

MANAGER GUIDE

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.

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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.

Adding Sickness Absence

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

1. 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", and social security numbers.
- Employment:** Shows the role as "Project Manager" at the "Project Management Office", with 32.50 hours per week, full-time, permanent status, and an occupancy start date of 18/11/2024.
- Calendar:** Displays a calendar for March 2025, with a focus on the 11th to 24th. A circular gauge indicates 69.46 hours remaining out of 111.08, with a note that holidays remaining are based on the last calculation.
- LINKS:** A horizontal menu of navigation buttons including "Personal Information", "Employment", "Holiday", "Sickness", "Other Absence", "Time & Expenses", "ESS Questionnaires", "Learning & Development", and "Reviews".
- Actions:** A grid of buttons at the bottom, with "New Sickness absence" highlighted in pink. Other buttons include "Sickness absence details", "Attach document to sickness record", "Document attachment details", "Absence calendar", and "Sickness Entitlement Summary".

2. 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 the 'Sickness absence details' form with the following fields:

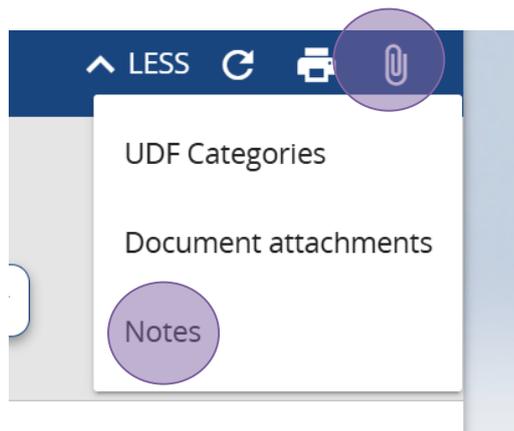
- Sickness period:** More than one day
- Absence start:**
 - Absence start date: 06/03/2025
 - Absence start type: Full day
- Absence end:**
 - Absence end date: 07/03/2025
 - Absence end type: Full day
 - Expected end date: (empty)
- Absence:**
 - Absence type: Sickness
 - Absence reason: DLT-Mental Health Condition i

Buttons for 'Save' and 'Calculate' are visible at the bottom. A pink circle highlights the 'Absence reason' dropdown menu.

3. Once all the details are filled in, click **Calculate**, then **Save** to finalise and record the absence.

This screenshot is identical to the one above, but with the 'Save' button highlighted by a pink circle and the 'Calculate' button highlighted by a green circle.

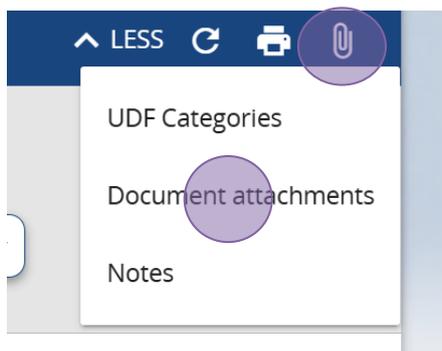
4. After saving, click the **paperclip icon** in the top right-hand corner. This is where you can record extra details or attach a Medical Fit Note. For extra details, select **Notes**. This is where you can record details of the absence, including any communications or relevant context.



5. Click **Save** again to confirm the note entry and complete the sickness absence.

A screenshot of a 'Note details' form. The form has a dark blue header bar with the text 'Note details New' and icons for refresh and printer. Below the header, there is a large empty text area labeled 'Notes'. Underneath, there are several input fields: 'Note input date' with the value '07/10/2025', 'Valid until' with a calendar icon, and 'Note creator'. At the bottom, there is a checkbox labeled 'Allow public access' which is checked. A green circular button with the text 'Save' is positioned below the checkbox.

