MANAGER
HR²¹ Kiosk User Guide

Information in this guide pertains solely to HR²¹ Kiosk pages relevant to managers and as such should be used in conjunction with the Employee Kiosk User Guide.

HUMAN RESOURCES / HR²¹ KIOSK CONTACT DETAILS

For queries regarding the HR²¹ Kiosk, please contact a member of the HR Team.

HR/ HR²¹ Kiosk Administrator:
humanresources@mel.cqu.edu.au
Fax: 03 9650 2328

Joanna Brown
General Manager Human Resources
Ph: 03 8662 0504

Sarah McPherson
Human Resources Manager
Ph: 03 8662 0597

Emily Heap
Human Resources and Facilities Assistant
Ph: 03 8662 0884
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The Your Staff menu displays information for managers with reporting staff.

Position relationships that are defined in Chris\textsuperscript{21} are used to determine the staff members whose details can be accessed by managers and workflow escalation paths.

The system determines whether the staff member is a manager by referring to the existing organisation relationship records. If the staff member’s position is one to which other positions report, the staff member is recognised as a manager.

**YOUR STAFF ➔ STAFF**

The staff page shows all direct reporting staff and the staff who report to them. Click on the plus or minus sign (1) to expand or retract the list of staff. Staff may also be searched for by surname in the Search for box.

Managers can view all reporting staff by selecting Expand All (2) or select all staff by clicking Select All (3).

To view details of staff, select individuals by clicking on their name (4). Their details shall be highlighted as per below. A new information bar (5) will also appear showing the summary of that staff member. Available payroll, leave and personal details will now show for the selected staff member. To return to own details, click on “View Self” (6).
To view staff details

When a staff member has been selected, the manager can view their details by selecting options from the menus.

You can select a staff member from the list and view the following pages:

1. **Your Staff**
   a. Enhanced Timesheet Processed

2. **Payroll**
   a. Remuneration
   b. Components → Salary

3. **Leave**
   a. Leave Balances
   b. Leave Taken
   c. Leave → Request Leave (Please note however you are not able to add a record for a staff member)

4. **Personal Details**
   a. Details
   b. Addresses
   c. Positions
   d. Languages

5. **Calendar** (Please note however you are not able to apply for leave or a timesheet for a staff member)

There are a number of screens which Managers cannot view information regarding employees who report to them. These screens include:

Payroll
- Details → Pay by Period
- Details → Pay History
- Details → Bank
- Components → Allowances
- Components → Deductions
- Components → Superannuation

Where managers do not have access to this information for the staff member the following message will appear:
You can only view these sections if you are looking at the screens in reference to your own details (select ‘view self’).
**To view staff in the Planner**

Select staff (can select multiple or all) by placing a tick in the box next to their name (7).

Go to Your Staff → Planner.

**YOUR STAFF → PLANNER**

The Staff Planner shows the daily roster for all staff members selected. This can be a useful tool when reviewing leave applications and planning for rosters.

Rostered days are visible in yellow while non-working days such as weekends are green. Public holidays and booked leave is also visible on the planner where applicable.

The planner can show prior or future dates by either selecting one of the available links (8) or entering the date in the calendar and selecting “Go” (9).
YOUR STAFF → MANAGER ABSENT

The Manager absent page allows managers to redirect leave and timesheet applications to another manager in their absence (for example if they are on annual leave).

1. To add an absentee manager (to receive the applications), enter the manager’s staff number in the absent manager box.

2. If you do not know the staff number for the absentee manager click on the Search function to open the search window.
3. You can search for the appropriate Manager by using the Page number buttons at the bottom of the window or by using the Search field:

Tick the current only box to ensure you only view current staff.

You can search by Surname or first Name by selecting from the Field Picker. To use the Search field for First Name, type in the start of the Manager’s first name

For example if you typed in ‘Lar’ and selected GO, this will then take you to a list of Employees whose first names starts with Lar.

When you find the appropriate employee who you are now nominating to be the approver for any requests/applications for which you would normally approve, select the Manager by clicking on their name.

Your screen should now show the Staff number and Name of the employee you have selected.

