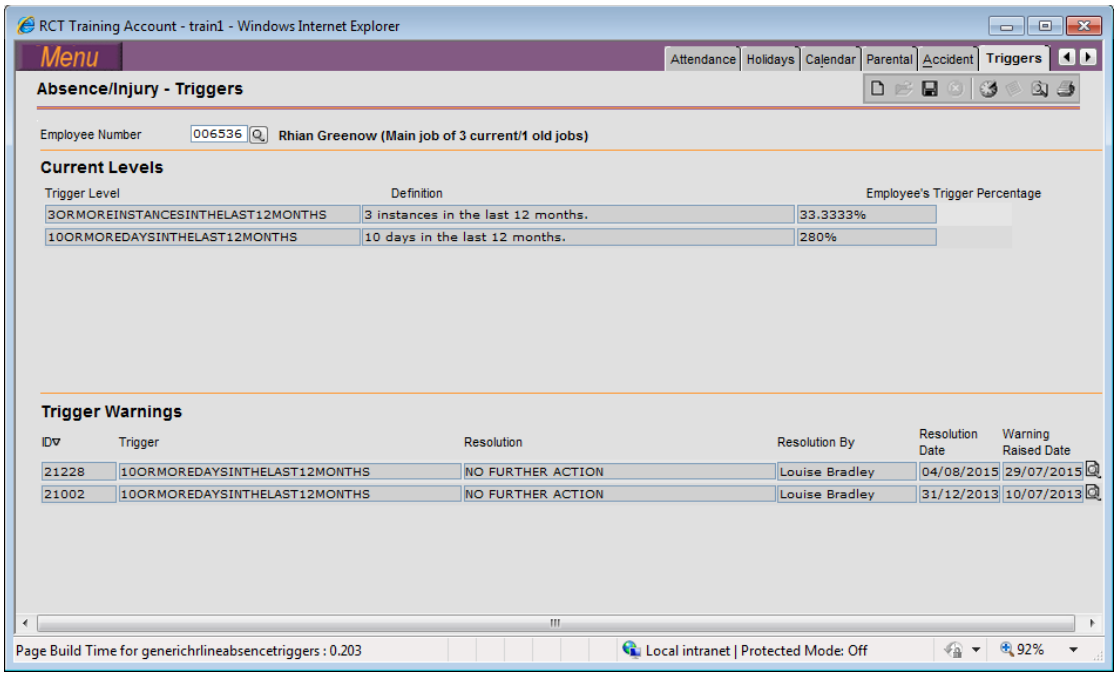

Click on the looking glass at the end of the trigger line you are resolving. If there is more than one trigger, each one will have to be resolved separately.




Select the appropriate Resolution Type from the drop-down list and provide information in the 'Resolution Notes', (this is mandatory), and click OK.




This will then take you back to the Trigger tab and it can be seen that the trigger has been resolved.




Click the save icon to save the record. Click OK to the summary and a message will inform the user that the employee record has been saved.

If the employee has more than one trigger then each trigger needs to be resolved individually. Only when all the triggers have been resolved will the employee no longer be listed on the Homepage.

As a new window has been opened to resolve the trigger(s) you will need to close it by clicking on the cross in the top right-hand corner of the screen, once the update has been saved. Click the refresh button in the top right-hand corner of your homepage and the trigger notification should have disappeared.

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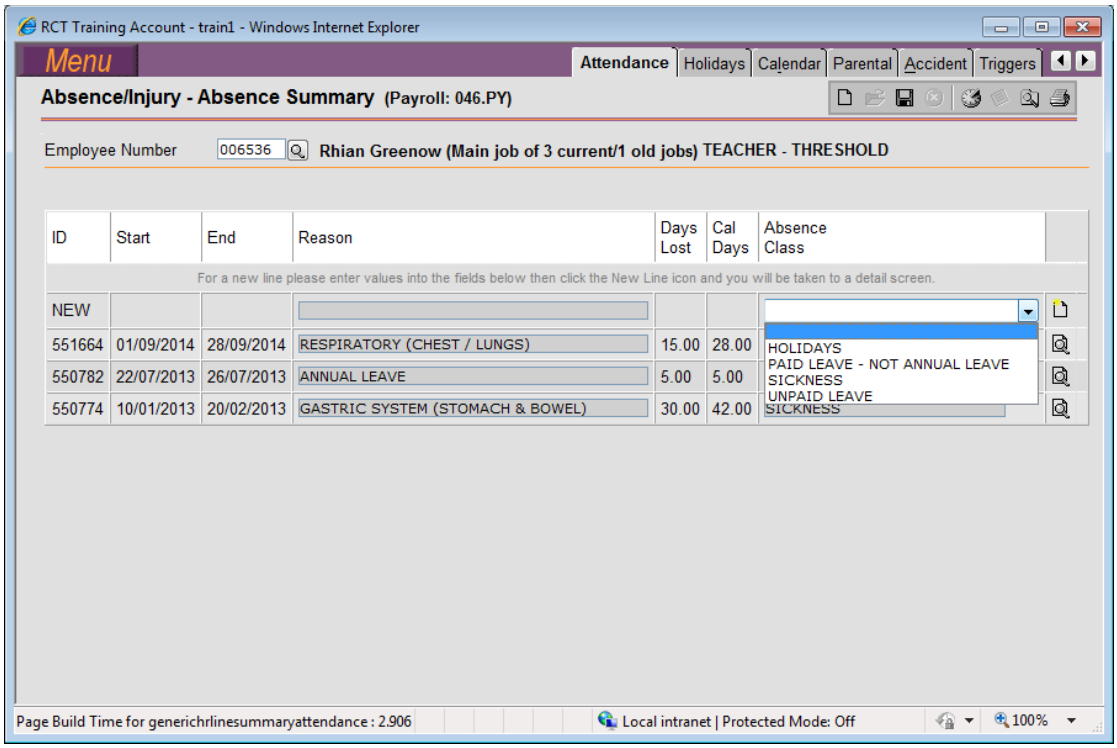
## Other Absences

Absences other than sickness must also be recorded on Vision.

### Absence Types

When you have accessed an employee's record in the Absence/Injury menu and have located the Absence/Injury – Absence Summary screen you then need to create a NEW absence record by selecting an absence reason from the drop down menu in the Absence Class section:




Within the drop down menu there are options for:

- **Holidays**
- **Paid Leave – Not Annual Leave**
- **Sickness**
- **Unpaid Leave**

Within the absence categories there are sub categories that allow you to choose the specific reason for absence.

Below is a breakdown of the absence reasons contained under each absence categories (**Suspension, SMP, Maternity Support Leave and Adoption Leave will continue to be administered by Human Resources and, therefore, managers will not need to record these details**):

**Holidays**

Annual Leave
Flexi Leave
Time Off In Lieu – Accrued
Time Off In Lieu - Taken

***Paid Leave – Not Annual Leave**

Attendance at interview
Attending Conference/Seminar
Attending funeral
Bereavement Leave
Bone Marrow Donation

College attendance
Councillor Duties
Discretionary (Director approval only)
Discretionary (Governors approval only)
Election duties
Emergency Leave
Examination Leave (Sitting an Exam)
Giving Blood
Governor Support Leave
Graduation
Hospital appointment
Inset – Schools use only
Inspecting a School
Medical appointment
Memorial Service
Moving house – Schools use only
School Visit Abroad - School use only
Study Leave
Territorial Army Special Leave
Trade Union Duties
Training
Wedding – Schools use only

*Please consult the Leave of Absence Policy before granting any leave with pay. The policy is available via The Source, but if you do not have access to The Source, please contact your Human resources representative for advice.

***Unpaid Leave**

Authorised Unpaid Leave
Child Absent – Schools Use Only - Auth
J.P. Duties
Jury Service
Unauthorised Unpaid Leave
Witness in Court

*Other than Sickness, Unpaid Leave is the only option affecting pay and reports are automatically produced by the Vision team to notify payroll to deduct pay (managers do not need to inform payroll of unpaid leave, the Vision entry is sufficient).

Whilst the manager should record details of an employee on Unpaid leave due to JP duties, it is the individual employee's responsibility to provide details to payroll of the payment made for J.P. Duties which will be recovered from pay.

Jury Service should be recorded as unpaid leave and the court will provide the employee with a loss of earnings form prior to the commencement of the Jury Service; this should be sent to payroll for completion ASAP. Once the dates are entered onto Vision, payroll will recover the days from pay as per the details provided on the form (maximum amount set). It is the individual employee's responsibility to send the loss of earnings form to payroll and it is

the manager's responsibility to record the information as unpaid leave via the 'Attendance' tab.

