Draft Sickness Absence Reporting Procedure

Taken from 2003 Sickness Absence Procedure.

1 Sick leave

1.1 It is important that staff observe the following procedures in order to ensure that appropriate sick pay is received and without delay.

1.2 Staff should contact their manager or the Human Resources Department if they have any queries relating to sickness allowances or to the notification procedure. Queries about actual payments received should be addressed to the payroll section of the HR Department.

2 What should staff do if absent from work?

2.1 Staff members must notify their manager in the event of being absent from work due to illness, so that appropriate cover for work can be organised (for a list of contacts, click here). The notification procedure is as follows:

2.2 First day of absence
The immediate manager or other suitable person (faculty/department administrator) should be contacted as early as possible but normally no later than one hour after the normal start time. Employees can contact their manager by telephone, email, in person, or via the web form.

The information required is:

(i) the reason for the absence;
(ii) the date the illness commenced, including annual leave, weekends and bank holidays;
(iii) the likely duration of the illness.

The web form has been developed to notify the School of absence. On completion, all relevant departments will be contacted with the details by email. No further action will be required from the employee.

2.3 If contacted by phone or email, the manager/faculty administrator will use a similar web form (click here) to report the employee’s sickness.

If the manager or administrator is not available when the member of staff telephones the workplace, a message should be left with another suitable person (e.g. Faculty/Department support staff). In the absence of another suitable person, staff should contact the Human Resources Department.

If staff do not have easy access to a telephone or the internet, they should inform their manager as soon as possible after the start of employment with
SOAS so that an alternative arrangement can be made, thereby preventing any future misunderstanding.

Fourth day of sickness

2.4 The manager or other suitable person should be contacted again, if possible by telephone, to confirm that the absence is continuing.

Sickness of eight days or more

2.5 If sickness continues beyond seven calendar days (including Saturdays and Sundays and any days the member of staff would not normally be at work), staff must obtain a certificate from their doctor or hospital on the eighth day and send it to their manager immediately. The manager will forward it to the Human Resources Department, normally within 24 hours of receipt, where entitlement to pay is decided.

2.6 Further certificates must be supplied, as necessary, to cover, continuously, any further periods of sickness. It is important that staff keep their manager informed of the anticipated length of the absence.

2.7 Staff members must continue to supply the Human Resources Department with medical certificates even after sick pay allowances have ceased. If medical certificates are required by the Benefits Agency, staff should forward the original certificate to the Human Resources Department where a copy will be made and verified. The original certificate will then be returned to the member of staff.

3 Sickness during annual leave

3.1 If sickness commences during, or covers a period of previously booked, annual leave, staff should inform their manager as soon as possible. If the period of annual leave is covered by a doctor’s certificate, staff will normally be able to reclaim lost days of annual leave.

4 Returning to work and self-certification

4.1 On returning to work the staff must notify their Faculty/Department, Human Resources and Payroll. A web form is available for this purpose; or see the email confirming the original Sickness Absence report.

Procedure if not eligible for SSP

4.2 If eligibility for SSP is exhausted, or staff are otherwise excluded from entitlement to SSP, the School will issue them with form SSP1 giving details of the reason(s) for the exclusion and will return any doctor’s certificates which cover the period from the date of the exclusion onwards. To enable the Department of Social Security (DSS) to assess any entitlement to state Incapacity Benefit, staff should complete form SSP1 immediately and send it
to the local Benefits Agency, accompanied by the relevant doctor’s certificate(s).

4.3 In addition, staff must notify the School of the amount of any state benefits received, even if this amount is nil, by forwarding to the payroll section of the HR Department form IB30 which will be sent to the member of staff by the DSS on receipt of the completed SSP1. This includes married women with a reduced liability for National Insurance contributions.

4.4 If staff members require details of the current rates of SSP, they should visit the HM Revenue and Customs: SSP Calculator web site.