

## Flexible Working Hours (Flexi-time) and Attendance Recording for Administrative and ICT Staff (Grades III – VII)

| <b>HR Policy Document Record</b> |   |
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## **1. INTRODUCTION**

- 1.1 This document sets out the University's policy and procedure for the operation of flexible working hours and attendance recording for Administrative and ICT staff (Grades III to VII) using the CORE Time & Attendance system. It is relevant to staff at these grades as well as management and supervisors responsible for approving leave / adjustments for such staff.

## **2. FLEXIBLE WORKING HOURS (FLEXI-TIME)**

- 2.1 The main purpose of Flexible Working Hours (Flexi-time) is to provide a more flexible system of attendance for staff. The contractual working hours are not changed by this system and the total numbers of working hours are the same on flexi-time as under a fixed hours system. The difference lies in the scope, which individuals have to vary their times of arrival or departure, to vary the length and time of their lunch break and to take flexi-leave if they have accumulated sufficient credit hours.
- 2.2 It is the University's policy that the system of flexible working hours be operated in a consistent manner throughout each campus.
- 2.3 It is important that sufficient staff are available outside core times to carry out normal work. Adequate staffing must be available during normal operational hours of each working day. Co-operation from all staff and especially supervisory staff is, therefore, essential. This policy is operated on the understanding that the efficiency and effectiveness of the University's operations are maintained.
- 2.4 The needs of all students and staff must continue to be met and normal practices in relation to such requirements as delivery of services must remain unaffected. If the work of any functional area deteriorates, steps will be taken to restore normal effectiveness and could dictate modifications in the flexible regulations. If these measures fail to restore normal effectiveness, flexi-time could be cancelled for a particular individual or section.
- 2.5 Line managers/supervisors are responsible for ensuring that workflow and output are maintained over the whole span of the working day, that staff are adequately supervised at all times and that sufficient staff are always in attendance. Line managers/supervisors have the authority to take any action necessary (including the temporary limiting of the maximum flexibility available to staff) to fulfil their responsibilities. Flexi-time imposes greater responsibility on all staff to co-ordinate their working hours with other members of the team in which they work or with other sections, as necessary.
- 2.6 Line managers/supervisors can reserve the right to exclude certain posts from flexi-time for operational reasons. The appropriateness of flexi-time for particular individuals and categories of staff would normally be a matter for agreement between the line manager/supervisor and individual(s) concerned. Line managers/supervisors and staff are encouraged to discuss together their expectations regarding approval for time away from work and the demands on the service provided.
- 2.7 All Administrative and ICT staff (Grades III to VII) are required to record their attendance on the Core Time and Attendance / card reader system regardless of whether they are on the flexi time arrangement or not.
- 2.8 Human Resources reserves the right to request other categories of staff to record their attendance as required.

- 2.9 On arrival in the morning, going to lunch, returning from lunch, leaving in the evening, starting overtime or leaving the premises at any time during the day - other than where approved by the necessary line manager/supervisor - the member of staff must operate the attendance monitoring system, by means of PC log in/log out or card reader. The system will then start or stop accumulating each individual's hours.
- 2.10 This policy and procedure is intended to give staff the opportunity and responsibility for organising their working hours within clearly defined limits to overcome travelling problems and to fit in with special domestic and personal arrangements. The increased freedom which the system gives also brings greater responsibilities to all concerned.
- 2.11 It is the University's policy that Human Resources will monitor the operation of the flexible working hours system, and will assist all relevant line managers/supervisors in dealing with issues in relation to its implementation.

### 3. NORMAL WORKING HOURS / CORE TIME / FLEXIBLE BANDS

- 3.1 **Normal Working Hours** - Normal working hours are dependent on a staff member's contractual hours:

| Contractual hours per week | Normal working hours per day | Normal working hours per half-day | Hours in flexi period |
|----------------------------|------------------------------|-----------------------------------|-----------------------|
| 35                         | 7 hours                      | 3 hours 30 mins                   | 140                   |
| 36                         | 7 hours 12 mins              | 3 hours 36 mins                   | 144                   |
| 37                         | 7 hours 24 mins              | 3 hours 42 mins                   | 148                   |

- 3.2 **Core Times and Flexible Bands** – The flexible working hours system provides that outside of certain times of the day (core time) when staff must be on duty, staff are given a measure of freedom to fix their own hours of attendance (flexible bands). No staff member can be absent from the University during core times except for absences covered by this policy. The line manager/supervisor should approve in advance all reasons for absence during core time.

