

## Annual Leave FAQ's for Employees

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## 1. How do I request a holiday?

- All annual leave requests for employees who use the MyView system must be submitted using MyView which will then go to the line manager for authorisation.
- Term-time employees and employees who **do not** have a Falkirk Council email address will not use MyView for annual leave at present and should continue to use the current leave card method for requests as appropriate.
- To submit a request for a holiday log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select the **Request New** option found next to the Annual leave type
  - The **Create Annual Leave Entry** will open and the details of the request can be entered. Detailed information on this can be found in the employee guidance document.
  - Leave requests can also be submitted directly from the **Leave Management Balance** widget on the dashboard.
  - To do this click on the purple **Request** button which appears in the Leave Management Balance widget
  - The Create Annual Leave Entry screen will open and the request can be completed accordingly.

## 2. Why do I need to verify/amend the planned work time every time I submit a leave request?

- Falkirk Council does not hold detailed work pattern information for employees. This means there is no way for MyView to know how many hours an employee would be due to work on a specific day. For example a full-time 37 hour employee would work 7 hours 24 minutes each day for 5 days but a part-time 20 hour employee may work 5 hours each day for 4 days.
- As the annual leave entitlement is in hours the planned work time is essential to ensure the correct number of hours is recorded against each annual leave request.
- If the planned work time is not correct, the incorrect number of hours could be deducted from the employees' entitlement so it is essential that this is verified and amended as appropriate for each leave request.

## 3. How do I delete an authorised leave request?

- To delete an authorised request for a holiday log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select **Open ANNUAL History** found next to the Annual leave type
  - Scroll down to the bottom of the screen and a full list will appear of all authorised annual leave requests
  - Find the appropriate request and click on the purple **Delete** button found at the right hand side of the screen
  - The **Delete Annual Leave Entry** screen will open. The planned work time should be checked and then click on **Submit**
  - This will go to the manager to authorise the deletion of the holiday
  - When the deletion has been authorised the employees entitlement balance will automatically increase

#### 4. Can I amend an authorised leave request?

- Yes, authorised annual leave requests can be amended. An employee may wish to change a request to cover a longer date range for example.
- To amend an authorised request for a holiday log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select **Open ANNUAL History** found next to the Annual leave type
  - Scroll down to the bottom of the screen and a full list will appear of all authorised annual leave requests
  - Find the appropriate request and click on the purple **Edit** button found at the right hand side of the screen
  - The **Edit Annual Leave Entry** screen will open. The request can be amended as appropriate i.e. change the date range. The planned work time should be checked and then click on **Submit**.
  - The amendment will go to the manager to authorise

#### 5. What happens with additional purchased leave?

- If an employee has purchased additional leave this will automatically be added to their annual leave entitlement balance before the start of the new leave year by the Payroll team.

#### 6. How can I view my annual leave entitlement on MyView?

- When you log into MyView Dashboard there will be a widget called 'Leave Management Balance'. This will show how many hours of entitlement are available and how many hours have been taken.
- To view a detailed breakdown of your entitlement:
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select the purple **View Entitlement Details** button found at the bottom right hand corner of the screen.
  - In the drop down box next to Select Absence Type select **Annual Leave**
  - A detailed breakdown of your entitlement will appear with details on leave taken, leave booked, current balance and outstanding balance.

#### 7. I have changed my hours will my entitlement be updated?

- When an employee changes hours entitlements will automatically be updated by the system. As soon as the change has been applied in the Resourcelink system the entitlement value will be adjusted. This will only happen if the appropriate HR forms online notification has been completed and this has been actioned by payroll. Employees should allow 10 working days after a change in hours for the system to be updated.

## 8. I have changed posts do I need to do anything?

- When an employee changes post entitlements will automatically be updated by the system. As soon as the change has been applied in the Resourcelink system the entitlement value will be adjusted if appropriate. This will only happen if the appropriate HR forms online notification has been completed and this has been actioned by payroll.
- If the employee has any holidays already entered and authorised on the MyView system which are dated after the old post end date these will automatically be deleted. The employees balance will increase automatically when the holidays are deleted. The employee will have to re-request these holidays under their new post. The system works in this way as when someone changes post they may change team and/or manager and may not always be taking the same future dated holidays.

## 9. I work part-time do I need to request public holidays?

- Yes, part-time employees have a pro-rated allowance of public holidays included in their annual leave entitlement. Part-time employees must request any public holidays which fall on scheduled working days based on their working pattern.