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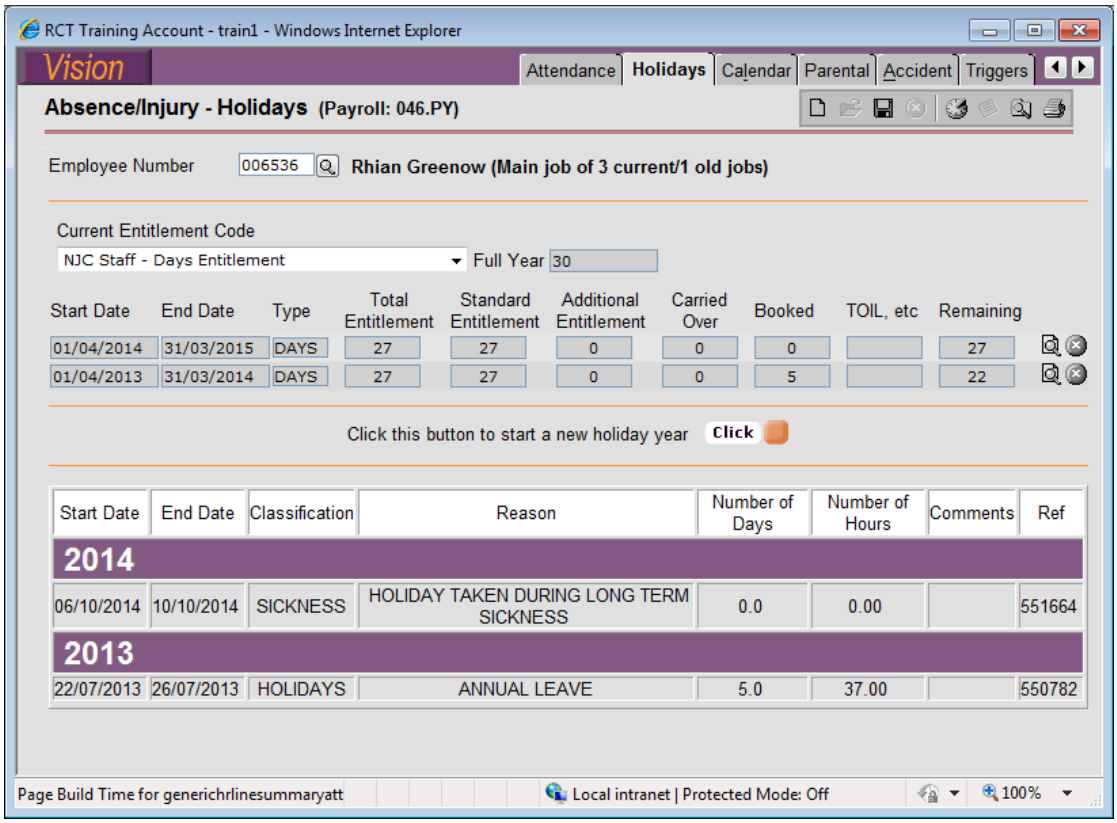
## Recording Holidays

### Attaching an Entitlement to an Employee

To enable you to record employee holidays on the system you must first input their holiday entitlement on Vision. This will need to be completed every financial year. Clicking on the 'Holidays' tab on the Absence/Injury – Absence Summary screen will take you to the Absence/Injury – Holidays screen where you can enter their entitlement, if it is not already entered.




Click on the drop down menu 'Current Entitlement Code' which will offer you the option of:

**Chief Officer Entitlement**
**NJC Staff - Days Entitlement**
**NJC Staff - Hours Entitlement**

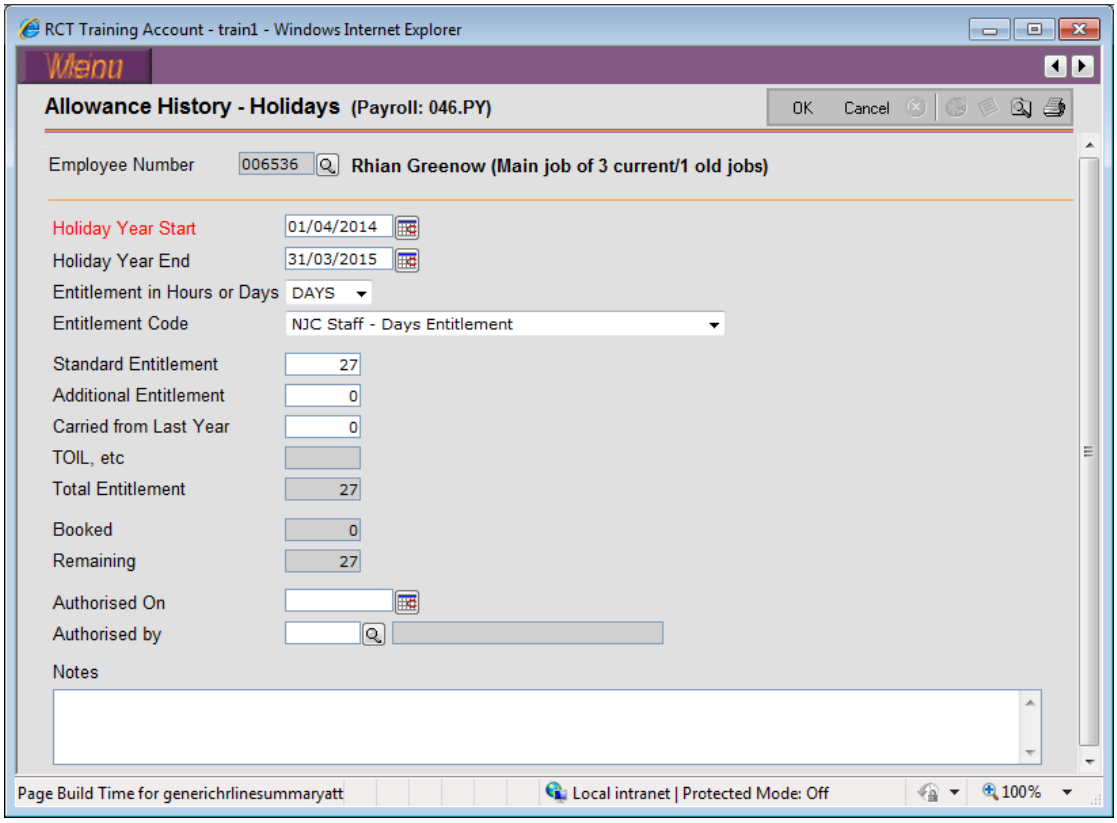
Then select the appropriate option for the employee.

### Recording Annual Leave in Days

Select the **NJC - Days Entitlement** option from the drop down menu and then click on the button to start a new holiday year. The system will automatically calculate from their continuous service date the entitlement for the full year. If

you have part-time employees, the system may not accurately calculate the correct entitlement as set out in the Annual Leave policy and you may need to adjust the defaulted number of days as described below. The Annual Leave Policy is available via The Source, but if you do not have access to this, please contact your Human Resources representative.

If the employee has commenced part way through the leave year you will need to calculate their entitlement for the completed months they will work. *If you need to adjust the defaulted number of days, clicking at the end of the appropriate year will open a new screen:




You can then overtype the figure in the 'Standard Entitlement' field with the adjusted figure and include an explanatory note in the 'Notes' field. Click OK then return to the main **'Absence Detail'** screen and save the record as described previously.

### Purchase of Additional Annual Leave Scheme

If an employee has their request to purchase additional leave accepted, it is necessary to record the agreed additional number of days on the Vision system. This is done by accessing the appropriate financial year on the 'Holidays' tab by clicking on the corresponding looking glass icon.

RCT Training Account - train1 - Internet Explorer

Vision

Attendance | Holidays | Calendar | Parental | Accident | Triggers

**Absence/Injury - Holidays** (Payroll: 046.PY)

Load/Search (Ctrl+L)

Employee Number 006536 Rhian Greenow (Main job of 3 current/1 old jobs)

Current Entitlement Code

NJC Staff - Days Entitlement Full Year 30

| Start Date | End Date | Type | Total Entitlement | Standard Entitlement | Additional Entitlement | Carried Over | Booked | TOIL, etc | Remaining |
|---|---|---|---|---|---|---|---|---|---|
| 01/04/2016 | 31/03/2017 | DAYS | 27 | 27 | 0 | 0 | 12 | | 15 |
| 01/04/2015 | 31/03/2016 | DAYS | 27 | 27 | 0 | 0 | | | 27 |
| 01/04/2014 | 31/03/2015 | DAYS | 28 | 27 | 0 | 0 | 0.5 | 1 | 27.5 |
| 01/04/2013 | 31/03/2014 | DAYS | 27 | 27 | 0 | 0 | 5 | | 22 |

Click this button to start a new holiday year Click

| Start Date | End Date | Classification | Reason | Number of Days | Number of Hours | Comments | Ref |
|---|---|---|---|---|---|---|---|
| **2017** | | | | | | | |
| 02/03/2017 | 03/03/2017 | HOLIDAYS | ANNUAL LEAVE | 2.0 | 0.00 | | 563212 |
| 20/02/2017 | 24/02/2017 | HOLIDAYS | ANNUAL LEAVE | 5.0 | 0.00 | | 563178 |
| **2016** | | | | | | | |
| 21/11/2016 | 25/11/2016 | SICKNESS | HOLIDAY TAKEN DURING LONG TERM SICKNESS | 5.0 | 37.00 | | 563171 |
| **2014** | | | | | | | |

http://oldpayroll/scripts/vision.dll 80%

You can then type the number of purchased days into the 'Additional Entitlement' field **including an explanation in the 'Notes' field**.