6. To attach a Medical Fit Note, select **Document Attachments**.



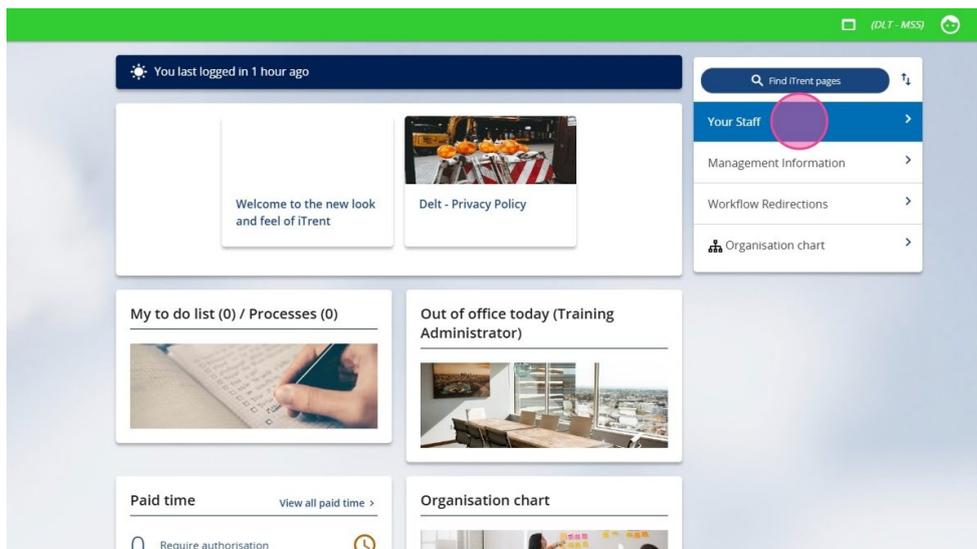
7. This will refresh the window where you can name the **Document**, select the **Document Type** and **upload the file**. Click **Save** again to confirm the note entry and complete the sickness absence. Once saved, you can also view document attachments in the left-hand pane under **Document Attachments**.

The screenshot displays the iTrent web application interface. On the left, a navigation pane shows the 'Document attachments' section for a 'Fit Note' document, with a list of dates from 11/11/2025 to 05/01/2024. The main content area shows the 'Document attachment details' form for a 'Fit Note'. The form includes fields for 'Document' (Fit Note), 'Document type' (Document), 'Link' (checkbox), 'Visible in Self Service' (checkbox), 'Last updated date' (12/11/2025), and 'Last updated time' (15:46). The 'Filename' field is 'Fit Note.pdf' and the 'Replace by...' field is 'Choose File' with 'No file chosen'. At the bottom of the form are buttons for 'Download', 'Save', 'Delete', and 'New'. A notification at the top of the form states 'Changes have been saved.'

Updating Sickness Absence

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

8. 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**"



9. 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**".

CL123456A (Social security)

Reporting manager
Training Manager
Learning and Organisation Development Coordinator

People

Results 1 Person
Select all Save this group

Training Administrator

Calendar

VIEW FULL CALENDAR

11 - 24 March 2025

9 Sep 2024 - 31 Mar 2025

69.46 of 111.08 hours
Holidays remaining (as of last calculation)

LINKS

Personal Information Employment Holiday **Sickness** Other Absence

Time & Expenses ESS Questionnaires Learning & Development Reviews

Sickness absence details New - Sickness absence Attach document to sickness r

Document attachment details Absence calendar Sickness Entitlement Summ

10. 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.

DELTA Share

Day: Tue

Type: **Sickness**

Position: **Project Manager**

Reason: **DLT-Minor Infection: Bug or Virus (e.g cold)**

Current status: **Processed by payroll calculation**

Working days lost: **6.5**

Authorisation status: **Not applicable**

03/03/2025

10/01/2025

08/01/2025

18/11/2024

CL123456A (Social security)

72141186 (Payroll ref.)

Known as Training born on 12/03/1995

Currently under probationary period review

Employment

Project Manager | Project Management Office
32.50 hours | Employee | Full Time | Permanent
Occupancy started on 18/11/2024

Reporting manager
Training Manager
Learning and Organisation Development Coordinator

Calendar

VIEW FULL CALENDAR

11 - 24 March 2025

9 Sep 2024 - 31 Mar 2025

69.46 of 111.08 hours
Holidays remaining (as of last calculation)

LINKS

Personal Information Employment Holiday **Sickness** Other Absence

Time & Expenses ESS Questionnaires Learning & Development Reviews

11. Make your changes in the following fields and click **Calculate**, then **Save** to complete the process.

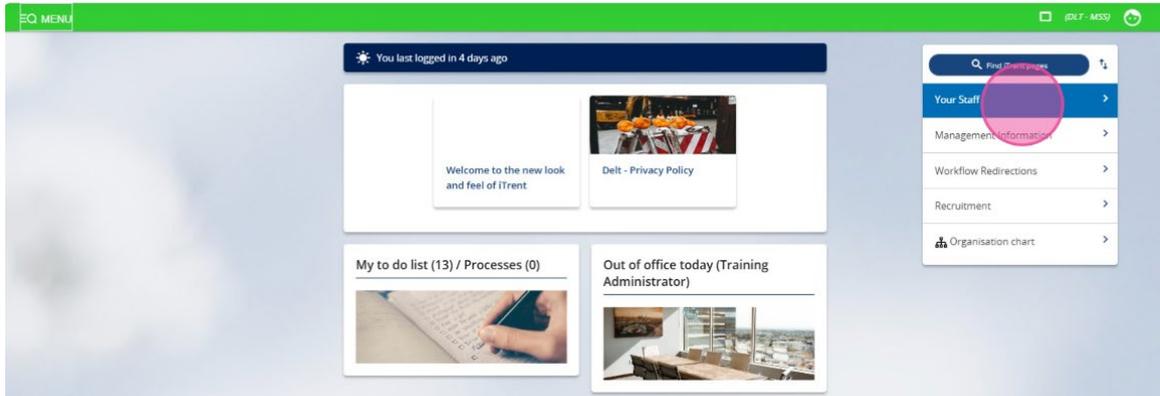
The screenshot displays a web application interface for managing absences. On the left, a sidebar shows a 'Sickness absence list' with dates: 3/03/2025, 0/01/2025, 8/01/2025, and 8/11/2024. The main form is for a 'Training Administrator' and includes the following fields:

- Sickness period***: More than one day
- Absence start**:
 - Absence start date***: 03/03/2025
 - Absence start type**: Half Day - PM
 - Absence start time**: (empty)
 - Hours absent**: (empty)
- Absence end**:
 - Absence end date**: 11/03/2025
 - Absence end type**: Full day
 - Expected end date**: (empty)
- Absence**:
 - Absence type***: Sickness
 - Absence reason***: DLT-Minor Infection; Bug or Vi
 - Position**: Project Manager (31133578, Training Manager) (Current)

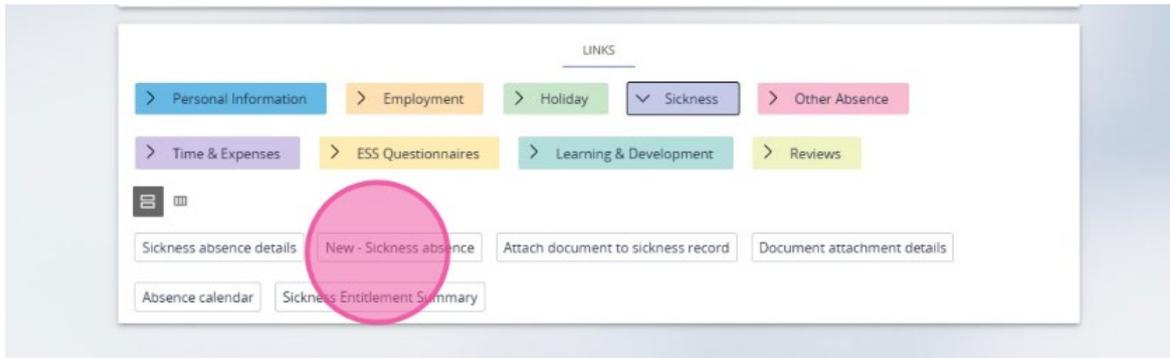
At the bottom of the form, there are four buttons: **Save** (pink), **Calculate** (green), **Delete** (red), and **New** (blue). The **Save** and **Calculate** buttons are circled in pink and green respectively.

Prolonged Sickness Absence Starting on a Half Day

To input an employee's prolonged sickness absence which starts on a half day, 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.