## 10. Why do I get a red alert message when in the planned work time?

- Employees may encounter a red warning message when completing planned work time which says ***“Alerts. Average hours entered is different from contract hours of XX. Are you sure you wish to continue?”***
- This message appears when the total hours recorded on the planned work time is different from the contract hours recorded on the system.
- This message is likely to appear for part-time employees on variable work patterns.
- The message is just a warning and as long as the employee is confident the planned work time has been completed correctly they can click on **save for later** and proceed with the annual leave request.

## 11. How can I request part a day as annual leave and part as flexi?

- To submit a request for a part day annual leave and part day as flexi log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select the **Request New** option found next to the Annual leave type
  - The **Create Annual Leave Entry** will open and the details of the request can be entered. To request a part day make sure the **part day field** is checked.
  - If you have selected a part day, the system will then prompt you for a time, e.g. if you started your holiday at 09:00, you would enter this and the amount of hours you took off (i.e. 3hrs 42mins).
  - Confirm the planned work time and submit the request for authorisation.
  - To request the remainder of the day as flexi leave select the **Request New** option found next to the Flexi-Time leave type.
  - The **Create Flexi Entry screen** will open and you will be able to complete the request in the same way making sure the **part day field** is checked.
  - The authorising manager will receive two requests one for the part-day annual leave and one for the part-day flexi leave request.

## 12. I am not sure if my entitlement is correct how can I check this?

- Annual Leave entitlements are calculated in hours and based on length of service. If you are unsure as to whether your entitlement is correct you can check this using the annual leave calculator tool found on the intranet. The link to the MyView page is below:
- <http://inside.falkirk.gov.uk/systems/my-view.aspx>
- If after checking the calculator tools you are still unsure as to whether your entitlement is correct the payroll section can check this for you. Queries can be sent to [payroll@falkirk.gov.uk](mailto:payroll@falkirk.gov.uk) or via the HR/Payroll Helpdesk on ext. 6222.

## 13. What happens with carry over of annual leave?

- Normally annual leave may not be carried over from one annual leave year to the next. In exceptional circumstances, Chief Officers may agree a maximum of 5 days carry over of annual leave from one leave year to the next
- At approval stage, the employee should however confirm when the dates being carried over will be taken. This should normally be within the first 3 months of the new leave year.
- Carry over information will be collected from Services for leave year 2017 in December 2016 /early January 2017.

## 14. I had annual leave approved and then ended up off sick during the same period – what happens in this situation?

- Employees who fall sick during a period of annual leave will only be able to claim back annual leave if they follow the normal notification procedures, and provide a doctor's (Med3) certificate covering the whole period of absence evidencing that their illness would have rendered them unfit for work. In these circumstances, sick leave will commence from the date of the doctor's certificate. Employees should note that the doctor is likely to charge for such a certificate, and that the employee will be responsible for any such costs. Providing a self certificate while sick during annual leave will not enable annual leave to be claimed back, unless it is linked to a period covered by a medical certificate. A self certificate should be provided along with the medical certificate. For SJC and Craft employees public holidays which occur during a period of sickness absence cannot be claimed back.
- If it has been agreed that the annual leave can be claimed back the employee should delete the annual leave request from MyView. More detail on this can be found in **FAQ 3. How do I delete an authorised leave request?**
- When the annual leave has been deleted the employees balance will automatically increase.
- The exception to this will be when an employee's sickness lasts over three months the annual leave will be limited to an amount pro-rated to the period of actual service given during the year, provided:
  - The period of annual leave granted in a full leave year does not fall below the statutory minimum (currently 28 days – pro rata for part-time , which can include public holidays which fall outwith the period of sickness absence), and
  - Annual leave which would otherwise have been lost because of the sickness absence may be reinstated if required to facilitate a phased return.
- In abatement situations employees annual leave entitlement will need to be amended by the Payroll section. This should be discussed with the appropriate manager who will calculate the abatement then contact payroll to arrange the amendment. Details should be sent to [payroll@falkirk.gov.uk](mailto:payroll@falkirk.gov.uk)

### 15. I have a variable work pattern what should I enter in the planned work time?

- A number of Falkirk Council employees have variable work patterns i.e. they may work Monday to Wednesday in week 1, Wednesday to Friday in week 2 and Monday to Tuesday in week 3.
- In these instances care should be taken when completing the planned work time when submitting a leave request.
- The planned work time should be completed based on the work pattern the employee was due to work in the specific week the leave request relates to.
- It is **essential** that the planned work time screen is completed accurately to reflect the actual hours the employee would have been due to work in that specific week.
- If the incorrect hours are entered on the planned work time screen this will have an impact on the annual leave balance so it is essential that this is completed accurately.