RCT Training Account - train1 - Internet Explorer

Vision

**Allowance History - Holidays**

OK Cancel

Holiday Year Start 01/04/2016

Holiday Year End 31/03/2017

Entitlement in Hours or Days DAYS

Entitlement Code NJC Staff - Days Entitlement

Standard Entitlement 27

Additional Entitlement 5

Carried from Last Year 0

TOIL, etc

Total Entitlement 32

Booked 12

Remaining 20

Authorised On

Authorised by

Notes

Additional 5 days annual leave agreed through 'Purchase of Additional Leave Scheme'

Page Build Time for generichrlinesummaryattendanceholidayshistory : 0.079 100%

Click OK, and follow the usual saving process.
Please ensure the employee's annual leave card and Vision both balance at all times.

## Recording Annual Leave in Hours

Select the **NJC - Hours Entitlement** option from the drop down menu and then click on the button to start new holiday year. The system will automatically calculate from their continuous service date the entitlement for the full year in hours. If the employee has commenced part way through the leave year you will need to calculate their entitlement for the completed months they will work.

*If you need to adjust the defaulted number of hours, the procedure will be the same as above.

## Staff with Chief Officer Entitlement

This option only applies to employees who are paid a percentage of the Chief Executive's salary.

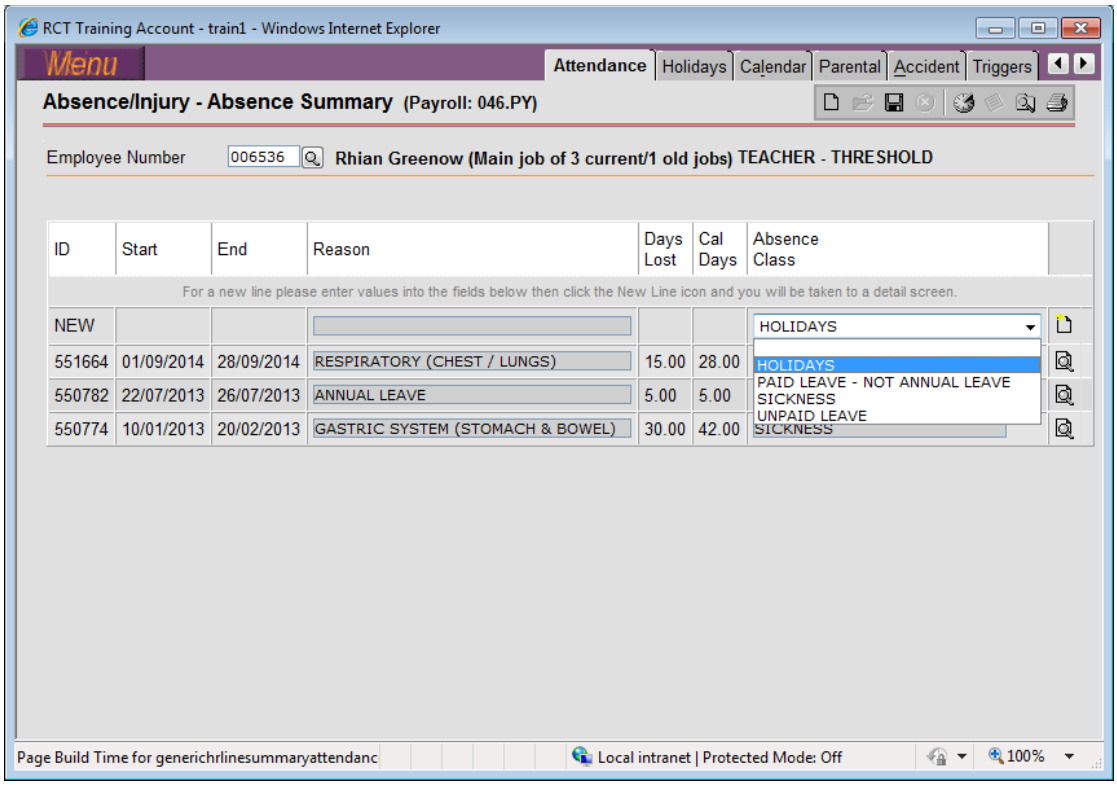
The procedure is as described above with the exception of selecting **Chief Officer Entitlement** from the drop down menu.

You will need to adjust the default leave entitlement as the system will automatically calculate the leave entitlement on the percentage of the Chief Executives Salary. You can amend the entitlement as described above.

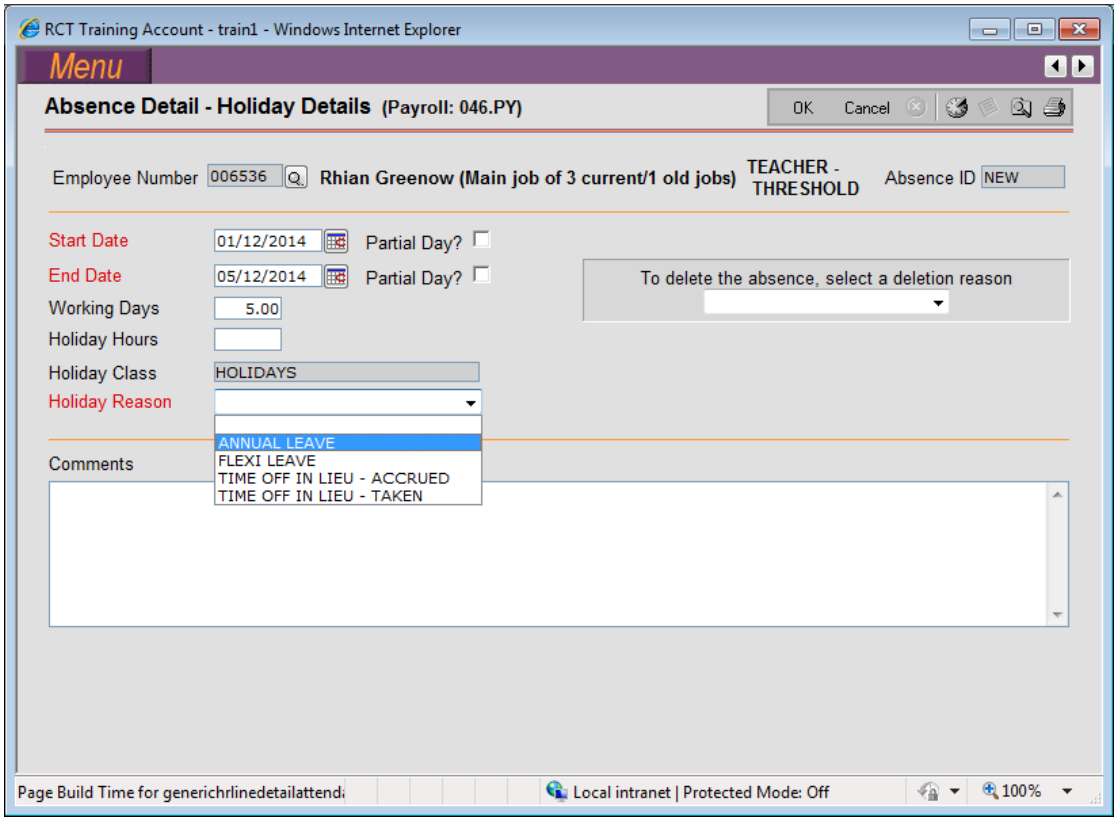
## Recording Annual Leave

When the employee has had an annual leave entitlement attached to their record you are then able to record their annual leave on Vision.

Select your employee from the Absence/Injury – Absence Summary screen by entering the employee number in the Employee Number field or search as described previously. From the '**Absence Class'** drop down menu you must click and select the '**Holidays**' option and then click to the right of it to record a new absence.




You are navigated to the Absence Detail – Holiday Details screen to allow you to enter the details of the holiday:




You are required to enter the '**Start Date**' of the leave period, and '**End Date'** of the leave period (for one/half day's leave, both dates will be the same).

Ticking the ‘Partial Day’ field would confirm that a half day leave has been taken. **NB** only ***one*** of the Partial Day boxes should be ticked: the top one is A.M., the bottom one is P.M.

You then need to input the number of working days taken in the ‘Working Days’ field and/or the total number of ‘Holiday Hours’ in order to allow the system to deduct the correct amount from their balance. For leave taken in days, the ‘Working Days’ field is mandatory and the ‘Holiday Hours’ field is optional. For leave taken in hours, the ‘Holiday Hours’ field is mandatory and the ‘Working Days’ field is optional.