1. Scroll to the **"Links"** section. Click **"Sickness"** and then **"New – Sickness Absence"**.

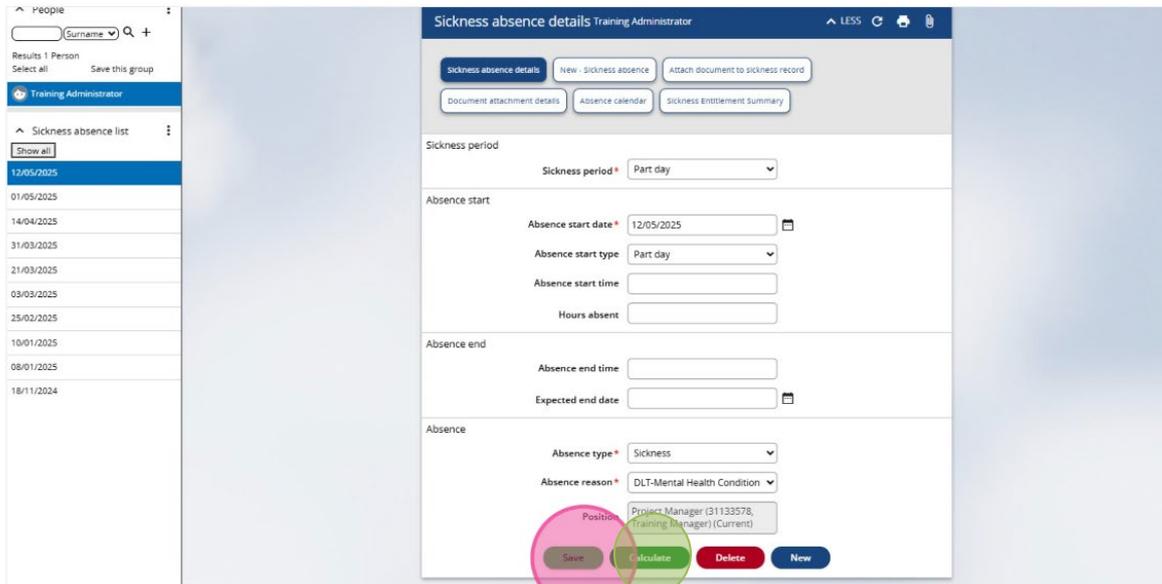


2. The sickness absence form will open. Under **Absence Length**, select **"Half Day"** and specify **PM only** under the **start date**. **The part day option should not be used.**

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.

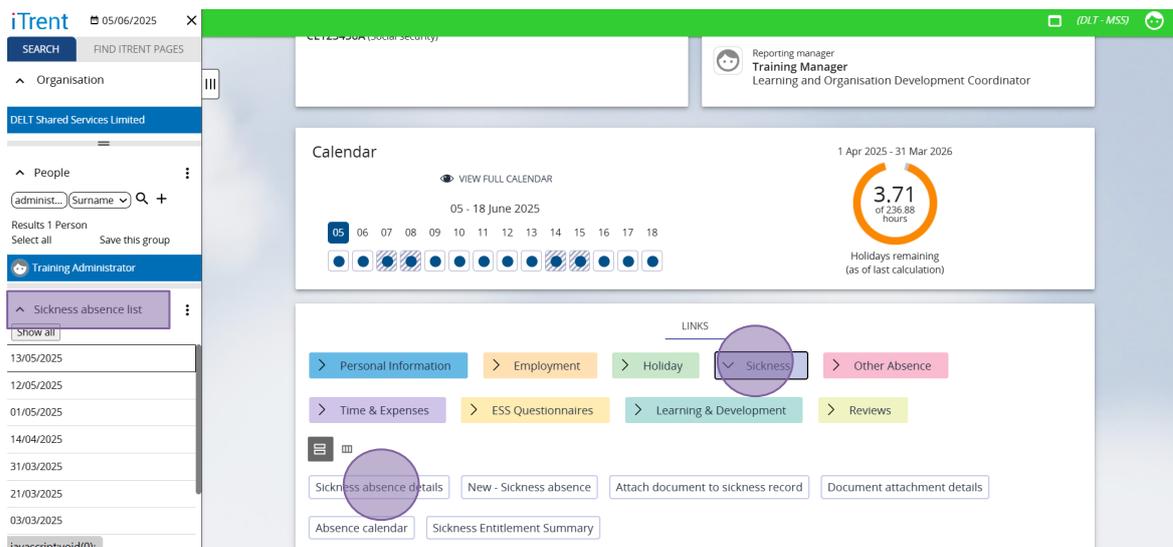
- Enter the **start date** only. Leave the **end date blank** until the employee returns to work (expected end dates should **never** be input).
- Choose the appropriate **absence type** and **reason** from the dropdown lists

3. Click **Calculate**, then **Save**. This completes the first half-day of a prolonged absence entry.



4. When the employee returns to work, reopen the absence to input the **end date** to close the absence. You can do this via the **Absence Calendar**, or through the **Sickness Absence Details** button. Both can be found on the Employee's Summary Page.

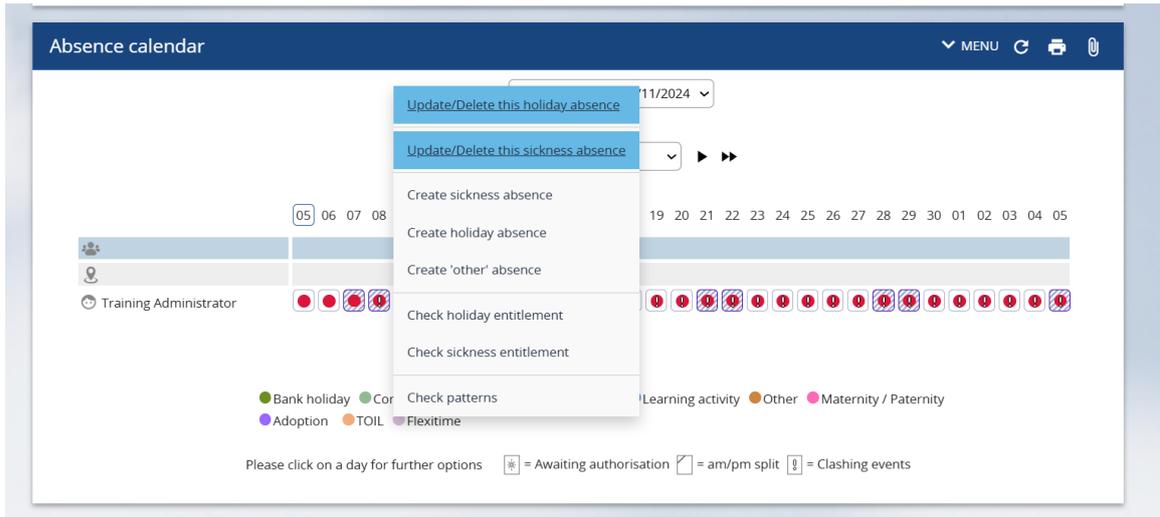
- To input the **end date** via the **Sickness Absence Details** button, navigate to the **Employee Summary Page** for the relevant employee.
- Scroll to **links**, click on **Sickness**, then **Sickness Absence Details**.
- This will open a list of absences in the left-hand pane.
- Click the appropriate absence to add the **end date** for.