E.g. If I selected employee, L Stooge to approve any requests/applications in my absence, it appears in the screen as per below screenshot:

4. Once you have checked that the Manager you have selected is correct, click on Update in the blue toolbar to save the record and allocate the new Manager.
To remove the new Manager:

There are two ways to turn this off:

1. Select YOUR STAFF → MANAGER ABSENT

2. Delete the Number from the Absentee Manager field

3. Click on Update in the blue toolbar to save the record. The absentee manager instruction will be removed and all subsequent leave requests from your staff will be routed to you.

4. Alternatively, when you next log into the HR²¹ Kiosk, a dialogue box will display the following message:

5. Select OK to remove the Absentee Manager. Select Cancel to retain the Absentee Manager. You do not have to turn off this function to access the HR²¹ Kiosk.
YOUR STAFF → STAFF REQUESTS

Managers can review all leave and timesheet submissions through the Staff Request page.

To review a submitted/requested timesheet

When an employee submits a timesheet you will be sent an email informing you that it has been submitted. Go into the HR21 Kiosk and navigate to Your Staff → Staff Requests. A list of all timesheets and leave applications (where applicable) will be displayed. Please note- all applications should be reviewed by the approving manager and “Select Action” options from the front page avoided.

Step 1: Click on the Red link to open the Timesheet record to view the details. The timesheet will open (this may open in a new window depending on the browser) and the information bar will display the staff member’s details (11).
Step 2: The nominated faculty administrator or manager is to check the following-
- Period end date is before or within the current pay period- please note the period end date cannot be after the end of the current pay period
- Dates and hours worked are correct (Sessional lecturers may be checked against the class booking system)
- Pay code/element
- Details/course code if applicable
- If staff member is not working on home campus then the correct campus is chosen (this is mainly used for GCIC & BIC staff)

Once details are checked you have the following options:
- **APPROVE:** This will approve the timesheet and either send it to their manager or to payroll for processing
- **DECLINE:** This will DELETE the timesheet totally. There will be no record of it in the payroll system.
- **REJECT:** This will allow the employee to go back into the HR21 Kiosk and make any necessary adjustments to the timesheet and then the timesheet can be resubmitted for authorisation
- **UPDATE:** This will allow you to make add/review notes as well as select the appropriate status from the three above. You can also make changes to the timesheet; for example if the wrong course had been chosen you will be able to change the course. If changes are made and the record is updated without changing the status, an email is sent to the faculty administrator or manager notifying them the timesheet has been altered. Alternatively, you can make changes and select the appropriate status to move the timesheet to the next workflow stage.
- **NOTES:** You can add any comments you would like for the authoriser to see.

Step 3: Make any amendments or add notes and then select the appropriate status from the Status box

![Status](image)

Step 4: Choose the radio button next to the appropriate status and click Update in the blue toolbar to save any changes and send the record to the next recipient in the workflow process (or delete it where it has been declined). An email message will be sent to the employee informing them of your action.

Step 5: If the browser has opened a new widow, close this window and refresh to active Kiosk page

**To review a submitted/requested leave application**

A manager can approve or decline a staff member’s leave request in the HR21 Kiosk using the Staff requests page in the Your Staff menu. The manager should not change any specific details of the leave application (leave type, leave period etc) but can record notes/comments if required. The notes facility can be accessed to review the applicant’s notes or to add notes regarding the application.

When the leave request is approved or declined, it will be deleted from the list of staff requests. If there is another stage in the workflow process, this will also be initiated, including the generation of emails.

**Step 1:** Select Your Staff → Staff Requests
**Step 2:** A list of Leave Applications (and timesheets where applicable) waiting for your review will be shown. To go to the Leave Application details, click on the Red link to open the Leave record (12). The leave application will open and the information bar will display the staff member’s details (13).
Step 3: The nominated manager is to check the following-

- Start date and end date are correct
- Days taken and Hours taken are valid for the period of leave requested
- Leave type is applicable for the Staff Member
- Where Sick leave of over 3 days has been requested, the “I Have a medical certificate for this request” has been ticked (14), and a copy of the certificate is attached (15) or has been given to the manager in hard copy (see notes below on Medical Certificates)
- Leave requested does not exceed available Leave Balance (16) – note in this case the sick leave requested exceeds the balance of 27 days (see overflow rules)
- Review any notes supplied by the staff member to evaluate the application (17)
Once details are checked you have the following options:

- **APPROVE:** This will approve the leave application and either send it to their manager or to payroll for processing (Please note- once an application has been approved it cannot be amended/deleted; staff member’s should be directed to complete a leave cancellation form and send to payroll to have the application removed)

- **DECLINE:** This will DELETE the leave application totally. There will be no record of it in the payroll system.