When you have completed the required fields click OK at the top right hand side of the screen and the system will then take you back to the Summary screen where you **MUST** click to save the record.

If you wish to view, amend or delete the entry you can do that by clicking next to the relevant entry once you have gone back into the employee’s record.

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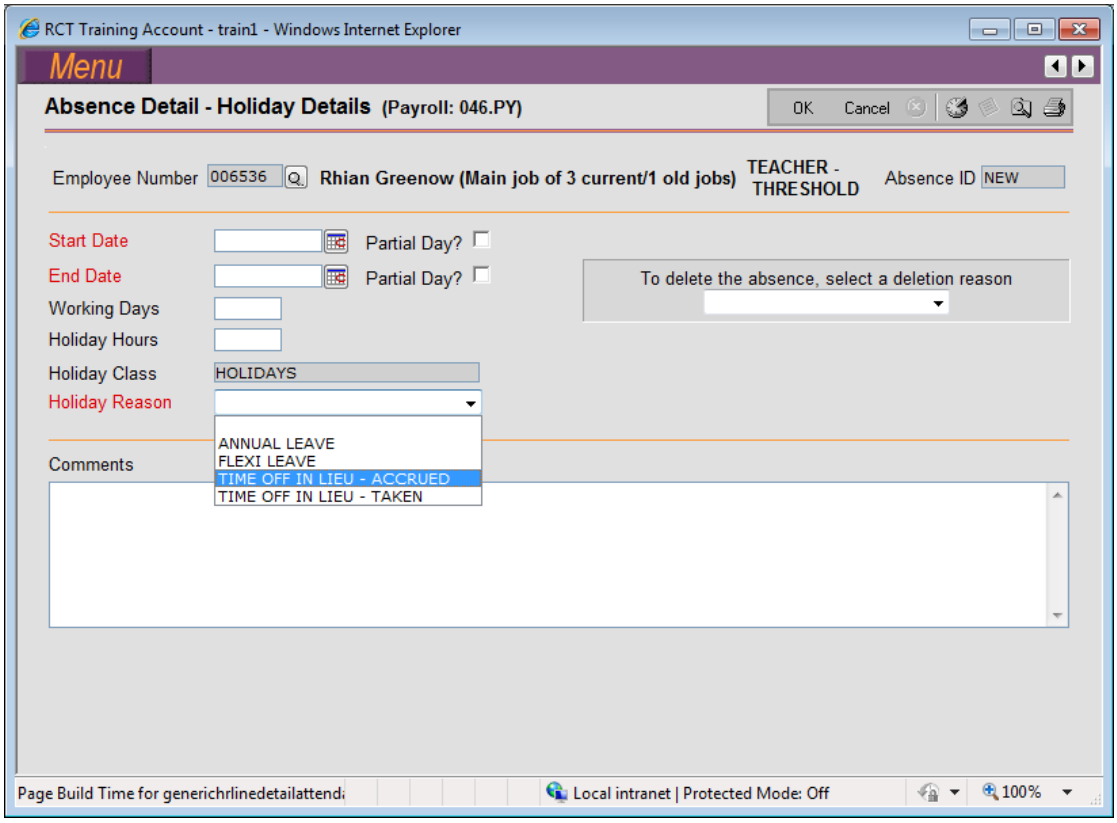
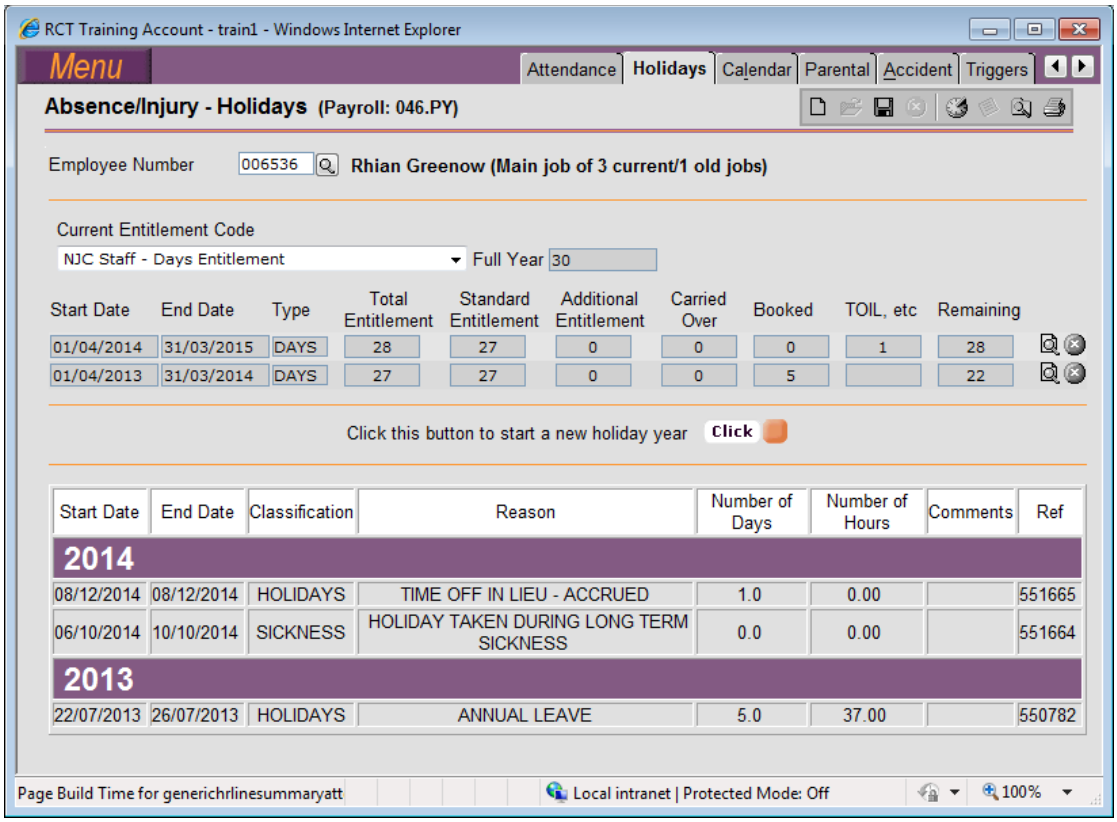
## Recording TOIL

TOIL can be recorded on Vision, although it is not mandatory to do so, and 'TOIL accrued' must be recorded before 'TOIL taken' can be recorded. However, it is important to remember that to use this facility you have to record TOIL in the same format as you have set up the employee's annual leave entitlement i.e. days **OR** hours. Therefore, if an employee's leave record is calculated in days you will only be able to record TOIL in full or half working days. Similarly, if an employee's leave record is calculated in hours you will only be able to record TOIL in hours.

To record TOIL, select the 'Holidays' option in the Absence Class drop-down menu from the Absence/Injury – Absence Summary screen, as described previously, and click the icon to navigate to the Absence Detail - Holiday Details screen:




Select the 'Time Off in Lieu – Accrued' option from the drop down menu. Record the details of the TOIL that has been accrued and save the record as described above. Details of the TOIL accrued will now appear against the employee's entitlement:




To record details of TOIL taken, follow the same procedure but select 'Time Off In Lieu – Taken' from the drop down menu on the 'Holiday Details' screen. Again, once the entry is saved the employee's balance will be amended accordingly.

