

# Attendance Recording for Clerical Administrative and Library Staff

## **1. BACKGROUND**

Electronic Attendance Recording is being implemented as part of the Towards 2016 Action plan.

## **2. PRINCIPLES GUIDING THE ELECTRONIC ATTENDANCE RECORDING SYSTEM**

- The system will record attendance at work so as to comply with Working Time Legislation and Regulations.
- The system will recognise current attendance patterns and agreements with existing staff and contractual arrangements.
- Electronic Attendance Recording will integrate fully with other main Business, HR and Payroll systems.ie using Core Time and Core Payroll.
- The system will be accessible by staff and will facilitate Employee Self-Service (ESS) which will allow for Employees to access Core Time to review hours worked including overtime hours and current holiday balances, etc.

## **3. SCOPE OF THE SYSTEM**

Electronic Attendance Recording will apply to all Clerical / Administrative and Library Staff who have conditioned hours of attendance.

## **4. HOW WILL THE SYSTEM WORK**

Staff will swipe in / swipe out using the Time Recording Terminals which are located at the following entrances to the Institute:

- The Atrium (adjacent to Caretakers desk)
- Carraiglea (outside staff canteen)
- Quadrangle Building; Orchard Entrance (entrance adjacent to Creative Arts Administration Office)
- As new buildings come on stream additional locations will be established and/or existing locations revised, new locations will be advised to all staff.

Staff will swipe in / swipe out as follows:

- When they are reporting for work and at the end of their working day.
- At the beginning of their lunch break and at the end of their lunch break.
- When leaving the Institute for business purposes.

**Or**

- When leaving the Institute for any other purposes to record that they are off site.

The attendance system records daily attendance patterns electronically and reports on variations as they arise. The system benchmarks actual attendance patterns against the agreed attendance pattern for the particular member of staff.

The actual hours that staff should work will be determined in the normal way as per their contract. The agreed work pattern for a staff member will be captured on the Core Time system; consequently it is not the intention of this attendance recording system in itself to alter existing working arrangements so long as these reflect the agreed working patterns documented as part of this project.

## **5. MANAGEMENT RESPONSIBILITY FOR ELECTRONIC ATTENDANCE RECORDING**

- **The Individual:** Each individual must play their own key role in managing and reporting on their own punctuality, attendance, lunch breaks etc and thus creates an Institute record of their attendance.
- **The Manager:** The Manager in each functional area is ultimately responsible for the management of attendance in their area and is responsible for approving the attendance record of the Designated Senior Administrator.
- **The Designated Senior Administrator:** The Manager will nominate a Designated Senior Administrator; as a rule this will be the staff member holding the most senior grade in that department. Members of staff at this grade will have supervisory responsibility for all grades for whom they have been assigned. The Designated Senior Administrator in the relevant area is delegated responsibility for the management and approval of attendance records for all grades for whom they have been assigned. In the absence of the Designated Senior Administrator, the Manager will administer the attendance records for staff of that department until the return of the Designated Senior Administrator. In the unlikely event that both the Manager and the Designated Senior Administrator are out of the office at the same time on leave, the Manager will nominate another person to administer the attendance records.

## **6. RECORDING ABSENCES/ PLANNED AND UNPLANNED LEAVE**

Staff absences will be recorded on the system. It is important to note that Managers and the Designated Senior Administrator must be informed of such absences in a timely manner. See Frequently Asked Questions for further guidance.

## **7. UNAUTHORISED ABSENCES**

In all situations where an absence has arisen and has not been authorised by a Manager or nominee, it will be recorded initially as an unauthorised absence. A record of unauthorised absence may be amended where an acceptable explanation is provided by the staff member and the absence approved by the Manager. Unauthorised absences are a breach of discipline and will be addressed through the appropriate disciplinary procedures.

## **8. ABUSE OF THE SYSTEM**

Any abuse of Electronic Attendance Recording system will be viewed as a very serious matter. In situations where it is judged, following investigation, that there was a deliberate abuse of the system (e.g. swiping offences / fraudulent misuse) appropriate disciplinary action will be taken.

## **9. MANAGEMENT OF THE ELECTRONIC ATTENDANCE RECORDING SYSTEM**

- Standard Operating Procedures: The Designated Senior Administrator / Manager should review attendance records for staff that they have been assigned responsibility for, not less regularly than every second day to ensure that issues arising are addressed promptly.
- Standard Operating Procedures: Approval of Attendance Records: The Designated Senior Administrator/ Manager will approve the attendance record on a weekly basis not later than 11am on Monday of the week following the reporting period, as part of the process to inform payroll actions.
- A review of the system will be held periodically to ensure that the system is working effectively and efficiently. This will be done in collaboration with Employee Representatives.

## FREQUENTLY ASKED QUESTIONS

### **1. HOW THE SYSTEM WORKS?**

#### **As an Employee - what do I do?**

On appointment, Staff will be issued with a Staff Card which they will use to activate the attendance recording hardware. Using this card will generate a log of attendance for a particular day. Staff will be required to swipe in using the Time Recording Terminals based at the agreed and suitable locations around campus. The Staff Card will also facilitate use of the library, room access and access to the staff canteen.

#### **When do I swipe in/out?**

At the beginning of your working day, you will swipe in; following this you will swipe out for lunch break and subsequently swipe in again at the end of lunch break. Finally staff will swipe out at the end of their working day.

