



THE BUSINESS OF EDUCATION

Personnel FAQs

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CONTENTS

| | |
|---|---|
| FREQUENTLY ASKED QUESTIONS & KNOWN ISSUES | 1 |
| Staff not appearing in Current View | 1 |
| Is it possible to re-admit a staff member in the same way as a student? | 1 |
| Future Employment Start Date..... | 1 |
| Employment start date must be greater than the local authority start date | 1 |
| Recording Governors in Personnel 7 | 1 |
| “Date of Birth must be on or after 01/01/1990” – error | 2 |
| Staff Code is greyed out in the Employment Details panel (mostly schools using timetables) | 2 |
| Staff code not displaying in staff browser but is in Manage Classroom Staff (applicable mostly to Secondary Schools) | 2 |
| Changes will not save- no message on screen and no red fields | 2 |
| Cannot save the contract because the contract scales are not corresponding to the service term | 3 |
| Contract Start Date is red and message “Start Date should be on or after 01/01/1900 | 3 |
| Scale end date must not be after the contract start date..... | 3 |
| Contract role does not contain the desired role for the service term selected..... | 3 |
| Service Term of Contract has been updated. Any amendments made in the "Service Term Details" will not allow changes to be saved | 3 |
| Teacher Main Pay Scales 6a and 6b | 4 |
| Pay factor for allowance when cloning contract | 4 |
| Not a valid start date ###/###/#### - When attempting to save a staff contract | 4 |
| A member of staff showing in Personnel (status All) that I don't know | 4 |
| What is the difference between a Contract and a Service Agreement | 5 |
| Service Agreement appears in the Employment Details panel (schools using Cover) | 5 |
| Can I produce a Percentage absence report from Personnel? | 5 |
| Cannot delete a Service Agreement (Secondary Schools only)..... | 5 |

| | |
|---|---|
| Working Days Lost is not completed for absences..... | 5 |
| How to enter staff absences for support staff who are not paid for the first two days of absence | 6 |
| Updating an address but won't save | 6 |
| Addresses missing for staff leavers - Personnel | 6 |
| How to deal with duplicate staff..... | 6 |
| How to avoid duplicate staff records | 7 |
| Change Personnel Name for a date in the future | 7 |
| Chosen Forename is required..... | 7 |
| Service Term will not Save..... | 7 |
| How can staff be excluded from the SWC return | 7 |
| Only one contract should be included in the SWC return for a member of staff who has multiple contracts. | 7 |
| What do the icons next to the contracts mean | 7 |
| New member of staff was an ex pupil | 7 |
| Allowance Start date cannot be before the earliest Allowance Award Date | 8 |

Frequently Asked Questions & Known Issues

Staff not appearing in Current View

Change selection to **ALL** in the status area of the staff browse and search again. Check that the Employment Start Date on Employment Details Panel is correct.

Is it possible to re-admit a staff member in the same way as a student?

It is not possible to re-admit a member of staff. If a staff member returns to the school after leaving then enter a new Employment Start Date. If the person returns having not left (was expected to leave but did not or a leaving date was entered incorrectly) remove the leaving date, retaining the original start date.

Future Employment Start Date

The enhanced Employment History functionality was introduced in Autumn 2012 to allow for an employee to have more than one Employment History to reflect a break of service. The start date of an Employment History is pivotal for many aspects of the system, including SIMS Personnel Staff browse and School Workforce Census,.

An Employment History can have a future Date of Leaving i.e. an employee that is leaving at the end of term. An employee can also have a subsequent Employment History but this cannot be created until after the previous Employment Date of Leaving.

The Employment History functionality follows similar functionality that exists for re-admitting pupils/students, in that a student cannot be readmitted until the day after their Date of Leaving i.e. they cannot be readmitted on a future date where there is also a future Date of Leaving.

Capita acknowledge that for schools who have employees that are ending their current Employment but are returning to commence a new Employment, that the subsequent Employment cannot be recorded in SIMS Personnel until a date after their previous Employment Date of Leaving.

Employment start date must be greater than the local authority start date

Check that Employment Start date is not earlier than Local Authority start date.