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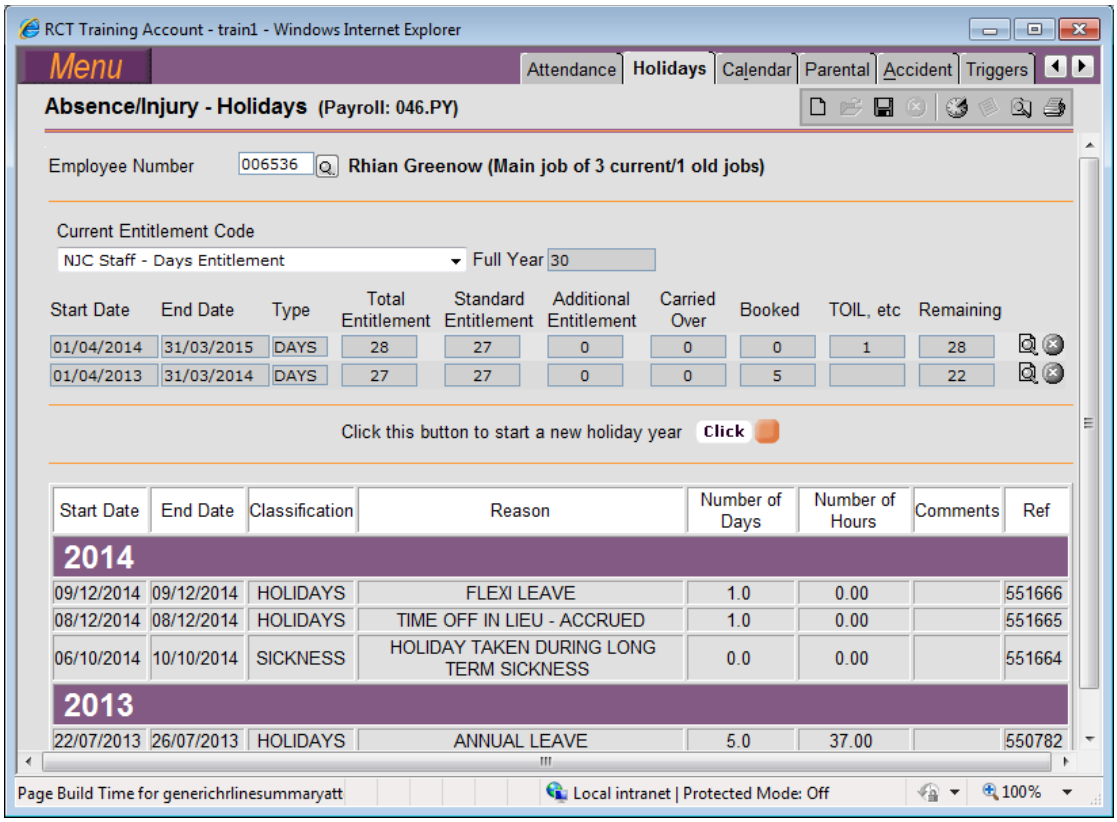
## Recording Flexi Leave

Flexi can be recorded on Vision, although it is not mandatory to do so. Follow the same procedure as entering annual leave with the exception of clicking on the **Flexi Leave** option from the Holiday Reason drop down menu. The record of flexi leave will then appear in the Absence summary:




Please note, Vision will not produce a notification if the number of flexi days goes beyond an employee's entitlement.

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## Recording Paid Leave – Not Annual Leave

If an employee has taken paid leave other than annual leave, then this should also be recorded on Vision.

Follow the same procedure as entering annual leave with the exception of clicking on the 'Paid Leave – Not Annual Leave' option from the drop down menu in the Absence/Injury – Absence Summary Screen.

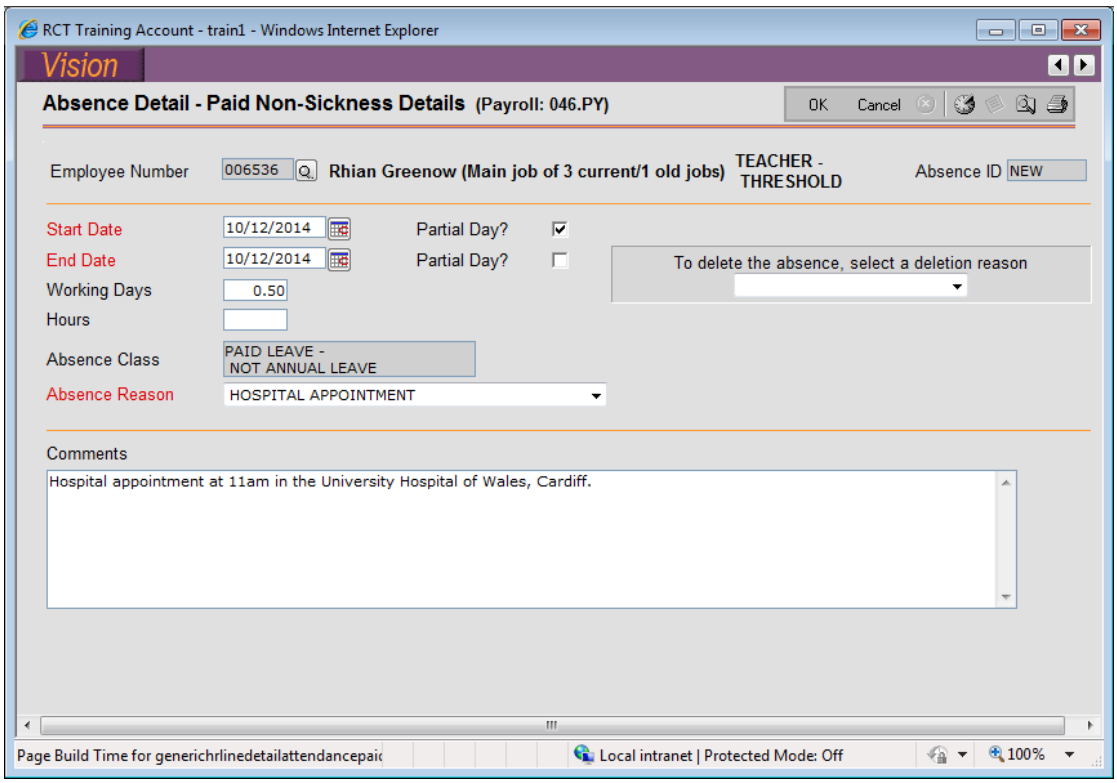
A new window will open where you can record the details of the leave. In the Absence Reason drop-down menu you can select from the reasons listed, although some are only applicable to school-based staff. When you have entered the details you must save the record by clicking OK , then and then OK once more to accept the amendment.

You can view the Council's Leave of Absence Policy on The Source, but if you do not have access to this, please contact your Human Resources representative.

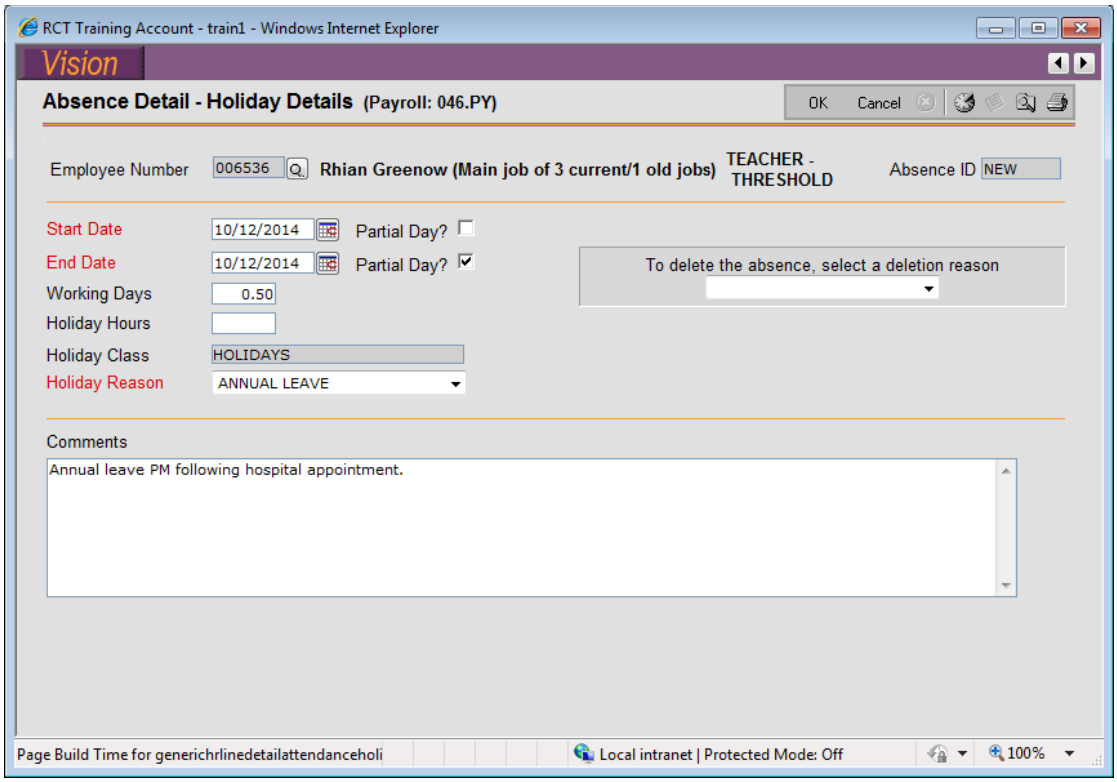
## Recording different types of leave for the same day

On occasions, an employee may take different types of paid leave on the same day (e.g. hospital appointment in the morning, annual leave in the afternoon). This needs to be recorded in the following way:

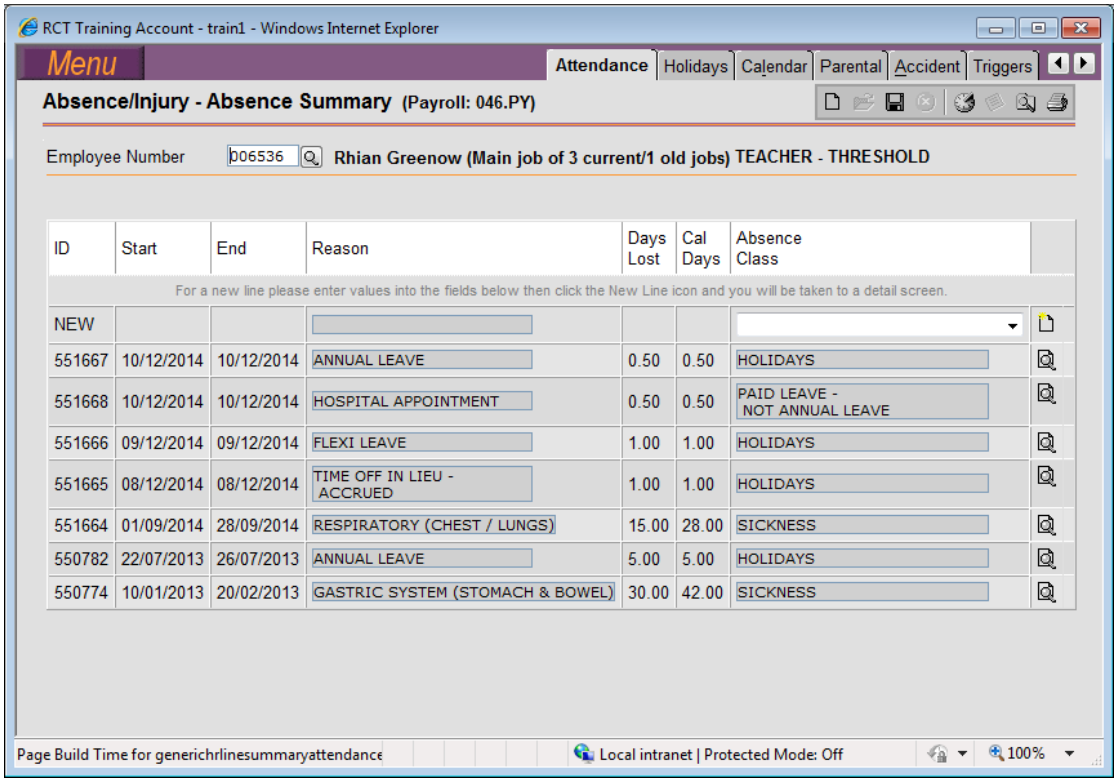
1) Record the **Start Date**, **End Date** (these will be the same) **Working Days** (this will be 0.5) and choose the **Absence Reason** from the drop down menu. Tick the top **Partial Day** field to the right of the '**Start Date**' for A.M. Save the record as described previously:



2) Record the annual leave taken for the afternoon and tick the '**Partial Day**' field to the right of '**End Date**' and save the record as described previously:




3) When both types of leave have been saved, the main '**Absence/Injury**' screen will be updated showing both types of leave, once you have gone back into the record.



## Recording Unpaid Leave

If an employee has taken unpaid leave select the 'Unpaid Leave' option from the Absence Class drop-down menu in the '**Absence-Injury - Absence Summary**' screen and click on the New Line icon on the right.

You are navigated to the **Absence Detail – Unpaid Non-Sickness Details** screen where you can record the details of the leave. In the 'Absence Reason' drop-down menu you can select from **Authorised Unpaid Leave, Unauthorised Unpaid Leave, J.P. Duties, Jury Service, Witness in Court or, Child Absent – Schools Use Only**. When you have entered the details you must save the record by clicking OK, then and then OK once more accept the amendment. As detailed previously, payroll are provided with a report of unpaid leave and will deduct the sum from the employee's salary retrospectively.

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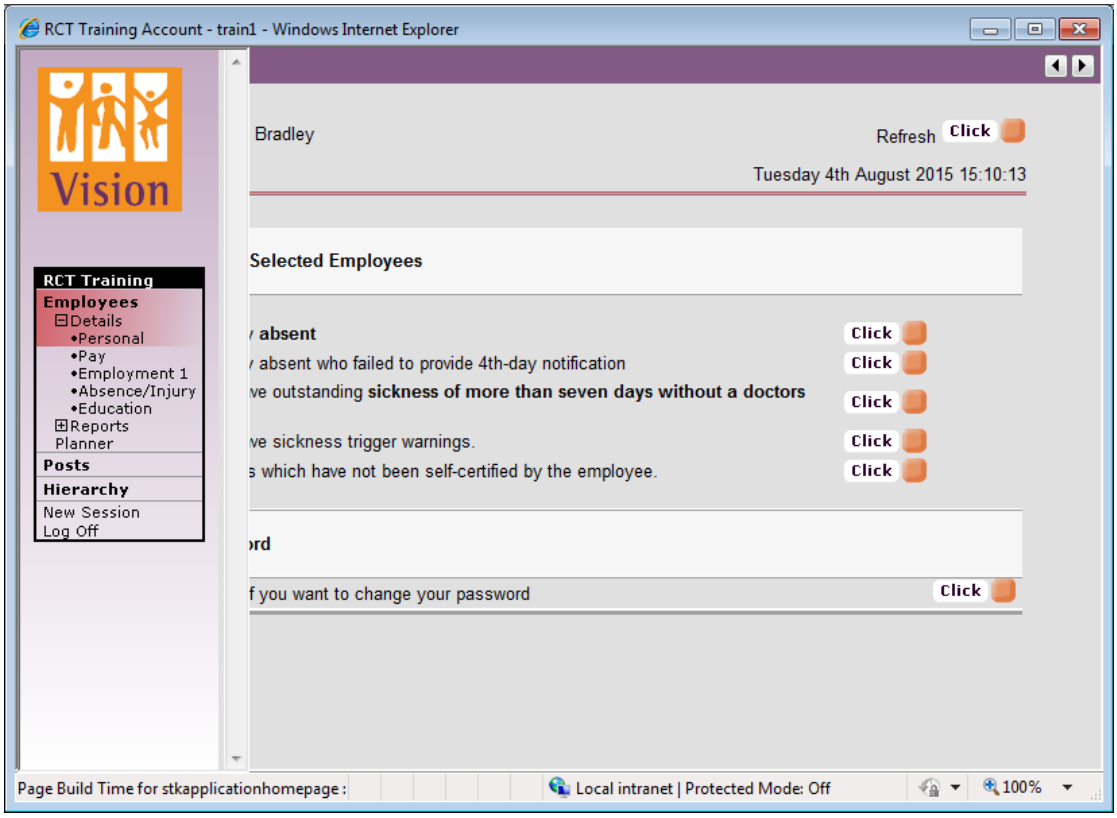
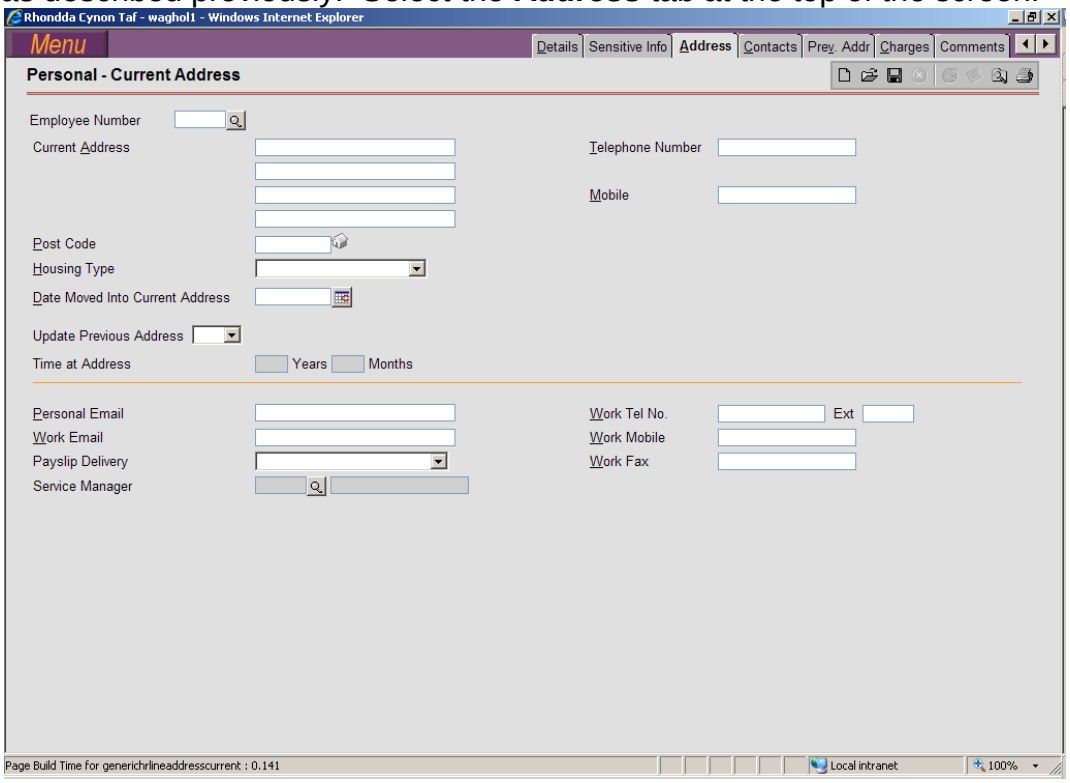
## Amending Employee Address and Contact Details

Managers are responsible for **updating and amending employee address and contact details** in the Vision system. Bring up the menu on the left-hand side of the screen and select 'Employees', 'Details' and 'Personal'.