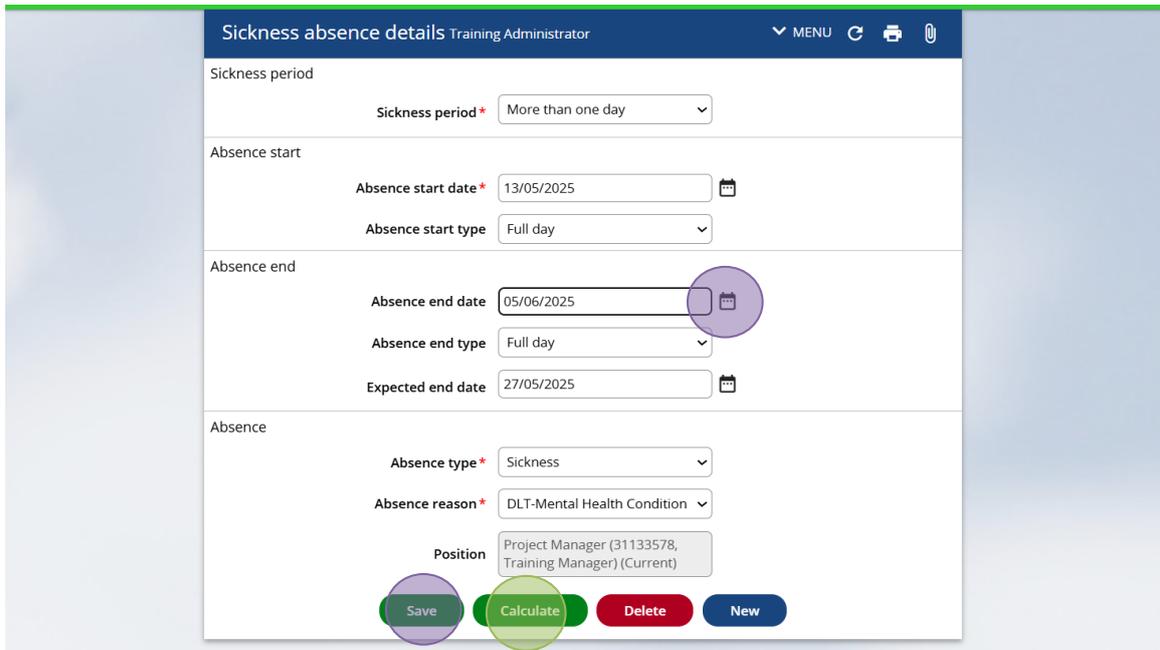
- This will open the absence, where you can input the **end date** for the prolonged absence. Click **Calculate**, then **Save** to complete the process.

- To close the absence via the **Absence Calendar**, from the relevant **Employee Summary Page**, click on **Absence Calendar**.

- This will open the calendar. Select the day you wish to close the absence, and click **Update/Delete this sickness absence**.

