

## **Manager Guides: Sickness Absence**

**This guide provides step-by-step instructions for accurately recording and managing sickness absence within the iTrent system. Whether you are updating existing records, adding new instances of sickness, or handling more complex cases such as employees with multiple positions or prolonged absences starting on a half day, this guide will support you through each scenario. By following these procedures, you can ensure compliance with HR policies and maintain up-to-date records for all employees.**

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## Recording Sickness in iTrent

Sickness must be recorded differently in iTrent compared to CoreHR.

In **CoreHR**, sickness entitlement was calculated in **hours** based on an employee's work schedule. As a result, managers only needed to record sickness for the **actual days the employee was absent**.

In **iTrent**, however, sickness entitlement is calculated in **calendar days**. This means that if an employee is off sick for a **full week**, the absence must be recorded as **7 consecutive calendar days**, not just the employee's working days.

This also applies to part-time employees. For example, if an employee works only on **Tuesdays and Wednesdays** and is off sick for both days, the sickness should be recorded from **Tuesday to the following Monday**, covering a full 7-day period.

## Recording Sickness for Employees with Multiple Positions

When recording sickness in iTrent, it is important to add the sickness absence **to each position** the employee is absent from, including any **casual positions**.

Please note: **Statutory Sick Pay (SSP) will not be triggered unless sickness is recorded against all applicable positions.**

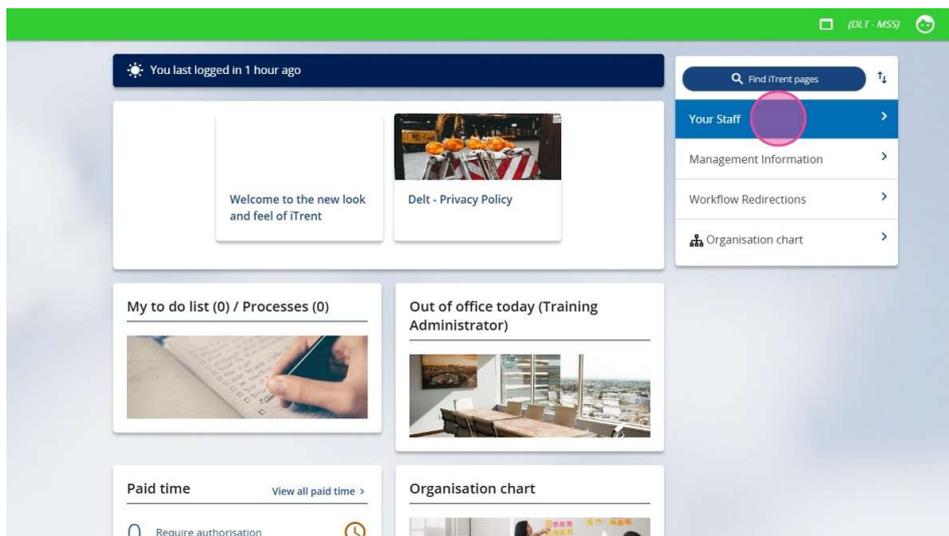
If the employee is off sick from **all positions**, managers should use the **'All Jobs'** option when adding the sickness absence. This ensures the absence is applied to every position the employee holds, helping to avoid any issues with SSP eligibility.

## Updating Sickness Absence

Please read the "[Recording Sickness in iTrent](#)" section of this guide before continuing.

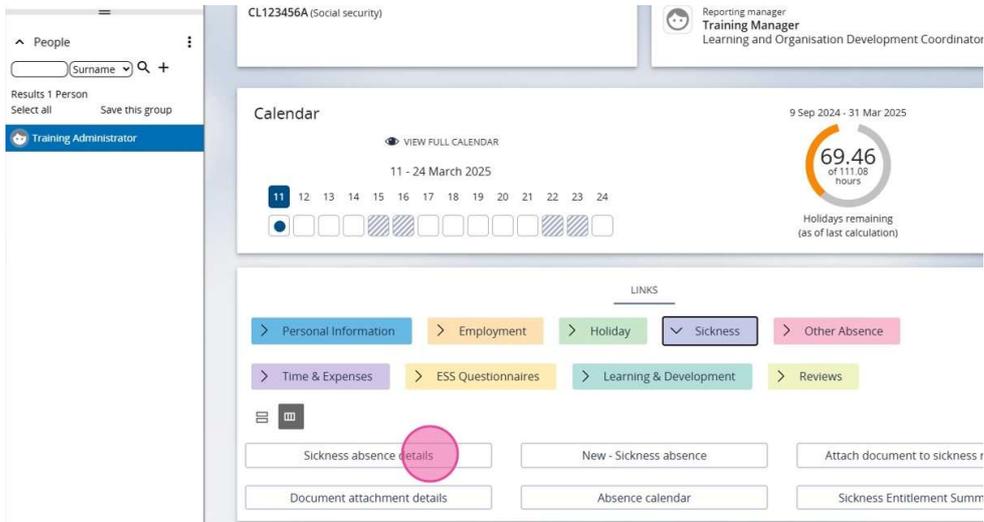
1. To update a Sickness Absence, navigate to the relevant **Employee Summary Page**.

