

Please note these arrangements will be reviewed on an ongoing basis. All HR queries/notifications should be directed through the shared HR mailbox (askHR@shared-ed.ac.uk).

With effect from 23rd March 2020, all staff other than those identified as essential on-site personnel by the Executive are classed as homeworking. All staff who are working from home are expected to remain in contact with their line managers on normal working days. Your line manager will identify tasks, priorities and workloads to be completed at home.

FREQUENTLY ASKED QUESTIONS

1) What do I do if I cannot work from home for any reason?

If you are unable to homework for any reason you must notify HR copying in your line manager via the shared email address askHR@shared-ed.ac.uk to report your absence.

Absences will be recorded under one of the following categories;

- **Unable to work as unwell with suspected coronavirus symptoms.** If you are unfit to work from home during your period of self-isolation this will be recorded as sickness absence. In these circumstances, occupational sick pay will be paid to all staff, including bank workers and those currently in probationary periods. This absence will not contribute to any Bradford Factor scoring. Staff reporting self-isolation with symptoms will be recorded as self-isolating for a period of 7 days in line with NHS guidelines. If you remain unwell following your period of required self-isolation you must inform your line manager and askHR@shared-ed.ac.uk to ensure ongoing absences are appropriately recorded and medical evidence is provided where necessary.
- **Unable to work as unwell with confirmed coronavirus symptoms through NHS 111 or other medical specialist.** This will be recorded as sickness absence and occupational sick pay will be paid during the 7 day period of self-isolation and any ongoing period of sickness absence linked to coronavirus. This absence would not contribute to any Bradford Factor scoring. If you have confirmed symptoms beyond this period, you should request an isolation notice which should be sent to askHR@shared-ed.ac.uk. You can request the isolation notice by following this link: <https://111.nhs.uk/isolation-note/>
- **Sickness unrelated to coronavirus.** Staff should contact their line managers to report their sickness and they will record this via Cintra in the usual way.
- **Unable to work as caring for dependants or other vulnerable individuals who are currently at high risk.** This will be recorded as special leave and you will receive full pay.
- **Unable to work as child's school has closed.** This will also be recorded as special leave. Please note that parental responsibilities are often shared and where this is the case College staff are not expected to bear sole responsibility for looking after children.

- **Annual Leave Requests.** Staff wishing to use annual leave rather than work from home should also request this through the AskHR mailbox copying in their line manager. All pre-populated leave arrangements (i.e. Spring Break/Half Term for Teaching staff) remain in place and there is an expectation that all annual leave will be taken in line with contractual arrangements by 31st July. There will be no carry over of annual leave over and above contractual entitlements to do so.
- **Unable to work at home as no suitable work available.** You must discuss with your line manager and continue to make yourself available for work as required. Your line manager is required to record this with HR via askHR@shared-ed.ac.uk; please note you may be asked to undertake work which is outside your ordinary duties, within the bounds of what can be considered reasonable. If this is not possible, you will be recorded as taking special leave and continue to receive full pay.

Staff who are currently self-isolating will revert to home working arrangements after the 7 or 14 day self-isolation period as appropriate (per NHS guidelines), unless they report further sickness absence. Staff reverting to home working arrangements or special leave following isolation/sickness absence must signal their intention to do so by contacting their manager as well and copying askHR@shared-ed.ac.uk.

2) I have tested positive for coronavirus how do I report this?

If you have been tested and received a positive diagnosis for coronavirus you should notify askHR@shared-ed.ac.uk copying in your line manager and advise when the diagnosis was received. If you have been on-site since the College moved to distance learning, you must also advise when you were last on College premises and which site.

3) Is the College re-opening on 20th April 2020 for the summer term?

We do not expect to re-open College sites to staff and learners for the summer term, with very few exceptions. Current arrangements will remain in place for the remainder of the academic year, and we will communicate with staff directly when these are lifted.

