

HR.SOP.III.042

Certified Sick Leave

HRD

HR Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
0.1	15.05.2012	S.E. Amaudruz	S.E. Amaudruz /SHW	1st review of draft
0.2	28.05.2012	JM		Inserted VISIO drawing
0.3	24.05.2012		C Cross, SHW	Reviewed
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1.0	01.10.2012		S.E. Amaudruz, HPJ/HRD N. Jeffreys, Comptroller M. Altmaier, Director, HRD	
2.0	July 2019	K. Mollard, HPJ/HRD	S.E Amaudruz, HPJ/HRD	Updated further to Information Note 18/2016 <i>Amendments to WHO eManual III.6.9 Certified sick leave</i> and Information Note 25/2019

1. INTRODUCTION

1.1. Overview/Description

This standard operating procedure explains the process for requesting and approving a certified sick leave absence through GSM. Staff members are required to enter planned leave requests in GSM when appropriate for sick leave absence and must confirm their absence upon return to duty.

A planned certified sick leave request is initiated by the staff member (or the leave administrator) no later than 3 working days from the start of the absence in accordance with WHO eManual III.6.9 Certified sick leave. A confirmed certified sick leave request must include the corresponding medical certificate and can only be submitted by the staff member.

1.2. General Guidance / Business Rules

An absence for health reasons which is supported by a medical certificate may be requested as certified sick leave. A staff member who is absent from the office for health reasons for 3 consecutive days or more must enter a planned certified sick leave request in GSM for the expected duration of absence. Sick leave may be requested in full or half days. The unit Leave Administrator/HR Leave Specialist may enter a planned certified sick leave request on behalf of a staff member should the staff member be incapacitated or without access to GSM. A medical certificate is not mandatory when the sick leave absence is entered as planned, but may be attached if the staff member enters the leave request.

Upon return to duty, or at the end of the initial period of planned certified sick leave, it is mandatory for the staff member to submit a confirmed certified sick leave absence request indicating the precise absence dates and attach the corresponding medical certificate. A system validation will not permit submission of the confirmed sick leave absence, if a medical certificate is not attached via ECM Managed Attachments to the confirmed leave request. Medical certificates must be submitted either through GSM or directly to SHW(HQ)/RSP(Regional and country office staff) no later than 14 calendar days from the first day of absence. If the staff member has not resumed duty he/she must arrange for the medical certificate to be sent directly to SHW/RSP for review and request confirmation of the leave. Leave Administrators and supervisors do not have access to upload medical certificates to leave requests.

For total sick leave absences of less than 10 days in the last 12 consecutive months, sick leave requests will be routed for approval to the supervisor only. In such a case, the supervisor alone is accountable for approving that the requested dates correspond to the actual absence from the office. For certified sick leave absences totalling more than 10 days over a consecutive 12-month period, the supervisor verifies that the absence dates correspond to the staff member's absence from the office, upon approval the request is then reviewed by SHW/RSP ensuring the

dates correspond to the medical certificate and includes a full review of medical certificate. Approval for a confirmed sick leave which exceeds the 10 day limit of both certified and uncertified sick leaves over a 12 month period may be granted by SHW/RSP provided that;

- the medical criteria set by Director, SHW for approving sick leave have been met; and
- the medical certificate has been attached to the leave request or provided directly to SHW/RSP; or
- a medical report has been provided to SHW/RSP.

In cases where a staff member receives a Warning or an Error message in GSM indicating that the maximum sick leave entitlement will soon be/or has been reached, the staff member must contact SHW/RSP and the HR focal point. Upon exhaustion of sick leave, where Sick leave under Insurance Cover may be applicable the procedures outlined in HR.SOP.III.43B must be followed.