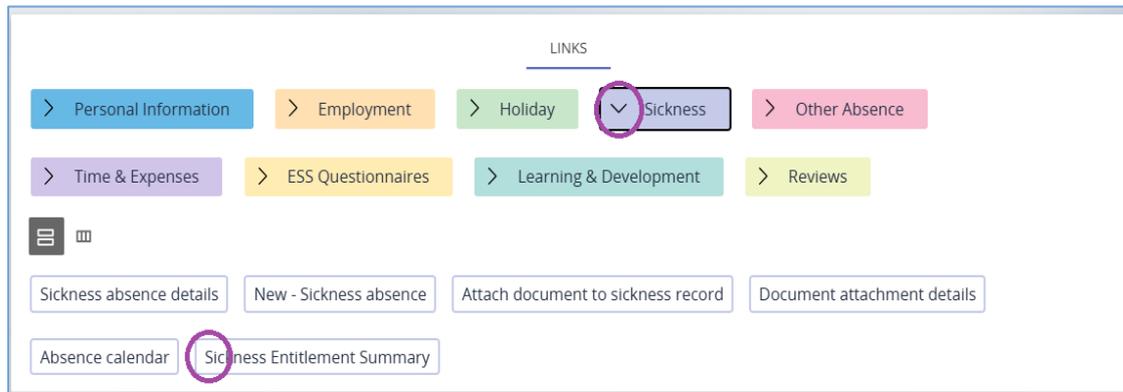


- This will open the absence, where you can input the **end date** for the prolonged absence. Click **Calculate**, then **Save** to complete the process.



Sickness Entitlement Summary page

You can navigate to this page via an employee record.



This page is used when, for example, an employee has reported sickness absence, but the details have not yet been recorded in iTrent. In such cases, the manager or HR Administrator can use the **Sickness Entitlement Summary** to check the employee's remaining entitlement reduced by previous absences for each position the employee holds.

The form assumes that the sickness absence begins on the effective date shown in iTrent.

Once the absence details are input (see [Recording Sickness in iTrent](#) section of this guide) and the **Calculation** button is pressed, the **Already Used** and **Available** days will update.

The screenshot shows the 'Sickness entitlement summary' form for an employee named 'Employee Example'. The form is divided into three sections: 'Absence details', 'Employment details', and 'Period details'. The 'Absence details' section has a 'Calculated to date' field. The 'Employment details' section has a 'Position' dropdown menu set to 'HR Systems and Data Analyst'. The 'Period details' section has an 'Absence scheme type' dropdown menu set to 'OSP - Sickness', a 'Length of service at relevant date' field showing '1 year(s) 9 month(s) 8 day(s)', a 'Scheme name' field set to 'Sick Leave', and a 'Membership dates' field set to '03/03/19 -'. Below these sections is a table with four columns: 'Band/Rate', 'Full', 'Already used', and 'Available'.

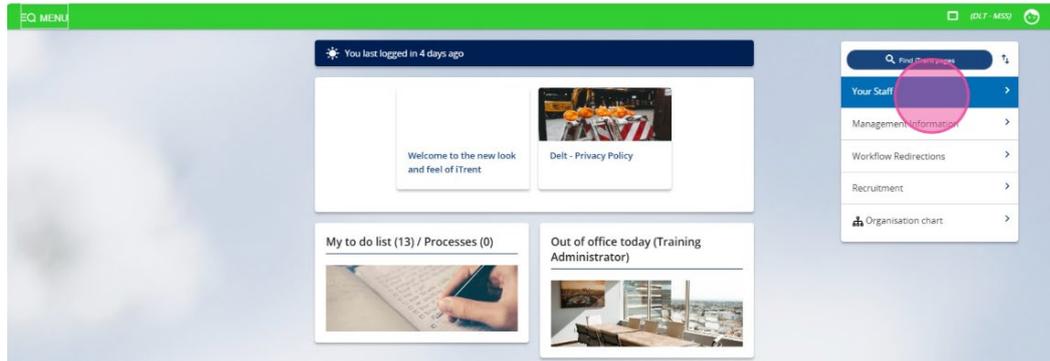
Band/Rate	Full	Already used	Available
1: 100	61 days	16	45
2: 50	61 days	0	61

Sickness Entitlement Summary	
Field	Comments
Contract	This field displays the contract(s) that the selected employee holds. Select the required contract from the drop down list.
Position	This field displays the position(s) the employee may have. Select the required position from the drop down list.
Absence type	Select the OSP
Length of service	This field displays the employee's length of service as at the relevant date.
Scheme name	This field displays the sickness scheme name in use.
Membership dates	This field will display the start date that the employee was put onto the sickness scheme.
Band/Rate	This field displays the band and rate of entitlement.
Full	This field display the full entitlement value.
Already used	This field displays the number of days already taken.
Available	This field displays the remaining days available to the employee.

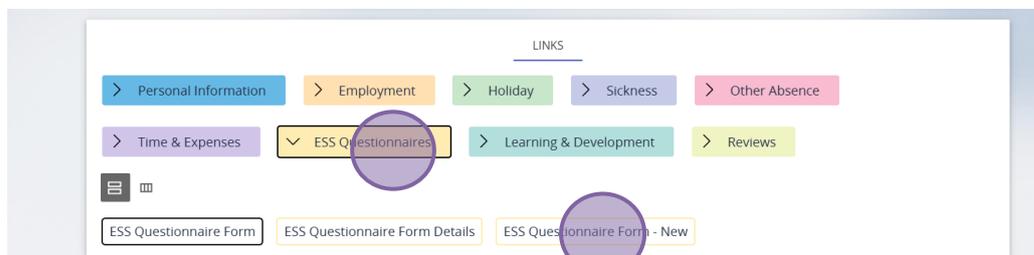
Completing A Return to Work (For the First Time)

To complete a Return to Work for the first time, you will need to follow these steps first. If you have already completed a Return to Work, please follow the steps in the next section: [Completing A Return to Work](#).