- **REJECT:** This will allow the employee to go back into the HR Kiosk and make any necessary adjustments to the leave application and then the leave application can be resubmitted for authorisation.

- **UPDATE:** This will allow you to add notes to the application for the authoriser or staff member to see and review notes and attachments as well as change the status to approve/decline/reject.

**Step 5.** View any notes and attachments, add notes if applicable and then select the appropriate status from the Status box

<table>
<thead>
<tr>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Approve</td>
</tr>
<tr>
<td>☐ Decline</td>
</tr>
<tr>
<td>☐ Reject</td>
</tr>
</tbody>
</table>

**Step 6.** Click Update in the blue toolbar to save any changes and send the record to the next recipient in the workflow process (or delete it where it has been declined). An email message will be sent to the employee informing them of your action.

**Special conditions**

**Public holidays**
Where an employee has applied for leave commencing or ending on a public holiday, they will be asked to confirm to proceed. An employee can choose ‘no’ to return to the application and amend the dates accordingly, however if they choose ‘yes’ the application will be sent to the manager and the public holiday will be considered a day of the chosen leave type. The manager will also be given this option. They should speak with the employee to confirm their chosen dates.

**Overflow rules**
Employees will also be asked to confirm their application when there is not enough of the chosen leave type in their balance. Employees will receive the message that their leave application will go into overflow. The employee will not see how much of the leave is valid as the chosen leave type, or how much goes into the overflow category. If an employee chooses to proceed with the application one email request will be generated and sent to the manager. The manager will not be aware that the employee has elected for the leave to go into overflow. It is important the manager reviews the leave balance against the application. If the manager accepts the application, they will also be asked to confirm and agree that the application will go into the overflow category. Alternatively, they should speak with the staff member. The application will only show the breakdown into various leave and overflow categories when it becomes an approved leave application under the employee’s Leave Taken.

Overflow categories:
- Annual Leave will become No Leave Available (Leave Without Pay, see below)
- Sick Leave will become Leave Without Pay (see below)
- Carer’s Leave will become Carer’s Leave from Sick and then Leave Without Pay (see below)

**Leave Without Pay**
Leave without Pay applications will only be granted in exceptional circumstances where other leave types have been exhausted and the staff member provides a Reason in the notes section of the leave application. Annual leave and Sick leave applications in excess of a staff member’s accrued balance will overflow into Leave without pay/No leave available automatically and therefore a staff member may not have added notes to the application. In this case, please confirm the staff member’s Sick leave balance and contact them to verify their application. Please contact the payroll department if you have any queries regarding entitlement.

**Medical Certificate**
If the employee has indicated that a medical certificate is forthcoming for this application, do not approve it until you have received the documentation or viewed it as an attachment. Please refer to the C Management Services Pty Ltd for information on when medical certificates/statutory declarations are required. It is absolutely imperative that the Approve button is not selected until the certificate is sighted. A hard copy of the certificate should be filed in the employee’s HR file.
For Carer’s and Related Purposes leave applications
On-going and fixed-term employees are entitled to five (5) days paid Carer’s and Related Purposes Leave per year. A maximum of 10 days Carer’s Leave may be taken each year, with any accrued Sick Leave able to be accessed for this purpose.

Overflow rules are in place whereby if an employee applies for carer’s leave which takes them in excess of their Carer’s Leave Balance, this will automatically be deducted from the leave type ‘Carer’s Leave from Sick’, which in turn deducts x days from the employee’s Sick Leave Balance.