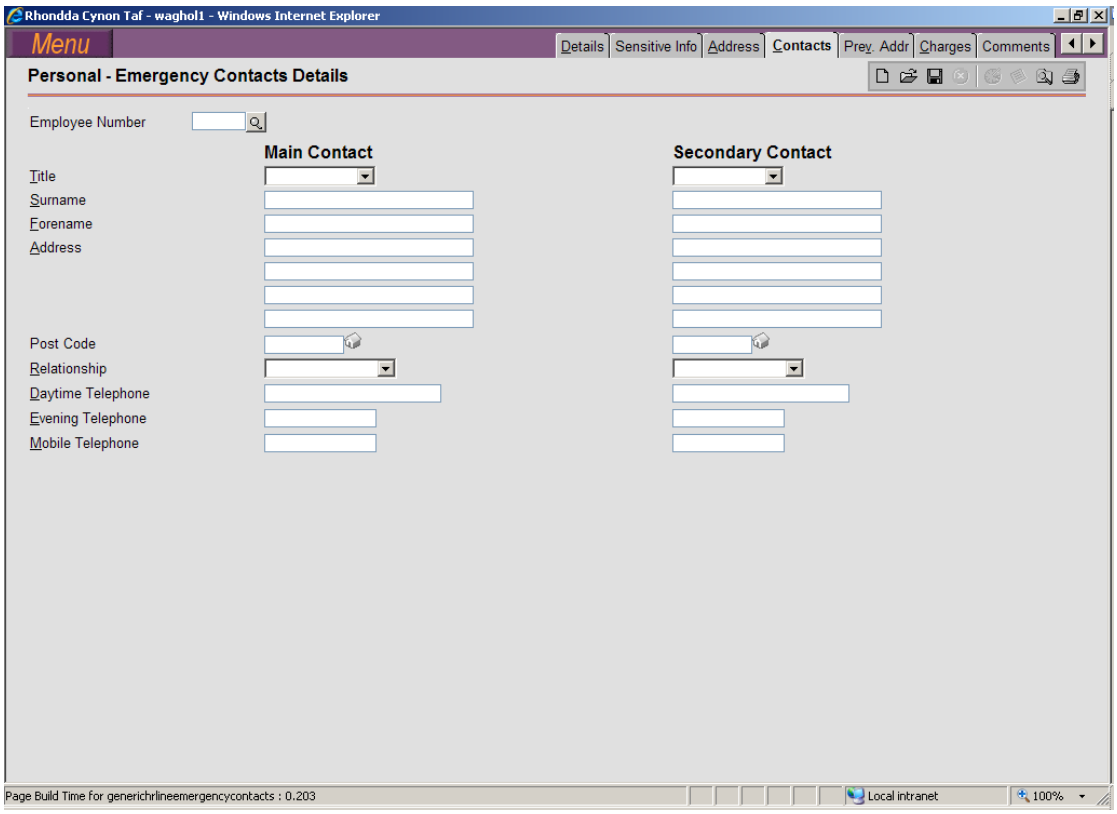


From the '**Personal** – **Details**' screen, enter the Employee Number or search as described previously. Select the **Address** tab at the top of the screen.




Enter the correct address by using the appropriate lines to the right of Current Address and you have the ability to update any incorrect details or enter a new address. Choose 'YES' to Update Previous Address, click OK to the message and, as with every update, save the new information.

Click the **Contacts** tab at the top of the screen in order to enter or update the contact details and save the record as described previously.



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**Useful Telephone Numbers**

Should you have any queries or require assistance when using the **Vision system**, please contact the **Vision Support Team** on:

(01443) 680763, 680764 and 680760

Alternatively, email the team with the query to visionsupport@rctcbc.gov.uk

Should you have any queries regarding the **Council's Sickness Absence and Leave policies** please contact your **HR** representative at Ty Elai, Williamstown on:

**Chief Executive and Corporate Services team** (01443) 444533, 444580, 444530 and 444532

**Community & Children's team** (01443) 444506, 444507, 444508 and 444514

**School Support & Lifelong Learning Team** (01443) 444524, 444525, 444526 and 444536

**Schools Team** (01443) 444539, 444519, 444537 and 444556

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## Appendix 1 - Screen Icon Functions

| ICON | FUNCTION |
|---|---|
| Menu | Move the cursor over this icon to access the main menu |
| Click | Click this icon to select the function listed opposite. |
| | Click the 'New' icon to clear a record you are viewing. |
| | Click the 'Load/Search' icon to find the details of an employee |
| | Click the 'Calendar' icon to select a date to populate the date fields on the absence screens |
| | Click the 'New Line' icon to create a new absence and enter notification details |
| OK Cancel | Click 'OK' or 'Cancel' to accept or cancel any changes made to and absence record |
| | Click and drag this icon to copy working patterns on the 'Time Lost' screen |
| | Click the 'Save' icon to save an absence record |
| | Click this icon to view the details of an absence |
| | Click this icon to view the details of a trigger |

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**Appendix 2 - Annual Leave Entitlement Table**

| Conditions of service | Less than 5 years service | More than 5 years service |
|---|---|---|
| NJC for Local Government Services | 25 days | 30 days |

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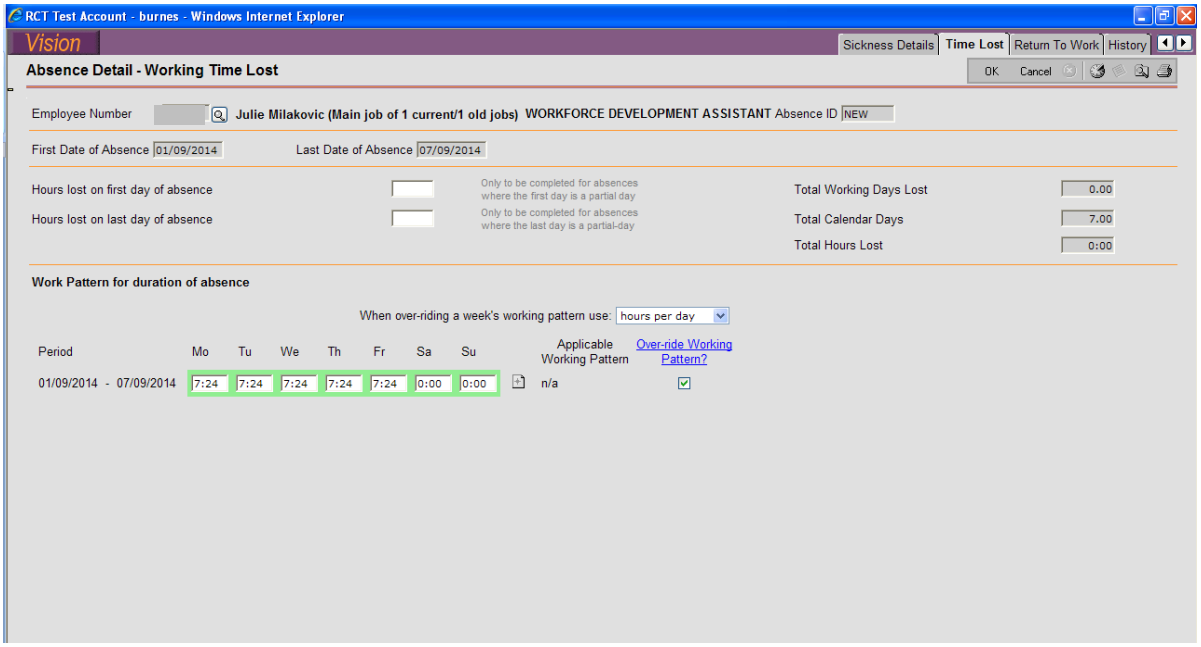
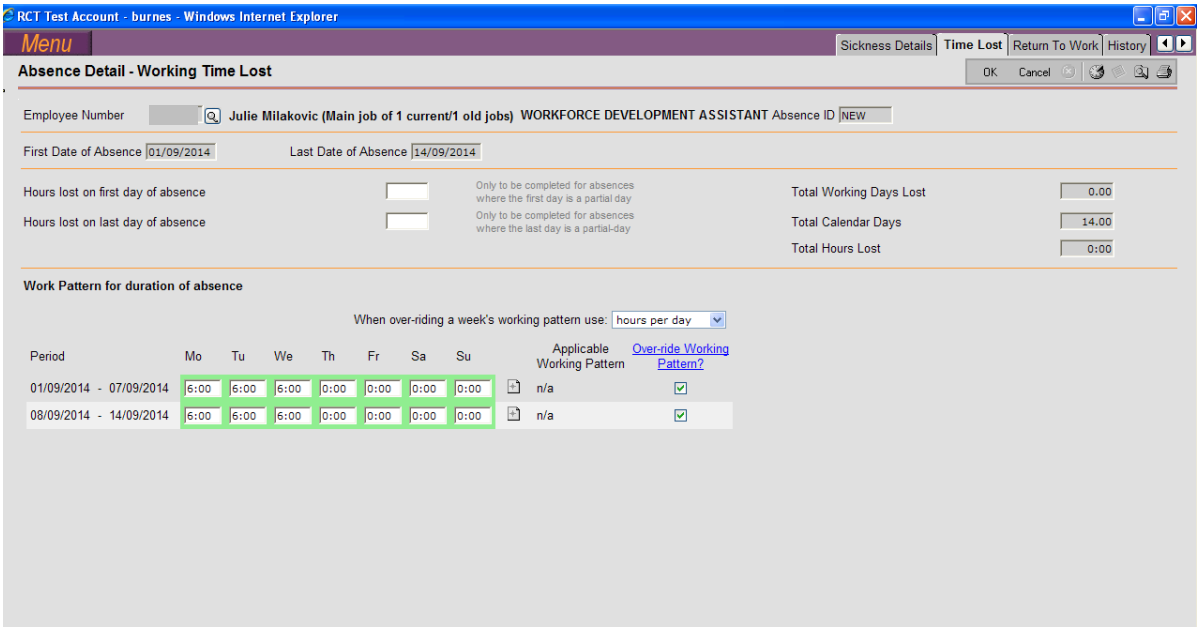
Appendix 3 – Completing Time Lost Screen