- 7.30 am – 10.00 am **Flexible** morning band \* – staff can start work any time during this span
- 10.00 am – 12.30 pm Morning **core** time – staff must to be present during this period unless on authorised absence
- 12.30 pm – 2.30 pm **Flexible** lunch band – staff can take up to a two-hour lunch break. The minimum period for lunch will be 30 minutes which will be automatically deducted from the weekly total of hours, regardless of whether the full 30 minutes is taken or not. If an individual fails to clock for lunch then 1 hour will be deducted automatically by the system
- 2.30 pm – 4.00 pm Afternoon **core** time – staff must to be present during this period unless on authorised absence
- 4.00 pm – 6.30 pm **Flexible** evening band \* – staff could finish work any time after 4.00pm up to 6.30pm

**\* Flexible morning and evening bands are dependent on the normal opening and closing arrangements of each individual University building.**

- 3.3 **Flexi-Period** – A flexi-period is equal to 4 weeks. The flexi-period dates for each calendar year are published by Human Resources and loaded onto the Core Portal home page / Human Resources website at the beginning of each calendar year.
- 3.4 **Core Time Infringements** – Infringements occur when a staff member clocks in during Core Time (that is during the time when everybody must be present between 10.00 am – 12.30 pm and between 2.30 pm – 4.00 pm). Core time infringements are a violation of flexi-time and may result in the individual being removed from flexitime and/or disciplinary action. No more than 10 infringements may occur in a 12-month rolling period.

#### **4. CLOCKING / ADJUSTMENTS**

- 4.1 Staff will have their own unique Personnel Number and Pin which will be used to log onto their CorePortal account or card reader. Under no circumstances should CorePortal log-in details be given to another member of staff.
- 4.2 Staff should access their Core Portal account from their own PC or at a General PC in one of the campus buildings or at a card reader system as appropriate.
- 4.3 Staff should only clock in when they are ready to start work.
- 4.4 Staff are expected to clock on arrival at work, in and out for lunch and on departure from work on any given day.
- 4.5 The system will record a clocking outside of the flexible time bands above and the staff member's presence will be indicated, but recording only starts when the time-band begins and the clock time is recorded at the beginning of the time-band. Time before and after the time band is recorded as "Lapsed Hours".
- 4.6 Where a staff member fails to clock in/out during the day, the system will record this as a "Missed Clocking" (for 1 missed clocking) or as an "Unapproved Absences" (no clockings) and automatically deduct a full day from the flexi balance. Any adjustments not submitted through CorePortal will necessitate the completion of a paper adjustment.
- 4.7 Where a staff member clocks in on a non-working day these hours are recorded as *Unpaid Hours*. *Unpaid Hours* cannot be accumulated as working hours in a week.
- 4.8 Where a person clocks in on a day during which the University is ordinarily closed, the system will record the hours as *Unpaid Hours*. If these hours have been pre-approved as overtime, these can be later adjusted and changed to approved overtime by the line manager/supervisor.
- 4.9 Logging into CorePortal and clicking 'My Time' will show a staff member's leave balances which includes annual leave, uncertified sick leave and current flexi-time balance in an hours and minutes value.
- 4.10 Failure to submit adjustments on time by the close of business on the last day of a flexi period may result in that time being lost.

## 5. LEAVE

- 5.1 Staff must apply for leave in advance or in the case of Compassionate Leave or Force majeure Leave as soon as possible after the event. Applications must be made through Core Portal / by email (in the case of staff in TU Dublin, Tallaght) and each request will require approval by the line manager/supervisor.

Below is a list of leave types that can be applied through Core Portal across the three campuses. For all other leave types local arrangements currently apply. Please contact your core administrator / log into core portal for the full list.

- Flexi Leave
- Annual Leave
- Business Off Site

- 5.2 Where the appropriate line manager/supervisor is not available to approve the leave request, staff should notify Human Resources who may approve the request on behalf of the line manager/supervisor.