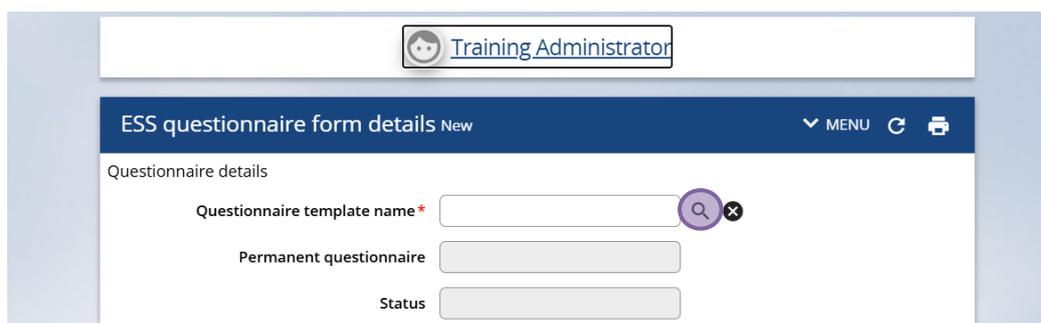
1. Navigate to the Employee's Summary Page. From the **landing dashboard**, click **"Your Staff"**. Select the relevant employee from the search bar in the left-hand pane.



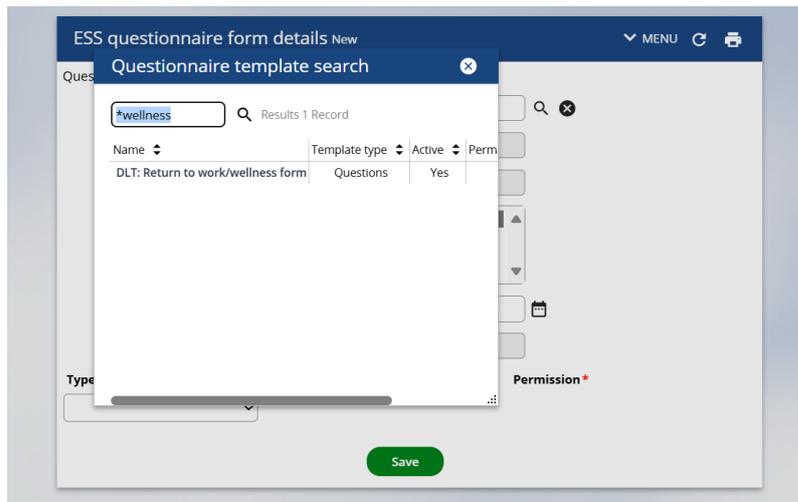
2. Scroll to the **"Links"** section. Click **"ESS Questionnaires"** and then **"ESS Questionnaire Form - New"**.



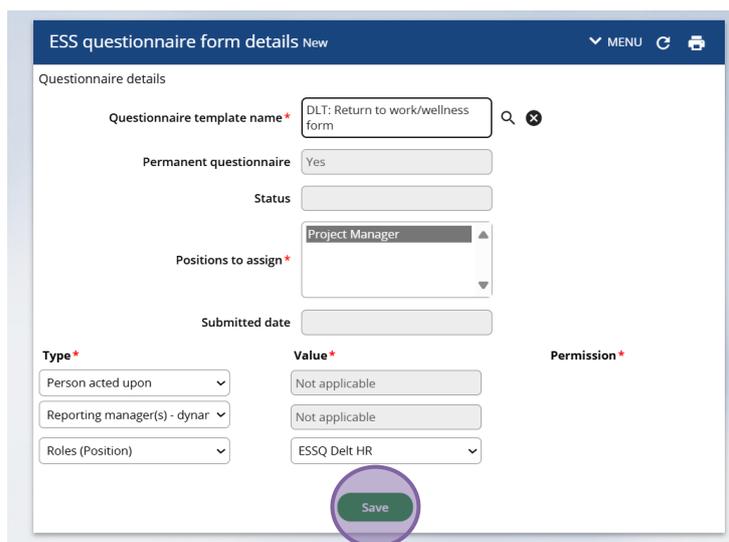
3. This will open the following form. Use the magnifying glass to search for the correct **Questionnaire Template Name**.