The example below shows time lost for a full time employee who works a 37 hr contract Monday – Friday

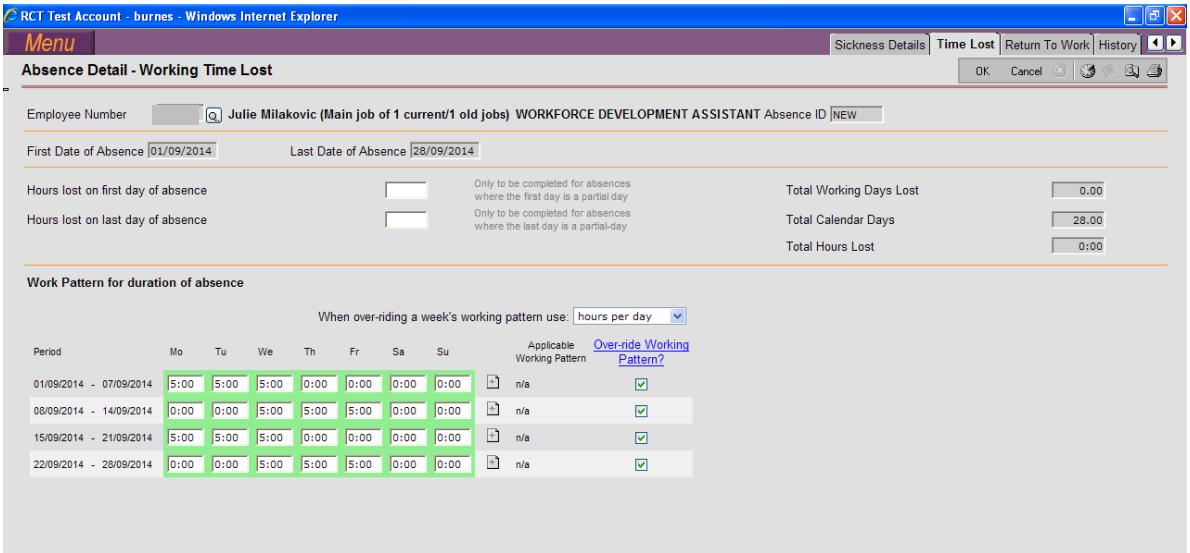



The example below shows time lost for a part-time employee who works an 18hr contract over 3 days, Monday – Wednesday.



The example below shows time lost for an employee who works a 15hr contract over 3 days, with an alternating pattern of :

Week one Monday – Wednesday
Week two Wednesday - Friday

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# Explaining the sections of the fit note

**Statement of Fitness for Work**
**For social security or Statutory Sick Pay**

Patient's name: Mr, Mrs, Miss, Ms

1 I assessed your case on: / /

2 and, because of the following condition(s):

3 I advise you that:
- ☐ you are not fit for work.
- ☐ you may be fit for work taking account of the following advice:

4 If available, and with your employer's agreement, you may benefit from:
- ☐ a phased return to work
- ☐ amended duties
- ☐ altered hours
- ☐ workplace adaptations

Comments, including functional effects of your condition(s):

SAMPLE

5 This will be the case for

or from / / to / /

6 I will/will not need to assess your fitness for work again at the end of this period.
*(Please delete as applicable)*

7 Doctor's signature

8 Date of statement / /

Doctor's address

Unique ID: Med 3 04/10-

**For the patient – what to do now**
Please read the notes below then fill in your details and, if you are claiming social security benefits, sign and date the declaration. If you cannot fill in your details yourself, ask someone else to do it for you.

**What your doctor's advice means**

**Not fit for work:**
Your doctor will advise this when they believe that your health condition means you should refrain from work for the stated period of time.

**May be fit for work taking account of the following advice:**
Your doctor will recommend this when they believe that you may be able to return to work with some support from your employer. Sometimes it may not be possible for your employer to act on the doctor's advice and you will not be able to return to work until you have further recovered. You do not need to get a further Statement from your doctor to confirm this.

**If you are employed**
If you are not fit for work, or your employer cannot support your return to work, your employer should consider paying Statutory Sick Pay (SSP) based on the information provided. If SSP cannot be paid, or your SSP is ending, your employer will give you form SSP1 to claim social security benefits. If you are self-employed, you may be able to claim social security benefits because of your health condition.

**Social security benefit claimants**
If you are claiming social security benefits because of your health condition, send this form to your Jobcentre Plus office. If you are claiming social security benefits for any other reason, you should contact a Personal Adviser to discuss the advice on the form. If you do any work you must inform Jobcentre Plus of your change of circumstances.

**If you want to make a new claim to social security benefits** you can:
- download a claim form at **www.direct.gov.uk/benefits**, or
- phone **0800 055 6688** (8am to 6pm Monday to Friday). Textphone users call **0800 023 4888**.

**Your details** – Please use BLOCK CAPITALS

Surname: Mr, Mrs, Miss, Ms

Other names

Address

Postcode

Date of birth / /

National Insurance (NI) number

**Declaration – for social security benefit claimants only**
I agree that my doctor may give the Department for Work and Pensions or a healthcare professional acting on its behalf information which is needed to process my claim for benefit and any request for it to be looked at again.

Signature

Date / /

If you have signed this form for someone else, please tick here: ☐

Guidance for employers and line managers

1. The date your employee was assessed by their doctor. This could be a face-to-face or telephone consultation, or consideration of a written report from another doctor or healthcare professional.

2. The condition(s) affecting your employee's fitness for work.

3. The doctor's assessment as to whether your employee is either:

   - **Not fit for work**
     - Your employee is not fit for work of any kind.

OR

   - **May be fit for work taking account of the following advice**
     - Your employee may be fit for work, taking account of the doctor's advice in the fit note. This does not necessarily mean doing their normal role.

4. The doctor's advice about how you can support your employee to return to work. See The tick boxes and The comments box for more information.

5. The period that the fit note covers. This will either be from the date of the assessment (Box 1), or between particular start and end dates. The dates are inclusive, (so a fit note dated from 2 April to 10 April will no longer apply from 11 April onwards).

   This section may cover an earlier period if your employee's doctor judges that their condition affected their fitness for work before the assessment date.

   The dates in this section (including any which cover an early period) can be for any period that your employee's doctor considers appropriate.

6. This box tells you whether your employee's health condition is expected to affect them after their current fit note expires.

   I will not need to assess your fitness for work again at the end of this period
   Your employee's health condition is not expected to affect their fitness for work once the fit note has expired.

   I will need to assess your fitness for work again at the end of this period
   Means your employee's health condition may still affect their fitness for work beyond the end of the fit note (so they may need a new fit note at that point).

7. Your employee's doctor needs to sign the fit note.

8. The date the fit note was issued – this may not always be the same as the date of the assessment.

**IMPORTANT: Your employee can go back to work at any time (including before the end of the fit note) without going back to see their doctor - even if their doctor has indicated that they need to assess them again. This will not breach your Employers Liability Compulsory Insurance, providing a suitable risk assessment has taken place if required.**

"

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