

Managing Attendance

A Guide for all Managers and Employees



Notification and Certification Guide



STRONG HERITAGE | STRONG FUTURE
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NOTIFICATION AND CERTIFICATION

Notification and Certification is one of several guides that have been designed to provide practical advice and guidance to managers and employees around Managing Attendance. Each guide supports the Council's Absence Management Policy by answering the most common questions that both managers and employees have about their own sickness absence, and managing the absence of others.

According to the NHS choices "The characteristics of work – activity, social interaction, identity and status – are proven to be beneficial for our physical and mental health. People with health conditions, such as back pain, stress and depression and high blood pressure find that getting back to work is often the best way to recover."

Maintaining regular contact during an employee's absence is critical in supporting the employee to remain engaged in the workforce and enabling a return to work. Maintaining contact can avoid barriers to returning to work developing and the earlier support or health interventions can be provided, the better the outcomes are for the employee.

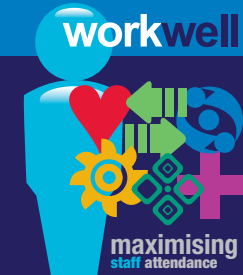
Employee Responsibilities	Manager / Supervisor Responsibilities
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Employee Responsibilities

1. When must I contact my manager when I am absent due to ill health?

When you are absent from work due to ill health it is important to keep in regular contact with your manager. The days you must contact your manager on are:

- Day 1
- Day 4
- Day 7
- Upon receipt of a 'fit note'
- Day 14
- 14 days plus – as agreed with your manager (preferably weekly)

Please note that these are calendar days, not working days.

Manager / Supervisor Responsibilities

1. When does the employee have to make contact when they are absent due to ill health?

When the employee is absent from work due to ill health it is important that they keep in regular contact with you. The days the employee must contact you on are:

- Day 1
- Day 4
- Day 7
- Upon receipt of a 'fit note'
- Day 14
- 14 days plus – as agreed with you (preferably weekly)

Please note that these are calendar days, not working days.

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2. What do I need to do on the first day (Day 1) of my absence?

On the first day of your absence (Day 1), you have a responsibility to let your manager know that you will not be in work and the reason why. You must telephone your manager at the earliest opportunity – no later than 9 a.m. if you work office hours, or no later than 2 hours before your shift is due to start.

Contact would usually be made by a telephone call however alternative methods may be agreed with your manager if there are particular circumstances that necessitate alternative methods of communication. These must be agreed with your manager in advance.

During this telephone call you will need to specify the reason for the absence and estimate a return to work date. You will also be asked whether you consider the absence to be related to a disability.

Manager / Supervisor Responsibilities

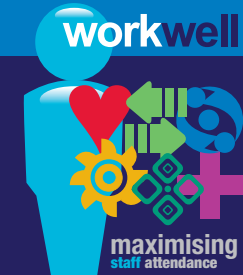
2. What do I need to do when the employee contacts me on the first day (Day 1) of their absence?

When the employee contacts you on Day 1 of their absence you must find out from them the reason for the absence, and estimated return to work date. You are also required to ask whether they consider the absence to be related to a disability. You must then update Vision to record the absence.

You may refer the employee to the Occupational Health and Wellbeing Unit on Day 1 of the absence for musculoskeletal and mental health absences as an early intervention of support. For any referral to the Occupational Health and Wellbeing Unit, please ensure you discuss this with the employee.

Contact would usually be made by a telephone call however alternative methods may be agreed with the employee if there are particular circumstances that necessitate alternative methods of communication. These must be agreed in advance.

 **For further information about disability related sickness absence, please refer to the Disability Related Sickness Guide.**



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Employee Responsibilities

3. What do I need to do on Day 4 of my absence?

On Day 4 of your absence you have a responsibility to update your manager, letting them know that you will not be in work and the reason why.

Contact would usually be made by a telephone call however alternative methods may be agreed with your manager if there are particular circumstances that necessitate alternative methods of communication. These must be agreed with your manager in advance.

During the telephone call you will need to update your manager on how you are feeling, discuss any support required and estimate a return to work date.

Manager / Supervisor Responsibilities

3. What do I need to do when the employee contacts me on Day 4 of their absence?

When the employee contacts you on Day 4 of their absence you must find out from them the reason for their continued absence, and estimated return to work date. You must then update Vision to record the absence.

Contact would usually be made by a telephone call however alternative methods may be agreed with the employee if there are particular circumstances that necessitate alternative methods of communication. These must be agreed in advance.

During the telephone call you will need to ask how the employee is feeling, discuss any support required and ask for an estimated return to work date.

If a decision is made to refer the employee to the Occupational Health and Wellbeing Unit for support, you must discuss the referral content with the employee.

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4. What do I need to do on Day 7 of my absence?