### 5.3 Flexi Leave

- 5.3.1 Staff will not be allowed to take a full day or half day flexi-leave until they have earned a surplus of the relevant value in hours in the previous flexi period. Under no circumstances will staff be allowed to advance flexi days (e.g. take a flexi day prior to building up the surplus hours, thereby carrying a deficit of hours over into the next flexi period).
- 5.3.2 The maximum flexi leave allowed in any one period is 1.5 days. A staff member can take up to 1.5 days flexi-leave in a flexi-period if they had a credit of at least 1.5 times their contractual working day hours:

| <b>Contractual hours per week</b> | <b>Max flexi leave in one period</b> |
|-----------------------------------|--------------------------------------|
| 35                                | 10 hours 30 mins                     |
| 36                                | 10 hours 48 mins                     |
| 37                                | 11 hours 6 mins                      |

- 5.3.3 A half-day flexi leave must finish or commence between 12.00 pm and 3.00 pm
- 5.3.4 Staff availing of flexi-leave may not be absent for more than three core periods in any flexi-period i.e. 1.5 days per flexi period providing the relevant hours have been accrued in the previous flexi period .
- 5.3.5 The minimum flexi-leave a person can take at any one time is a half-day. Taking flexi-leave in blocks of one or two hours at a time is not an option.

### 5.3.6 Surplus Hours

- i) A maximum of 14 hours can be carried forward to a subsequent flexi-period.

- ii) Hours in excess of 14 hours surplus are recorded as *Flexi Hours Lost* by the system. Flexi Hours Lost cannot be taken as leave or carried forward.

#### 5.3.7 Deficit Hours

- i) In any flexi period a staff member will be allowed a **deficit of 8.5 hours (pro-rata for staff working less than a full standard week)**. At the end of each flexi period, any deficit within these limitations will be carried forward to the next flexi period.
- ii) If any staff member exceeds the permitted deficit of 8.5 hours in **two consecutive months**, the excess deficit will not be cancelled but must be cleared during the next flexi period.
- iii) If a staff member exceeds the permitted deficit of 8.5 hours in **three consecutive** months they may be removed from flexi-time and the excess deficit deducted from salary.
- iv) A staff member removed from flexi-time will not be permitted to go back on flexi-time until a period of at least six months has elapsed and will only be considered subject to a written recommendation from their line manager/supervisor.
- v) The line manager/supervisor is required to ensure that staff do not exceed the permitted debit or credit hours and carry forward only the correct amounts.

#### 5.4 Sick Leave

- 5.4.1 Sick Leave in excess of two consecutive days requires the submission of a doctor's certificate (see Sick Leave and Managing Absences policy and procedures).
- 5.4.2 Where sickness at work necessitates leaving early, the staff member must clock out at the time of departure from the University. This will result in an application through CorePortal / by email (in the case of staff in TU Dublin, Tallaght) for either a half-day or a full day sick leave.
- 5.4.3 Sick Leave absences should be submitted by the staff member for approval through Core Portal / by email (in the case of staff in TU Dublin, Tallaght) and approved by the line manager/supervisor. All relevant paperwork, for example doctor's certificates, Illness Benefit Forms etc should be provided to the line manager/supervisor. Such paperwork will then be provided by the line manager/supervisor to Human Resources for processing as appropriate.

#### 5.5 Study / Exam Leave

- 5.5.1 **Applications for the above leave must first be approved by Human Resources or Staff Development as per relevant campus.** Applications must be made on the official application form, which is available on the staff intranet or from Staff Development. Applications must be accompanied by examination timetable or evidence of requirement to submit assignment or thesis or similar course work and should be made through the appropriate line manager/supervisor to Staff Development/Human Resources as per the relevant campus (*at least two weeks prior to commencement of the leave*).
- 5.5.2 Staff must seek approval and agree a schedule of examination and study leave with their supervisor/line manager at the commencement of each year/semester of their course or study programme. This is essential so as to ensure the least disruption as possible to delivery of services.

5.5.3 Study/Examination Leave requests must then be made through Core Portal / by email (in the case of staff in TU Dublin, Tallaght) for approval by the line manager/supervisor.

## **5.6 Time in Lieu**

5.6.1 Time in Lieu must be recorded in Core / by email (in the case of staff in TU Dublin, Tallaght) and approved by a supervisor/line manager

5.6.2 Time in Lieu may only commence after a staff member has clocked out in respect of their normal working hours.

5.6.3 Time in lieu may commence immediately after clocking out in respect of normal working hours. For example, a staff member may clock out at 5.00 pm and clock back in at 5.01 pm and commence Time in Lieu.

5.6.4 A staff member cannot accrue Flexi-time and Time in Lieu at the same time. If this situation arises the line manager/supervisor must ensure that the staff member's Flexi-time balance is adjusted.

5.6.5 Staff should not apply for time in lieu or take time off in lieu if they have debit hours.

5.6.6 Under no circumstance may surplus hours (i.e. where staff have a credit in excess of 14 hours in any given period) be considered as time in lieu.