A screenshot of the 'ESS questionnaire form details' form. At the top, there is a header bar with a user profile icon and the name 'Training Administrator'. Below the header, the title 'ESS questionnaire form details New' is displayed. The form content includes a 'Questionnaire details' section with three input fields: 'Questionnaire template name *' (with a magnifying glass icon and a close button), 'Permanent questionnaire', and 'Status'.

4. Search ***wellness** to find the Return to Work form quickly and easily.



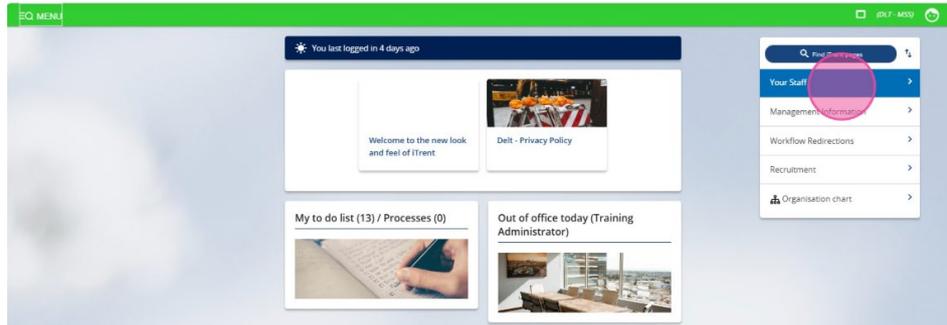
5. Check over the details and assign the relevant position. Click **Save**. This will make it quicker and easier to complete Return to Works moving forward.



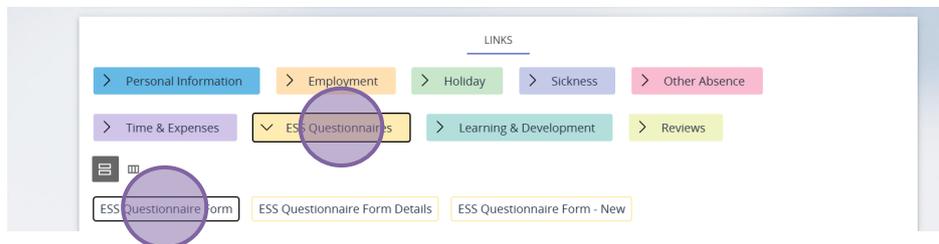
Completing A Return to Work

If you have never completed a Return to Work before, follow the steps in the previous section before completing these steps: [Completing A Return to Work \(For the First Time\)](#).

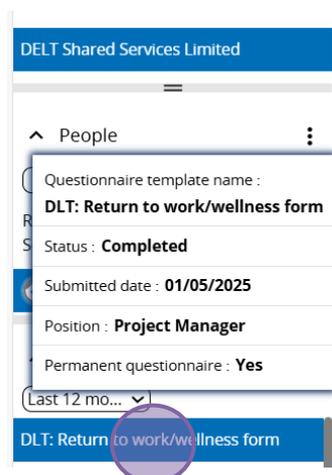
1. Navigate to the Employee's Summary Page. From the **landing dashboard**, click **"Your Staff"**. Select the relevant employee from the search bar in the left-hand pane.



2. Scroll to the **"Links"** section. Click **"ESS Questionnaires"** and then **"ESS Questionnaire Form"**.



3. This will open the form you previously created for this employee in the left-hand pane. Select it.



4. This will open the Return to Work form, Click **Start** to begin.

The screenshot shows the 'Training Administrator' interface. At the top, there is a header with a user icon and the name 'Training Administrator'. Below this is a dark blue navigation bar with the text 'ESS questionnaire form DLT: Return to work/wellness form' and a 'MENU' dropdown. A light blue sidebar on the left contains a checked item 'Return to work and wellness form'. The main content area has a 'Summary' dropdown menu and a green 'Start' button, which is circled in purple.

5. Work your way through the form and click **Save** when all fields are complete. Click **Summary** to view an overview.

The screenshot displays the 'ESS questionnaire form DLT: Return to work/wellness form (1 of 1)'. It features a dark blue header with 'MENU', 'refresh', and 'print' icons. A breadcrumb trail shows '< Return to work and wellne...'. The form is divided into sections: 'Employee details' with fields for 'Formatted name' (Training Administrator) and 'Job title' (Project Manager); 'Personal reference' (72141186); 'Absence details' with 'First date of absence' and 'Last date of sickness' (both with calendar icons); and a large text area for 'Number of working days absent (including half days) on this occasion'. Below this is a section for 'Please document below what actions have been discussed and agreed between the line manager and employee.' with a large text box, followed by 'Agreed review date for above actions.' with a date picker. At the bottom, a green 'Save' button is circled in purple, next to a 'Summary' button.