4) I have been asked to attend College premises to support an exceptional opening however I do not want to come into the workplace as I am worried about contracting the virus. What alternative options are available?

All College sites are physically closed with only minimal exceptions, as per Government guidelines. We do have a requirement to maintain a level of service for some of our students and to ensure systems are effectively enabling homeworking arrangements to operate. On those occasions where we have a requirement to open a College site to support vulnerable students or carry out critical tasks, we will ensure that social distancing is observed, and that numbers of individuals attending are restricted to the minimum needed.

If you have been identified as a key worker there is an expectation that you will be available to attend work on College premises as required unless you are identified as high risk due to medical conditions, self-isolating or have special leave arrangements as set out within these FAQs. As above, this is likely to only be on an exceptional and rotating basis, and it may be possible to support alternative working patterns, with line managers agreeing flexibility in order to avoid peak travel periods etc.

If an individual unreasonably refuses to attend work this will be considered as a period of unauthorised absence and the leave will be unpaid.

5) I am currently in my probation period and I have developed symptoms. Will I be paid?

If your absence is as a result of coronavirus we will treat you as a confirmed member of staff and you will receive occupational sick pay from the first day of absence.

6) I have self-isolated for a period in line with government guidance but remain unwell. What should I do?

You should follow recent government advice which can be accessed via <https://www.nhs.uk/conditions/coronavirus-covid-19/>. Continuing sickness absence following self-isolation for the relevant period should be reported via the AskHR mailbox. Medical certificates may be required to cover your ongoing period of sickness and NHS 111 or your medical advisor will be able to advise you how to obtain this.

7) I am a bank worker what will happen to my hours?

Further to the email from the Principal on 18th March 2020, all bank workers will be paid in accordance with their planned hours for March 2020. Bank workers who have planned and approved hours beyond March 2020 should already have homeworking arrangements in place that have been agreed with their line managers. If this is the case you should submit your timesheets in the usual way and you will continue to receive payment beyond March 2020.

HR are reviewing all workers currently engaged through the bank with line managers and will shortly be contacting individuals directly to confirm expectations moving forward.

8) I am an agency worker and my line manager has asked me to deliver virtual teaching as well as complete marking remotely. How will I have my hours approved?

This should be discussed with the agency directly who will ensure that any hours worked are appropriately approved with college managers in line with continuing staffing panel approval arrangements.

9) What leave arrangements are in place during the Spring Break?

All existing annual leave arrangements remain in place, with the Spring Break (6th-17th April) blocked out for teaching staff. This will remain the case unless specific arrangements have been put in place and approved by Executive on an exceptional basis, and staff are encouraged to use their leave during this time period in order to support their own wellbeing. New leave requests should be submitted through Cintra following normal processes. Support staff who are not term time only or using annual leave will be considered to be homeworking during this period of time and will be expected to be available in line with the guidance set out above.

Staff are encouraged to use their leave throughout the remainder of the year in order to support their own well-being. There is an expectation that all annual leave will be taken in line with

contractual arrangements by 31st July, and the existing restrictions regarding carry over of TOIL and annual leave remain in place.

10) I was due to go on holiday however this has been cancelled can I reclaim my pre-booked leave?

Any request to cancel leave should be discussed with your line manager who will explore the reasons for cancellation. However, all centrally blocked annual leave arrangements (i.e. Spring Break/Half Term for teaching staff) remain in place and staff are expected to take their full annual leave entitlement by 31st July in line with contractual arrangements, as set out above.

11) I am due to travel abroad. If I choose to travel and then require self-isolation will I still be paid?

Staff who chose to travel against government advice going forward will not receive occupational sick pay during their period of self-isolation or sickness resulting from contracting coronavirus, unless in exceptional circumstances where written approval has been provided in advance by the Executive.

12) If I have a homeworking arrangement in place but then develop symptoms what should I do?

You must email both your line manager and askHR@shared-ed.ac.uk to ensure absences are correctly recorded. Self-isolation, sickness absence and homeworking are all separate categories for reporting purpose.