#### **What if I leave the Institute for Business purposes?**

Where a staff member is unable to swipe in and swipe out due to authorized work commitments taking place outside of the Institute in another location, this potential absence must be recorded in advance by the Designated Senior Administrator / Manager of that department on the Core System. Should a person leave the Institute during a particular day, they can swipe themselves out on business leave, using the yellow button on the attendance recording terminals based at entrances to the Institute.

#### **What happens if I need to meet with a Designated Contact Person under the Mutual Respect Policy?**

It is a policy of the Institute to support the role and function of Designated Contact People. There is also a shared need to protect confidentiality and for this reason the following procedure will apply:

The Designated Contact Person will swipe in /out using the business leave option. They should contact their Manager where possible in advance of this leave.

In the instance of the staff member using the service, they will also use the business leave option and advise the HR Officer, who will ensure that the staff member's record is appropriately maintained. It is considered that by separating these reporting processes, the confidentiality of this service is upheld.

### **What do I do if I have forgotten to Swipe?**

Staff who forget their staff card or forget to swipe in for whatever reason generate a "Missed Clocking" report. This omission requires a manual adjustment to be made to the electronic records. The Designated Senior Administrator / Manager will be able to examine the records no later than every second working day and will be required to investigate discrepancies / errors.

#### **a) What if I forgot to swipe in this morning?**

You must contact your Designated Senior Administrator / Manager as soon as possible to highlight the omission. He / She will then be able to manually adjust your record. If there is no adjustment made, the system assumes a "Missed Clocking" and the staff member will not be credited with a full working day.

#### **b) What happens if I forget to swipe in / swipe out at lunch time?**

You must contact your Designated Senior Administrator / Manager as soon as possible to highlight the omission. He / She will then be able to manually adjust your record. If there is no adjustment made, the system assumes a "Break Violation" which will result in an automatic 1 hour deduction for your lunch break.

#### **c) What happens if I forget to swipe out going home?**

You must contact your Designated Senior Administrator / Manager as soon as possible the next day to highlight the omission. Any amendments to hours of attendance must be communicated to the appropriate supervisor / manager and administered by the Designated Senior Administrator of that department. This will require a manual adjustment. If there is no adjustment made the system assumes a "Missed Clocking" and this will be investigated.

#### **d) A small number of "Missed Clocking" or "Break Violations" will be dealt with by your Manager. Continued patterns of non compliance resulting in "Missed Clocking" or "Break Violations" will be investigated by the Manager and in the case of any abuse of the system, action will be taken in accordance with the appropriate disciplinary procedures.**

## **2. WHAT TRAINING WILL I GET IN THE USE AND OPERATION OF THE SYSTEM?**

Training will be provided to all users of the system - staff, supervisors and managers. Training will be given on the three main parts to the system:

- Guidelines: policy and use of the system
- Hardware: training on how to swipe in/out using the Time Recording Terminals.
- Software: training on accessing ESS, use of Pins and passwords, accessing personal details, leave requests etc.

Managers and Designated Senior Administrators will be trained on Core Time and Electronic Self Service (ESS). Training will include how to use the Time Management Module, Enquiries, Adjustments and reporting tools, in addition to training on ESS.

HR will be on hand to deal with any escalated queries and during transition HR will assist people individually should they have queries and need support.

## **3. HOW DO I RECORD ABSENCES?**

There are two types of absences - Planned and Unplanned

### **Planned Absence**

Planned absences will be dealt with as before and approval in advance will be required and given by the Department Manager/ Supervisor. The Designated Senior Administrator will record this using the core system. Planned leave includes: annual Leave, maternity leave, parental leave, carers leave, study leave, long term sickness absence. It is important to note that staff must inform their Supervisor of any planned absences. Staff Members should also communicate their planned leave to team members and Managers.

### **Unplanned Absence**

Absence of this kind will be dealt with as before and approval will be required and given by the Department Manager. The Designated Senior Administrator will record this using the core system. Unplanned leave is determined as follows: Force Majeure and Compassionate Leave and other short term unapproved absences and sickness absence:

Sickness Absence: For the staff member the process for reporting and administrating sick absences remain unchanged.

The Designated Senior Administrator will update the staff member's attendance record on their return to duty. The HR department will continue to deal with doctors certificates and will be responsible for ensuring that sickness absence are recorded accurately as either self certified or doctor certified.

It is a key requirement that the relevant Managers and the Designated Senior Administrator must be informed of all such absences in a timely manner.

#### **4. WILL THERE BE AN ALTERNATIVE TO SWIPING IN /OUT TO RECORD ATTENDANCE?**

Initially all staff will swipe in/out using the Time Recording Terminals based at entrances to the Institute (detailed in point 4 of this policy). Following the full roll out of ESS, staff will in due course have the ability to sign in and out using PC log in at their computer terminals.

#### **5. IS THE SYSTEM SECURE?**

Yes. For added security staff will be issued with a pin number which they can input when swiping their card. This pin will also be required to view ESS. Each person's pin is confidential and must not be shared with any other employee. Unauthorized use of another staff member's card and/or pin will be viewed as a very serious matter and disciplinary procedures will be instigated.

#### **6. WHAT DO I DO IF I LOSE MY CARD?**

Card losses must be reported immediately to the Designated Senior Administrator and the HR office. HR will provide replacements, which will be processed as soon as possible. The old card will be disabled. While you wait for your replacement card, a manual adjustment will be required to record your attendance. This will require you to physically report to your Designated Senior Administrator / Manager for the reporting times as set out in 1 above.

**THIS DOCUMENT IDENTIFIES A NUMBER OF POLICIES WHICH ARE ACCESSIBLE THROUGH THE HR OFFICE**