### 16. Can I see when my colleagues are on leave?

- Yes, you can view the team planner which will show the leave details for those colleagues who report to the same authorising manager.
- To view the team planner log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Click on the purple **View Team Calendar** button found in the bottom right hand corner of the screen.
  - The team calendar will appear and you will be able to navigate to the appropriate month to check when your colleagues are on leave.

### 17. I am not sure if my manager has authorised my leave request can I check this?

- Employees will receive an email to confirm their leave request has been authorised. The status of the leave request can also be checked within the **Annual Leave Summary** section of MyView.
- To view the Annual Leave Summary log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Annual Leave Summary**
  - The **Annual Leave Summary** screen will open and the status of a leave request can be checked
  - If the leave request is in the **Submitted** section it is still pending authorisation
  - If the leave request is in the **Authorised** section it has been authorised
  - If the leave request is in the **Withdrawn** section it has been withdrawn by the employee
  - If the leave request is in the **Rejected** section it has been rejected by the authorising manager
  - If the leave request is in the **Open** section it has been saved and not submitted. This is normally because there has been a problem when the manager has tried to authorise a request. If an employee has a leave request in the **Open** section and is unsure if it has been processed they should email [MyView-SelfService@falkirk.gov.uk](mailto:MyView-SelfService@falkirk.gov.uk) and it will be investigated.

## 18. I do not have the Leave Management Balance widget on my dashboard.

- To add the Leave Management Balance widget to the dashboard click on the spanner tool icon next to **Dashboard**. This is found in the top left hand corner of the screen below the employees' name.
- The Leave Management Balance widget will be listed.
- Click on the arrow icon to move the widget to the dashboard.
- If the Leave Management Balance widget is not listed please contact the HR & Payroll Helpdesk on 6222.

## 19. I have changed hours but already have future dated holiday requests based on my old hours – how can I fix this so I have the correct number of hours deducted?

- If an employee changes hours during the leave year and has future dated authorised leave these requests will need to be amended.
- Any leave requests that have been authorised and are after the change of hours date will need the planned work time information adjusted.
- To amend an authorised request for a holiday log into MyView Dashboard
  - Select **My Holidays/Absence**
  - Select **Request Annual Leave**
  - The events calendar will appear
  - Select **Open ANNUAL History** found next to the Annual leave type
  - Scroll down to the bottom of the screen and a full list will appear of all authorised annual leave requests
  - Find the appropriate request(s) and click on the purple **Edit** button found at the right hand side of the screen
  - The **Edit Annual Leave Entry** screen will open. Click into the planned work time screen and amend the information to reflect the correct hours and work pattern and save the change.
  - When you are happy the request has been amended appropriately click on **Submit**.
  - The amendment will go to the manager to authorise

## 20. I am trying to submit a leave request and a red error message appears “Employee record in use – try again later”.

- The error message “Employee record in use – try again later” will appear when an employee’s Resourcelink record is being used by a member of the payroll or HR team. Please log out of MyView and try submitting your request again after 30 minutes. If you still receive the error message after 30 minutes call the HR/Payroll Helpdesk on ext. 6222 and they will be able to find out when your record will be available.

## **21. I am a temporary employee and only contracted for part of the leave year – what happens with my entitlement?**

- If an employee has a temporary contract the system will calculate an annual leave entitlement for them up to their projected end date.
- Any employees in this position will only be able to request annual leave on MyView up to their contract end date. If the employees contract is extended the system will automatically recalculate the annual leave entitlement accordingly.
- If an employee would like to work out what their entitlement will be for the whole annual leave year the annual leave calculator tool found on the intranet can be used. The link to the MyView page is below:
- <http://inside.falkirk.gov.uk/systems/my-view.aspx>

## **22. I am a full-time employee but work a compressed working week do I need to do anything differently with my annual leave?**

- No, annual leave can still be requested via the MyView system if the employee has the appropriate access. Employees who work on a full-time basis but on a compressed working pattern will need to have public holidays included into their entitlement calculation. This information will be gathered in an annual exercise and updated by the payroll team.