## **6. OTHER ABSENCES**

### **6.1 Medical/Dental Appointments**

6.1.1 Medical/dental appointments should ideally be arranged outside of core time. In exceptional circumstances such absences will be allowed during core-time and pre-approval by the relevant line manager/supervisor is essential.

6.1.2 If the medical/dental appointment falls within core-time and requires an adjustment to the staff member's clock, then they must submit the relevant medical certificate/supporting documentation to their line manager/supervisor.

6.1.3 Credit will be given in respect of core-time only 10.00am to 12.30pm and 2.30pm to 4.00pm and a maximum credit of 2.5 hours will be allowed.

6.1.4 If the medical/dental appointment falls within core-time, the staff member must attend work either before or after the appointment on the relevant day, otherwise that absence will be treated as sick leave.

### **6.2 Maternity Related Appointments**

6.2.1 Maternity related appointments are governed by the Maternity Protection Acts and for flexi-time purposes are treated in the same manner as sick leave.

6.2.2 Where an appointment occurs in the morning (pre 10.00 am), the staff member should return to work immediately afterwards and will be credited with a ½ day for the morning and should then clock as normal in the afternoon.

- 6.2.3 Where an appointment occurs in the afternoon the staff member should clock as normal in the morning and will be credited with a ½ day for the afternoon. If the appointment runs over into and beyond lunchtime, the staff member may, at the discretion of the line manager/supervisor be credited with 1 day's absence.
- 6.2.4 If it is not feasible for the staff member to attend work either before or after the appointment this should be discussed with the line manager/supervisor in advance.
- 6.2.5 Adjustments should be made on Core Portal / by email (in the case of staff in TU Dublin, Tallaght) by the staff member and approved by the line manager/supervisor. Relevant paperwork, for example letter/appointment card, should be provided by the staff member to their line manager.

### **6.3 Funerals**

- 6.3.1 Where possible, every effort should be made to attend funerals outside of normal working hours (with the exception of those covered by compassionate leave).
- 6.3.2 Where a staff member would be expected to attend a funeral during normal working hours each case will be considered on an individual basis through their line manager/supervisor.

## **7. OVERTIME**

- 7.1 Overtime must be recorded in Core / by email (in the case of staff in TU Dublin, Tallaght) and approved by a supervisor/line manager
- 7.2 Overtime may only commence after normal working hours have been completed and the staff member has clocked out.
- 7.3 Under the provision of the Organisation of Working Time Act 1997, there is a requirement for an employee to have a rest break of at least 15 mins having worked 4.5 hours. The payment of breaks is not provided for in the Act. The University will pay for a first break but not a second break.
- 7.4 Staff should not apply for or be approved to do overtime if they have debit hours.
- 7.5 Under no circumstance may surplus hours (i.e. where staff have a credit in excess of 14 hours in any given period) be considered as overtime.

## **8. CESSATION OF EMPLOYMENT**

- 8.1 When leaving the University due to career break and or resignation the balance on the flexi clock should be nil.
- 8.2 Salary will not be paid in lieu of accrued flexi leave.

## **9. NON-COMPLIANCE**

- 9.1 The following actions are strictly prohibited:



- abuse of VPN facilities
- attempting to clock in or out for any other staff member
- attempting to clock in or out from a PC at a location other than a university campus building
- interfering with other staff members' use of any timekeeping equipment or forms
- causing damage to any timekeeping equipment
- any attempt to tamper with timekeeping hardware or software
- falsification of information
- attempting to view any other staff members' timekeeping records without authorisation
- persistent abuse of flexi-time

9.2 Failure to comply with this policy and procedure may result in the Disciplinary Procedures being invoked and may also include the withdrawal of flexible working hours for the staff member concerned.

## **10. OPTING OUT OF FLEXI-TIME**

10.1 Some staff may wish to work the standard working day and thus forego the flexibility offered by flexi-time.

10.2 Anyone who wishes to opt out of flexi-time should notify their line manager/supervisor and arrangements will be made through Human Resources to set up the appropriate alternative attendance pattern in Core Portal / card reader system.

10.3 Clocking in and out through Core Portal / card reader system is required no matter what attendance pattern you are on. This will enable the University to fulfil its obligations with regard to these matters under the Organisation of Working Time Act.

## **11. QUERIES**

Contact: Leave and Benefits Team

E-Mail: [Leaveandbenefits@tudublin.ie](mailto:Leaveandbenefits@tudublin.ie)