On Day 7 of your absence you have a responsibility to update your manager, letting them know that you will not be in work and the reasons why.

Contact would usually be made by a telephone call however alternative methods may be agreed with your manager if there are particular circumstances that necessitate alternative methods of communication. These must be agreed with your manager in advance.

During the telephone call you will need to update your manager on how you are feeling, discuss any support required and estimate a return to work date.

If the absence continues you will be required to provide a GP fit note from Day 8 onwards.

Manager / Supervisor Responsibilities

4. What do I need to do when the employee contacts me on Day 7 of their absence?

When the employee contacts you on Day 7 of their absence you must find out from them the reasons for their continued absence, and estimated return to work date. You must then update Vision to record the absence.

Contact would usually be made by a telephone call however alternative methods may be agreed with the employee if there are particular circumstances that necessitate alternative methods of communication. These must be agreed in advance.

During the telephone call you will need to ask how the employee is feeling, discuss any support required and ask for an estimated return to work date. Also remind the employee that if the absence continues they will need to provide a GP fit note from Day 8 onwards.

If a decision is made to refer the employee to the Occupational Health and Wellbeing Unit for support, you must discuss the referral content with the employee.



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Employee Responsibilities

5. What do I need to do if I am off for over 7 calendar days?

If you are absent for over 7 days you will be required to provide a GP fit note from Day 8 onwards (as you are able to provide a self-certification for days 1 to 7).

When you obtain the fit note you will need to contact your manager to provide them with an update on the absence, including GP recommendations and an estimation of return to work date.

Contact would usually be made by a telephone call however alternative methods may be agreed with your manager if there are particular circumstances that necessitate alternative methods of communication. These must be agreed with your manager in advance.

Manager / Supervisor Responsibilities

5. What do I need to do if the employee is absent for over 7 calendar days?

If the employee is absent for over 7 days they will be required to provide a GP fit note from Day 8 onwards.

When the employee obtains the fit note they will need to contact you to provide an update on the absence, including GP recommendations and an estimation of return to work date.

During this discussion you should ask the employee if they require any support. If a decision is made to refer the employee to the Occupational Health and Wellbeing Unit for support, you must discuss the referral content with the employee.

Contact would usually be made by a telephone call however alternative methods may be agreed with the employee if there are particular circumstances that necessitate alternative methods of communication. These must be agreed in advance.

You must then record the notification in Vision and enter the fit note details and dates.

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6. What do I need to do on Day 14 of my absence?

On Day 14 of your absence you have a responsibility to contact your manager, letting them know that you will not be in work and the reasons why. During this contact your manager will discuss your referral to the Occupational Health and Wellbeing Unit.

Contact would usually be made by a telephone call however alternative methods may be agreed with your manager if there are particular circumstances that necessitate alternative methods of communication. These must be agreed with your manager in advance.

During the telephone call you will need to update your manager on how you are feeling, discuss any support required and estimate a return to work date. You must also agree with your manager how and when you are going to keep in contact going forward. (Weekly contact is recommended.)

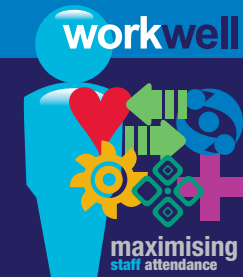
Manager / Supervisor Responsibilities

6. What do I need to do when the employee contacts me on Day 14 of their absence?

On Day 14 of the absence the employee has a responsibility to contact you, letting you know that they will not be in work and the reasons why. During this contact you will need to inform the employee that they will be referred to the Occupational Health and Wellbeing Unit.

Contact would usually be made by a telephone call however alternative methods may be agreed with the employee if there are particular circumstances that necessitate alternative methods of communication. These must be agreed in advance.

During the telephone call you will need to obtain an update as to how the employee is feeling, discuss any support required and estimate a return to work date. You must also agree with the employee how and when you are going to keep in contact going forward. (Weekly contact is recommended.)



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7. What do I need to do if my absence lasts for over 14 days?

You and your manager will already be in weekly contact throughout the notification periods. From day 14, or certainly on receipt of your 1st medical report your manager will contact you to arrange a welfare visit. The welfare visit will be arranged at a workplace location, a Trade Union Office or depending on your medical condition, it could be arranged at your home.

If you feel you need some support at your welfare visit, you may have a trade union representative or work colleague attend.

As previously mentioned the purpose of the welfare visit will be to maintain contact, discuss your wellbeing and discuss support or workplace adjustments that you may require.

 **For further information on Welfare Visits, please refer to the Welfare Visits Guide.**

8. What do I need to do if I become ill whilst at work?

If you become ill whilst you are in work you must let your manager know before you leave work.