- From your **Manager Dashboard**, go to the **right-hand pane**.
- Click "**Your Staff**"

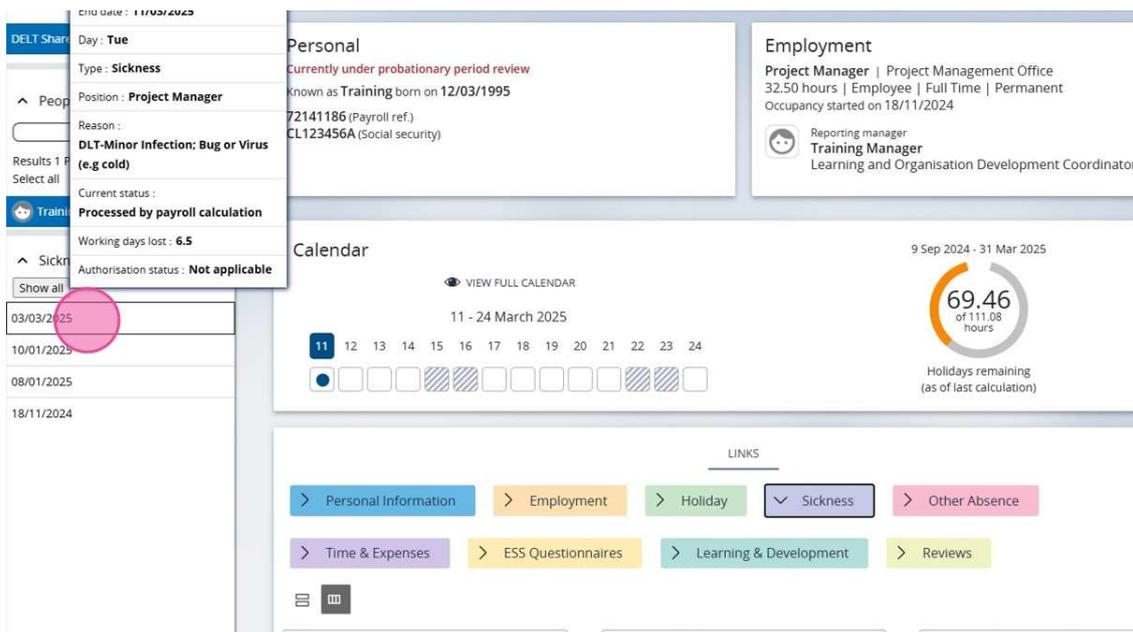


2. On the **left-hand pane**, use the search bar to find the relevant employee. This will take you to their summary page.

- Scroll down to the "**Links**" section.
- Click on "**Sickness**".
- Click "**Sickness Absence Details**".



3. In the left-hand pane, you will see a list of **Sickness Absences**. Hover for more details, and click on the relevant absence to make any updates.



4. Make your changes in the following fields, and click **save** to complete the process.

ELT Shared Services Limited

People

Surname Q +

results 1 Person

Select all Save this group

Training Administrator

Sickness absence list

Show all

- 3/03/2025
- 0/01/2025
- 8/01/2025
- 8/11/2024

Sickness period\* More than one day

Absence start

Absence start date\* 03/03/2025

Absence start type Half Day - PM

Absence start time

Hours absent

Absence end

Absence end date 11/03/2025

Absence end type Full day

Expected end date

Absence

Absence type\* Sickness

Absence reason\* DLT-Minor Infection; Bug or Vi

Position Project Manager (31133578, Training Manager) (Current)

Save Calculate Delete New

## Adding Sickness Absence

Please read the "[Recording Sickness in iTrent](#)" section of this guide before continuing

5. To add a Sickness Absence, navigate to the relevant **Employee Summary Page**. On the **left-hand pane**, use the search bar to find the relevant employee. This will take you to their summary page.

- Scroll down to the "**Links**" section.
- Click on "**Sickness**".
- Click "**New - Sickness absence**".