Recording Governors in Personnel 7

The quantity of information recorded in Personnel for Governors is the school's decision. For minimal recorded data, only the name and date of birth need entering. It is also advisable to enter an Employment Start Date (within Employment Details). Other than these mandatory fields, a Service Agreement is optional. Please note that the presence of a Service Agreement in their record does not mean they get paid by the school. The Service Agreement screen also includes the option "School Governor" against the Reason field.

To exclude this staff record from the SWC the 'Eligible for SWC' box can be deselected within Panel 1.

However, if this staff member also undertakes other positions at the school (which need information collected upon), then the role 'Do Not Include in Statutory Returns' can be selected within the Service Agreement- omitting the Service Agreement from collection in the SWC.

“Date of Birth must be on or after 01/01/1990” – error

This can be resolved by Validating Memberships. **Tools > Validate Memberships**

Staff Code is greyed out in the Employment Details panel (mostly schools using timetables)

This is correct – Staff Codes are normally assigned in the Manage Classroom Staff area. As the staff code is typed into the Staff Code box matching codes already in use will appear so that the staff code is unique to each individual staff. Saving the code in the Manage Classroom Staff window shows the code in the Employment Details panel but will not be available for editing.

Staff Code changes should be managed in the Classroom Staff panel. Staff Codes in Nova-T6 and SIMS must match for timetabled staff. Changes can sometimes become sticky and it may be necessary to further edit the code, exit SIMS, log back in and edit the Staff Code again to the required change, save and then refresh the staff search browser. The amended code should now show.

Staff code not displaying in staff browser but is in Manage Classroom Staff (applicable mostly to Secondary Schools)

This can be resolved by making a small change in **Manage Classroom Staff**, Save, undo the change and save again.

Changes will not save- no message on screen and no red fields

Go to Employment Details and open each contract starting with the oldest.

- a) Check closed contracts have an end date on Pay Scales, Allowances and Role
- b) There may be a message usually referring to FTE or Pay Factor on an allowance. If this is the case add a Pay Factor
- c) A similar message to “contract scales are not corresponding to the service term”- means go to Pay Related Definitions and add an Award earlier than the start date in the contract
- d) Check that there is not an open allowance on a closed contract

If there is still no message on screen make a small change to contract e.g. tick safeguarded salary (remember to remove later!) and save the contract. If the contract saves changes, go back and remove tick from safeguarded salary and save. Repeat the above until it is discovered which contract has the problem.

If the contract will not save then this indicates the problem could be with the contract

- e) Check all dates match.

- f) Check there are no end dates that should not be there.
 - g) Check that the pay scale is set up in the service term with an award amount too (Tools > Staff > Pay Related)
-

Cannot save the contract because the contract scales are not corresponding to the service term

The Award dates do not encompass the pay scale awards assigned to the staff member in their contract. In the Service Term, add an Award earlier than the date on the contract.

Contract Start Date is red and message "Start Date should be on or after 01/01/1900"

Check Allowances- there will be one without FTE. If this is a casual worker without hours they should have estimated average hours worked a week.

Check Allowances in the contract and service term to ensure that the allowance award date and monetary amounts are present and correct

Scale end date must not be after the contract start date

- a) Contract has a pay scale start date which is before the contract start date - correct date on pay scale
 - b) Contract has a pay scale/ point start date that is before the earliest award date for that service term / pay scale / point in the Pay Related Definitions. Add pay award to service term.
-

Contract role does not contain the desired role for the service term selected

Role is a field within each contract. A member of staff with more than one contract may have more than one role and one contract may have more than one role.

Service Term used - Teacher or Leading Practitioner select Classroom Teacher, main pay range or Classroom Teacher, upper pay range or Classroom Teacher or Classroom Teacher as applicable

Service Term used - Leadership Group select Headteacher, Deputy Head etc

Service Term used - NJC & APT & C select appropriate role to match Post

Service Term of Contract has been updated. Any amendments made in the "Service Term Details" will not allow changes to be saved

Often due to more than one Personnel window open, usually Staff record and Pay Related Definitions. Another reason for this error can be working too fast! If the user has changed a Pay Related definition it is usually best to log out of SIMS and log back in to ensure that the change has saved.