Manager / Supervisor Responsibilities

7. What do I need to do if the employee's absence lasts for over 14 days?

If the employee's absence continues for over 14 days you will need to maintain contact as agreed on Day 14 – this will include arranging Welfare Visits.

Following the referral to the Occupational Health and Wellbeing Unit the employee will attend the appointment and a report will be compiled. If the employee has provided consent the report will be shared with you and Human Resources and you will need to discuss the findings of the report with the employee.

You will need to record all the details on Vision.

 **For further information on Welfare Visits, please refer to the Welfare Visits Guide.**

8. What does the employee need to do if they become ill whilst at work?

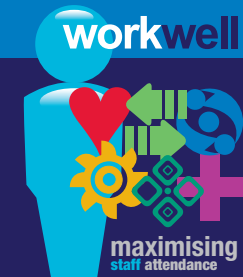
If the employee becomes ill whilst they are in work they must let you know before they leave work. You must then record the details in Vision, including hours lost etc.

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9. What if one of my notification days (Days 1, 4, 7, 14) falls on the weekend? If one of the notification days falls on a weekend, if you do not normally work on the weekend you must contact your manager on the Friday before the actual notification day.	9. What if one of the employee's notification days (Days 1, 4, 7, 14) falls on the weekend? If one of the notification days falls on a weekend, if the employee does not normally work on the weekend they must contact you on the Friday before the actual notification day.
10. How should contact be maintained? Contact should be conducted via face to face meetings, telephone calls or both with your Manager. In areas where 24 hour service provision is provided to ensure appropriate cover is in place, you will need to contact an alternative manager if your manager's shift pattern falls outside the hours of 8 am to 6 pm.	10. How should contact be maintained? Contact should be conducted via face to face meetings, telephone calls or both with the employee. In areas where 24 hour service provision is provided to ensure appropriate cover is in place, the employee will need to contact an alternative manager if your shift pattern falls outside the hours of 8 am to 6 pm. Every absence is different and each person handles things differently so manage each case sympathetically and gain advice from Human Resources or the Occupational Health and Wellbeing Unit where necessary.
11. What can I do if I do not want to contact my manager as I feel it will impact on my wellbeing? In circumstances where contact with your manager may impact on your wellbeing, you should contact Human Resources to determine a suitable alternative contact.	11. What if the employee does not want to have contact with me? In circumstances where the employee feels that contact with you may impact on their wellbeing, they are advised to contact Human Resources to determine a suitable alternative contact. Please contact your HR representative for further advice.



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Employee Responsibilities

12. What certification must I provide if I am off between 1 and 7 days?

All employees must cover all sickness absences with certification from Day 1 of the sickness absence to ensure that access to statutory and occupational sick pay is not affected.

Day 1 to Day 7

For absences under 7 days you should fill in the self certification form SA3 for the first 7 days of your absence. You can get an SA3 form from your manager.

13. What certification must I provide if I am off for over 7 days (to cover Day 8 onwards)?

Day 8 onwards

For absences of more than 7 days you must visit your GP for a "fit note" to cover your period of absence.

Make sure you provide your fit notes to your manager on time and ensure that they cover all absences with no gaps as this may affect your sick pay entitlements.

Manager / Supervisor Responsibilities

12. What certification must the employee provide if they are off between 1 and 7 days?

All employees must cover all sickness absences with certification from day 1 of the sickness absence to ensure that access to statutory and occupational sick pay is not affected.

Day 1 to Day 7

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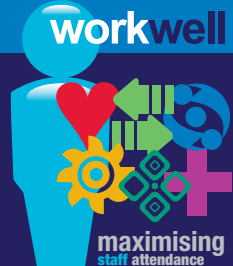
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Day 8 onwards

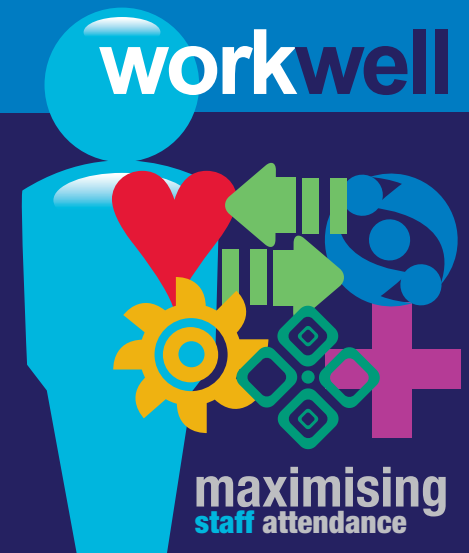
For absences of more than 7 days the employee must visit their GP for a "fit note" to cover their period of absence.

You will need to advise the employee of the importance of getting self and medical certification to you on time, and ensure that they cover all absences with no gaps, as this may affect their sick pay entitlements.





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