Managers must ensure that when receiving Carer’s Leave applications they check:
- Leave History to see if they have already taken up to ten (10) days leave (Carer’s and Related Purposes Leave and Carer’s From Sick) for the purpose for Carer’s Leave;
- Leave Balances to determine if the employee has a Sick Leave balance to cover the Carer’s from Sick Leave amount
- The employee’s leave must not take them into a negative leave balance for any type of leave
- Staff member has included Notes in the application, informing you of who the employee is ‘caring’ for.

If the Carer’s Leave Application does not fit the above guidelines, the Manager should discuss this with their employee. It may be necessary for the employee to resubmit their application for the period of Carer’s Leave to which they are entitled.

If the employee is not entitled to the amount of Carer’s Leave to which they have applied, and the Manager Approves the application, this may mean that the staff member goes into a negative balance for the leave type ‘Carers Leave from Sick’.

YOUR STAFF → ENHANCED TIMESHEET PROCESSED

The Enhanced Timesheet Processed page shows a summary of casual timesheets that have been approved and paid. The manager may view any processed timesheets of staff that report to them. Where a manager has no Casual staff reporting to them, this page is invalid (as below).

Please note the total hours/papers marked may differ from the timesheet submitted where the Campus has made a pay adjustment; please see your Campus Business Manager/Associate Director Finance and Administration if you have any queries.

To view the Enhanced Timesheet Processed page for a reporting casual staff member, select their name from the Your Staff → Staff list (see instructions under Your Staff → Staff).

Note the menu bar will pop up showing the details of the selected staff member. Navigate to Your Staff → Enhanced Timesheet Processed.

Enhanced Timesheet Processed page for manager with no reporting Casual staff:
**Fallback Manager**

The Fallback Manager is the HR Kiosk Administrator. This is the person who should be advised of any misdirected workflow requests. This staff member can resolve these requests by correcting the workflow process as required. If you have any concerns regarding misdirected requests or applications, please contact the HR Kiosk Administrator via email: humanresources@mel.cqu.edu.au or contact a member of the Human Resources Team.

If an employee’s application is not responded to (i.e. Approved or Declined) by the employee’s direct line manager within seven (7) days then the application will be forwarded to the next person in the approval route (eg. Campus Director, Chief Executive Officer, Chief Financial Officer).

The progress of applications will be monitored by the HR Kiosk Administrator and a report run regularly to determine where applications are being delayed in the leave approval process.
Submission of Leave Applications on behalf of an employee

Each campus has nominated staff who have access to the Chris\textsuperscript{21} payroll system and are able to enter leave applications on behalf of all staff when they contact their manager/reception to notify them of their unexpected absence. When an employee notifies their manager or reception that they are to be absent due to sick/carer's/compassionate leave, the person receiving the call should contact the Associate Director Finance and Administration/Business Manager to have the leave application entered.

Process for entering a leave application via Chris\textsuperscript{21}

1. Open Chris\textsuperscript{21} using the icon on the nominated staff member's desktop
2. Log into Chris\textsuperscript{21} using the username and password provided by payroll e.g. BICAPPS
3. Navigate to the Leave Application screen (please note menus and Chris\textsuperscript{21} application may look different dependent on user access levels): Staff → Leave → Application (LAP)
4. Select New from the toolbar
5. Enter the following details into the leave application for the staff member:
   a. Leave type - select from drop down box
   b. Start Date – select current day from calendar
   c. End Date – select current day from calendar (submissions on behalf on staff member’s should only be for the day they have called in; subsequent applications may be made as required)
   d. Select Query Balances- this will show the balances for that leave type and calculate the Days and Hours Taken - check that the employee has sufficient leave to cover the period they are to be absent
   e. If leave is for less than one day, override the hours and days taken as appropriate
   f. Note- the nominated staff member is unable to indicate whether a medical certificate is to be produced until the staff member returns with/without the certificate.

6. Change the leave status to Requested and press Save. This will forward the application to the staff member’s line manager, emailing the staff member and line manager of the submission of the leave application.

7. On the staff member’s return they will need to supply a medical certificate if required as per UCA guidelines to their manager. The Associate Director Finance and Administration/Business Manager must contact payroll to notify them if a medical certificate has been provided and send them a copy.
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General Manager Human Resources
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