The screenshot displays the iTrent Employee Summary Page for an employee named Training Administrator. The page is divided into several sections:

- Personal Information:** Includes details such as "Currently under probationary period review", "Known as Training born on 12/03/1995", "72141186 (Payroll ref.)", and "CL123456A (Social security)".
- Employment:** Shows "Project Manager | Project Management Office", "32.50 hours | Employee | Full Time | Permanent", and "Occupancy started on 18/11/2024".
- Calendar:** Displays a calendar for 11-24 March 2025. A circular gauge indicates "69,46 of 111,08 hours" remaining, with "Holidays remaining (as of last calculation)".
- LINKS:** A horizontal menu with buttons for "Personal Information", "Employment", "Holiday", "Sickness", "Other Absence", "Time & Expenses", "ESS Questionnaires", "Learning & Development", and "Reviews". The "Sickness" button is highlighted.
- Actions:** Below the links, there are buttons for "Sickness absence details", "New Sickness absence" (circled in pink), "Attach document to sickness record", "Document attachment details", "Absence calendar", and "Sickness Entitlement Summary".

6. Fill in the Sickness Absence Details:

Use the **drop-down menu** to select the sickness period (e.g., full day or part day).

- Click on the **calendar icon** to select the **start date** and **end date** for the sickness absence.
- Clarify whether the absence is for a **full day** or **part day** by selecting the appropriate option.
- From the **absence type drop-down menu**, select the correct absence type (e.g., sick leave, medical leave).
- Choose the reason for the sickness absence from the provided options.

The screenshot shows a web application interface for recording a sickness absence. The form is titled "Sickness absence details New" and is divided into several sections: "Sickness period", "Absence start", "Absence end", and "Absence".

- Sickness period:** A dropdown menu is set to "More than one day".
- Absence start:** The "Absence start date" is "06/03/2025" and the "Absence start type" is "Full day".
- Absence end:** The "Absence end date" is "07/03/2025" and the "Absence end type" is "Full day". There is also an empty "Expected end date" field.
- Absence:** The "Absence type" is "Sickness" and the "Absence reason" is "DLT-Mental Health Condition". A pink circle highlights the "Absence reason" dropdown menu.

At the bottom of the form, there are two green buttons: "Save" and "Calculate".

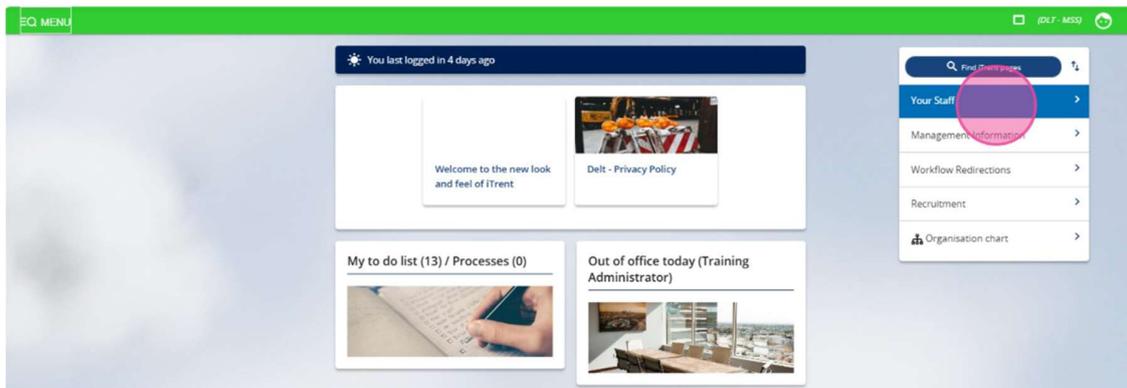
7. Once all the details are filled in, click **save** to finalise and record the absence.

This screenshot is identical to the one above, showing the "Sickness absence details" form. In this version, a pink circle highlights the "Save" button at the bottom of the form, indicating the final step in the process.

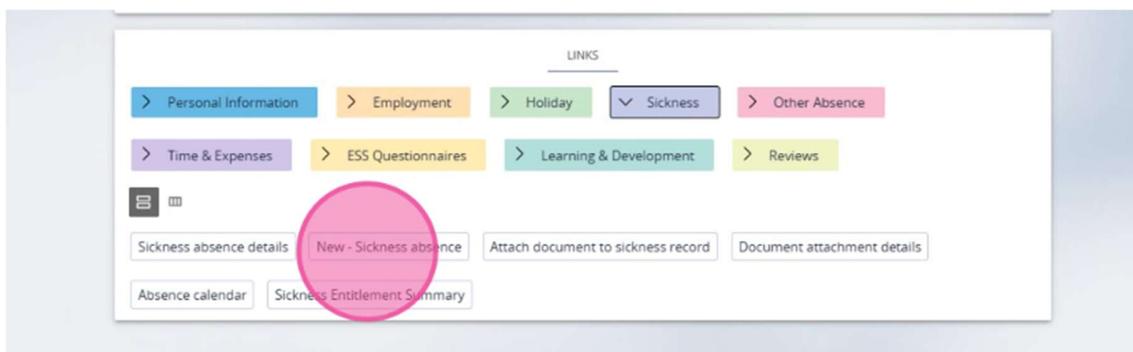
## Prolonged Sickness Absence Starting on a Half Day

If an employee begins a prolonged sickness absence with a half day, the absence must be entered as **two separate records**:

- **One entry for the half-day absence**
  - **A second entry for the extended absence starting the next day**
1. To do this, navigate to the Employee's Summary Page. From the **landing dashboard**, click **"Your Staff"**. Select the relevant employee from the search bar in the left-hand pane.