13) I am sick, however, this is not related to coronavirus how should I report my absence?

You must contact your line manager copying in askHR@shared-ed.ac.uk to ensure absences are correctly recorded in line with the attendance management policy. If you are sick for over a week, there is a continuing requirement to produce a fit note. We accept that during the current pandemic outbreak there may be isolated difficulties providing these and in those instances you are asked to contact HR via the askHR@shared-ed.ac.uk address and explain.

14) Do I need a fit note to cover my period of self-isolation?

An isolation note is now required where your period of absence exceeds the 14 day period of isolation as you continue to follow public health advice. Isolation notes can be requested online by following this link: <https://111.nhs.uk/isolation-note/> and should be sent to askHR@shared-ed.ac.uk.

15) I am currently absent long term what should I do with my fit notes?

All fit notes should be scanned/photographed and shared to the AskHR mailbox, copying in your line manager.

16) Will I still be paid as normal?

Payroll dates remain unchanged and you will be paid in line with your contracted hours during this period. Any sick pay related to coronavirus will be paid as occupational sick pay irrespective of whether you are in your probationary period or not.

17) I am an assessor, how do I claim my mileage during this period?

This should be claimed following normal procedures following approval from your line manager. The online form is available on Sharepoint under the 'Finance' tile. You should complete this electronically before emailing it to your line manager for email approval, who should in turn provide this by email to payments@shared-ed.uk .

18) I am currently working from home. What are my obligations to be available to respond to work issues?

Staff who are working from home, should be available to respond to emails and calls as per their agreed working hours, and in a timely manner. If you are unable to respond to phonecalls you must ensure you respond to email communications in a timely manner. If you are not going to be available during any periods you must let your line manager know in advance.

Staff may be asked by their line manager to keep a reasonable record of what work has been undertaken during any period of home-working.

19) If my line manager is unavailable for any period, who should I contact for support or guidance?

The WLT contact list will be posted to the 'Coronavirus' tile on Sharepoint in order to ensure that staff have ongoing access to relevant contact details, along with contingency arrangements regarding deputies, etc.

20) I am currently working from home. Will I still be able to contact IT for support if I run into difficulties?

Yes, IT will still be providing support remotely and, in exceptional cases, on-site during the College's limited physical opening hours. IT support can be contacted at the following address: helpdesk@liv-coll.ac.uk

21) What systems can I expect to access from home, and how?

The majority of College systems are now available to access online, with a small number restricted to authorised users of the Remote Desktop Platform (RDP):

Available via RDP	Available via Web interface/remote App	Available to students
4CAST 2020	Barclays	College Website
Adobe Acrobat Reader	BKSB	Microsoft Teams

Appraisals (Totara)	Cintra	Office 365
Ebis	College Website	VLE
Google Chrome	Microsoft Teams	
Heritage Cirqa	Office 365	
Microsoft Access Runtime 2016	Payroll	
Microsoft Office 365	ProMonitor	
Microsoft Teams	Sharepoint	
Open Accounts	SmartAssessor	
ProAcheive	Smartlog	
ProGeneral	Turnitin	
ProObserve	VLE	
ProSolution		
SQL Server Management Studio		
WMS		

Please note, due to limited capacity, use of the Remote Desktop Platform is restricted to authorised users only. This has been confirmed with the WLT and members of staff whose work is business critical and dependent on specialist applications have been prioritised.

22) Should I put my out-of-office on during this period?

Unless you are absent through sick leave or annual leave, you should not use your out-of-office message.

23) What should I do about my desk phone?

If you have a College mobile phone, our expectation is that your desk phone will be diverted to your College mobile phone. If you do not have a College mobile phone, you may divert the phone to your personal number or redirect calls to voicemail, on the understanding that you access any messages via the email system and respond to these in an appropriate manner. IT are ensuring that all phones will be voicemail enabled where this is not already in place.