Teacher Main Pay Scales 6a and 6b

Some teaching staff may be awarded an enhanced increment where their salary scale is point 6 but their pay lift is 2% instead of the generic 1%.

Two additional points linked to teachers' main pay point 6 were introduced in September 2015 to indicate what may be in place depending on whether a given school uplifted their reference point M6 by 1% or 2% from September 2015 onwards.

| MAIN PAY RANGE | | | | | |
|---|-----|-----------------|---------------|--------|---------------|
| Discretionary Reference Points 2016/17 | | | | | |
| | | England & Wales | | Fringe | |
| | | 2015 | 2016 | 2015 | 2016 |
| Minimum | M1 | 22,242 | 22,467 | 23,313 | 23,547 |
| | M2 | 24,003 | 24,243 | 25,068 | 25,321 |
| | M3 | 25,932 | 26,192 | 27,000 | 27,269 |
| | M4 | 27,927 | 28,207 | 29,001 | 29,292 |
| | M5 | 30,126 | 30,430 | 31,197 | 31,508 |
| | M6a | 32,509 | 32,835 | 33,577 | 33,913 |
| Maximum | M6b | 32,832 | 33,160 | 33,909 | 34,249 |

SIMS cannot accommodate scale points of 6a or 6b, only numerical scales.

The school has the option of

1. creating a new service term that they will need to maintain going forward. This service term will need to contain main scale points of 1 -7 where 7 equals M6b.
2. creating an new allowance entitled 6b for the monetary difference between 6a and 6b within the existing Teacher service term. Again this will need to be maintained by the school.

Pay factor for allowance when cloning contract

When Cloning Contracts and amending the Pay Factor, the user needs to review the Pay Factor on the Allowance to ensure it is reflecting the required amount.

Not a valid start date ###/###/#### - When attempting to save a staff contract

This is often caused by the presence of an incorrect Allowance. Please open the Allowance and look to see if the description is highlighted in red. Once this is changed, or deleted, the contract can be saved without issue. This problem normally occurs after a current contract has been cloned- with the service term etc. then changed

A member of staff showing in Personnel (status All) that I don't know

When Cover uses a supply teacher for the first time, the Cover Manager creates a new personnel record via **Focus > Person > Manage Classroom Staff**. This is correct. The

Personnel Officer must then enter information such as DOB, NI and any other fields required for the School Workforce Census if the person is likely to be in scope.

What is the difference between a Contract and a Service Agreement

The fundamental concept for Contracts and Service Agreements is as follows:

Contract:

Records the contract details for staff who are directly employed at the school. As such they have a contract of employment and are paid through payroll. There is a specific contract between employer and employee.

Service Agreements.

These cover other situations where data is recorded about an individual providing a service to the school. This service may be remunerated or it may be free. Free service would be provided by a volunteer for example. Remunerated service is provided where the employment contract is elsewhere e.g. with a Supply Teacher agency. In this circumstance it is the agency who pays the staff member and they re-charge the school probably by invoice.

Service Agreement appears in the Employment Details panel (schools using Cover)

When a supply staff booking is made in Cover this will generate a Service Agreement in the personnel record. This is correct functionality and the Personnel Officer will need to ensure that all the information is entered in the Service Agreement.

Can I produce a Percentage absence report from Personnel?

Unfortunately the system cannot work out all of the different working patterns to produce this kind of report.

Cannot delete a Service Agreement (Secondary Schools only)

Users cannot delete the service agreement if a cover booking exists and covers have been assigned. They will need to remove the linked cover bookings – working closely with the Cover Manager. Then delete the booking in the route: **Tools > Cover > Organisations and Bookings > Manage Bookings**. Before deleting the service agreement the user should remove the linked cover bookings.

Working Days Lost is not completed for absences

Working days lost needs to be manually entered for all sickness absences – the system cannot calculate the number of working days lost owing to differing working patterns for staff.