2. Scroll to the **"Links"** section. Click **"Sickness"** and then **"New - Sickness Absence"**.



3. The sickness absence form will open. Under **Absence Length**, select **"Half Day"** and specify **AM** or **PM only**. **The part day option should not be used.**

**Please note:** Entitlements in iTrent are daily. Therefore, the Sickness period can be full, part or more than one day **BUT** the Absence start type should be full or half day – PM only. Part day/absence start time or hours absent should **NOT** be input. Clients should consider how to record absences that were previously logged as part days or specific

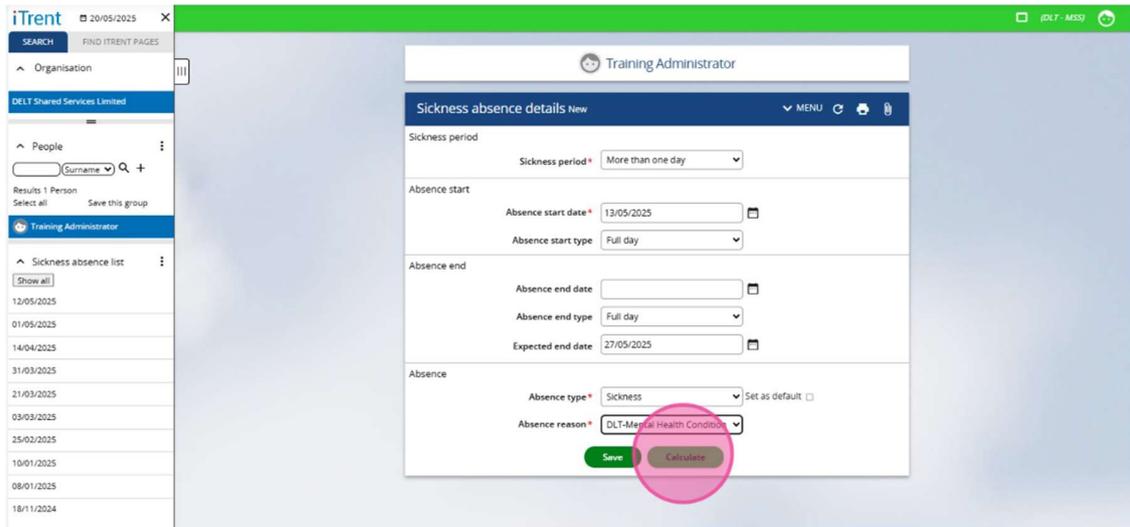
hours. For example, if an employee works for 2 hours and then goes on sick leave, this might now be recorded as a half-day absence.

- Enter the **start date** only — **leave the end date blank**.
- Choose the appropriate **absence type** and **reason** from the dropdown lists
- Click **“Save”**. This completes the half-day absence entry.

The screenshot shows a web interface for managing sickness absences. On the left, there is a sidebar with a search bar and a list of dates. The main area is titled 'Sickness absence details' for 'Training Administrator'. It contains several sections: 'Sickness period' with a dropdown set to 'Part day'; 'Absence start' with a date field set to '12/05/2025', a dropdown set to 'Part day', and an empty 'Hours absent' field; 'Absence end' with empty 'Absence end time' and 'Expected end date' fields; and 'Absence' with a dropdown set to 'Sickness' and another dropdown set to 'DLT-Mental Health Condition'. At the bottom, there are buttons for 'Save', 'Calculate', 'Delete', and 'New'. A pink circle highlights the 'Save' button.

4. Next, add the prolonged absence. After saving, click the **menu button** in the blue bar at the top. Select **“New Sickness Absence”** to log the rest of the absence.

- Set **Absence Length** to **“More Than One Day”**. Use the calendar icon to select the **start date** — this should be the **day after** the half-day absence.
- Leave the **end date blank** until the employee returns to work (expected end dates should **never** be input).
- Choose the appropriate **absence type** and **reason**.
- Click **“Save”**.



To confirm/view the entries, view the **Absence Calendar**. (Refer to *All Things Absences* guide.)