How to enter staff absences for support staff who are not paid for the first two days of absence

Enter **Start and End Dates**. Enter **Working Days Lost** if this is an absence for sickness, **Type/Reason** and **Authorised Pay Rate**. The school can enter the working days lost for other absences if useful to the school. An illness category, certificate and add a note can be added if required. Users will enter 2 absences if staff will not be paid for the first two days, one for no pay for up to the first two days and the other for the full pay absence days.

Updating an address but won't save

Please check that the previous address does have United Kingdom entered as the country.

Addresses missing for staff leavers - Personnel

If unable to view the addresses of staff leavers, this is due to an End Date having been entered into the Addresses panel. When a date is entered here, the address will be removed from view from that date forward. If dates were entered here, this would explain why they have disappeared.

How to deal with duplicate staff

In the first instance, the Delete Staff routine should be used via **Routines > Staff > Delete Staff**. However, this may not work for staff records that have links to areas of SIMS. This is for auditing purposes, so a historical record must be kept. Deleting these staff may have implications in other parts of the system. If the user cannot remove the data that the system is holding onto they will need to follow the instructions below.

The duplicate staff record should be renamed by changing the Preferred Forename and Surname (xxx could be entered before the names so it is easily identified as a duplicate), and a date of leaving entered in Employment Details, so the record no longer appears in the 'Current' browse. Any data that can be removed such as teacher number, NI number etc should be done so there is no confusion with the correct staff record.

Capita quote:- "There are legal implications on how long records need to be held on the system, e.g. if the teacher has had contact with a SEN pupil then their record needs to be kept for a certain amount of years.

Also the understanding behind archiving staff records was for security reasons as well, i.e. if a pupil was to raise an abuse case about a former teacher the records would be required for evidence. Obviously if schools are deleting identity information by putting xxx as staff code etc..., then this purpose becomes redundant.

Within SIMS there are currently technical difficulties with removing links from certain areas, especially marksheets. In order for us to clarify where we stand legally with retaining records that have had links in the system, we have decided to arrange a meeting with the Department for Education to discuss the specifics. This meeting will provide us a foundation of how to deal with this issue in the future and whether we can allow records to be deleted after a certain amount of years."

For SWC purposes, remove the tick from SWR eligibility in the staff record in Basic Details panel as well as removing any contractual data.

Secondary Schools only - If the duplicate staff records share the same Staff Code, the school would need to assign a different dummy Staff Code to the duplicate staff record to avoid any conflicts in NOVA T6. Ensure in Manage Classroom Staff that the process of remove all assignability for the duplicate record.

How to avoid duplicate staff records

When creating a new staff record only enter a few letters of the surname and select Continue which will enable the system to search the database for any matching records. Carefully check the list of matched records to see if the person is already known to the system. If there is a positive check then open that record and proceed to enter data as required.

Change Personnel Name for a date in the future

The system is not designed to take future names. Once the Staff Name has been changed, the user can then change it on the system to reflect the name change. It takes in historical information. The system will not check if it needs to change the name on a future date. It is possible to change the date of the name change if required.

Chosen Forename is required

Check previous names as well as current name details to ensure that all areas contain a Chosen Forename.

Service Term will not Save

A service term will only save when the panels Service Term, Pay Awards and Post are completed.

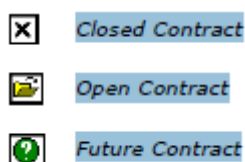
How can staff be excluded from the SWC return

Remove the tick from Eligible for SWR

Only one contract should be included in the SWC return for a member of staff who has multiple contracts.

Enter an additional Role of "Do not include in Statutory Returns" in the contract to be excluded.

What do the icons next to the contracts mean



New member of staff was an ex pupil

In the case of an ex pupil becoming a member of staff it is advised to add them as a new person. This avoids any confusion in SIMS between the student role, staff role, permissions and personal data.

NB when assigning them in system manager ensure they are assigned as the employee and not the student by using the filters at the top to only search for employees.

Allowance Start date cannot be before the earliest Allowance Award Date

Check the date of the allowance award date in the service term is not after the date as the allowance entered in the contract.



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