1.3. Reference Material

1.3.1. Staff Rules

- 740.2 Sick leave
- 610.3 Working hours and attendance
- 610.5 Unauthorized absence

1.3.2. WHO eManual

- III.6.8 Leave requests and absence records
- III.6.9 Certified Sick leave
- III.6.10 Sick leave under insurance cover (SLIC)
- III.6.11 Uncertified sick leave

1.3.3. Related SOPs

- HR.SOP.III.043B Certified Sick Leave to SLIC
- HR.SOP.III.041 Uncertified Sick Leave
- Job Aid – How to Upload a Self-Service document via Managed Attachments

1.4. Other

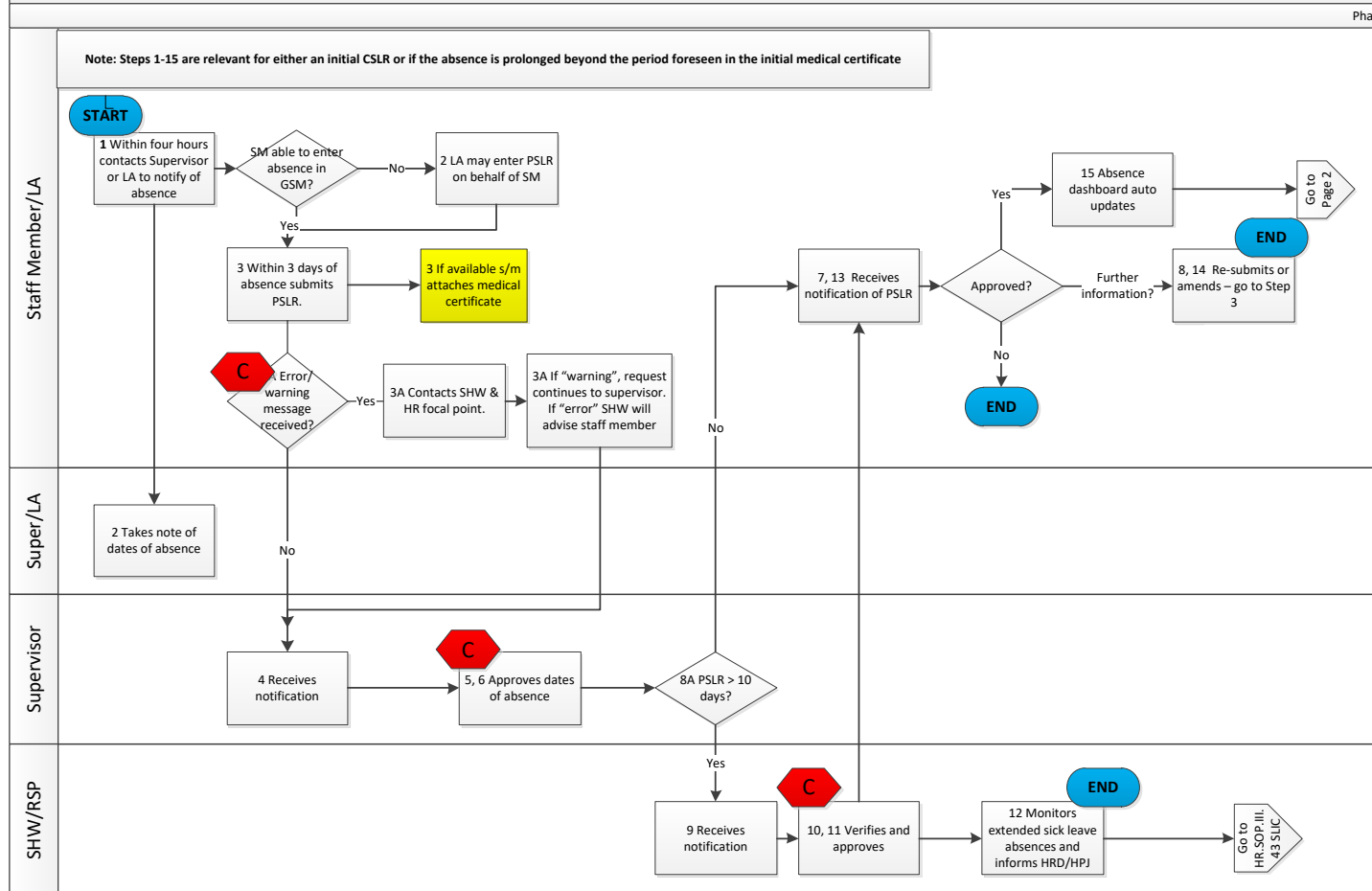
- [Leave and Absence – User guide/Sick leave](#), page 36
- [Obligations of staff members during sick leave](#)
- [FAQ's](#)

1.4.1. Definitions

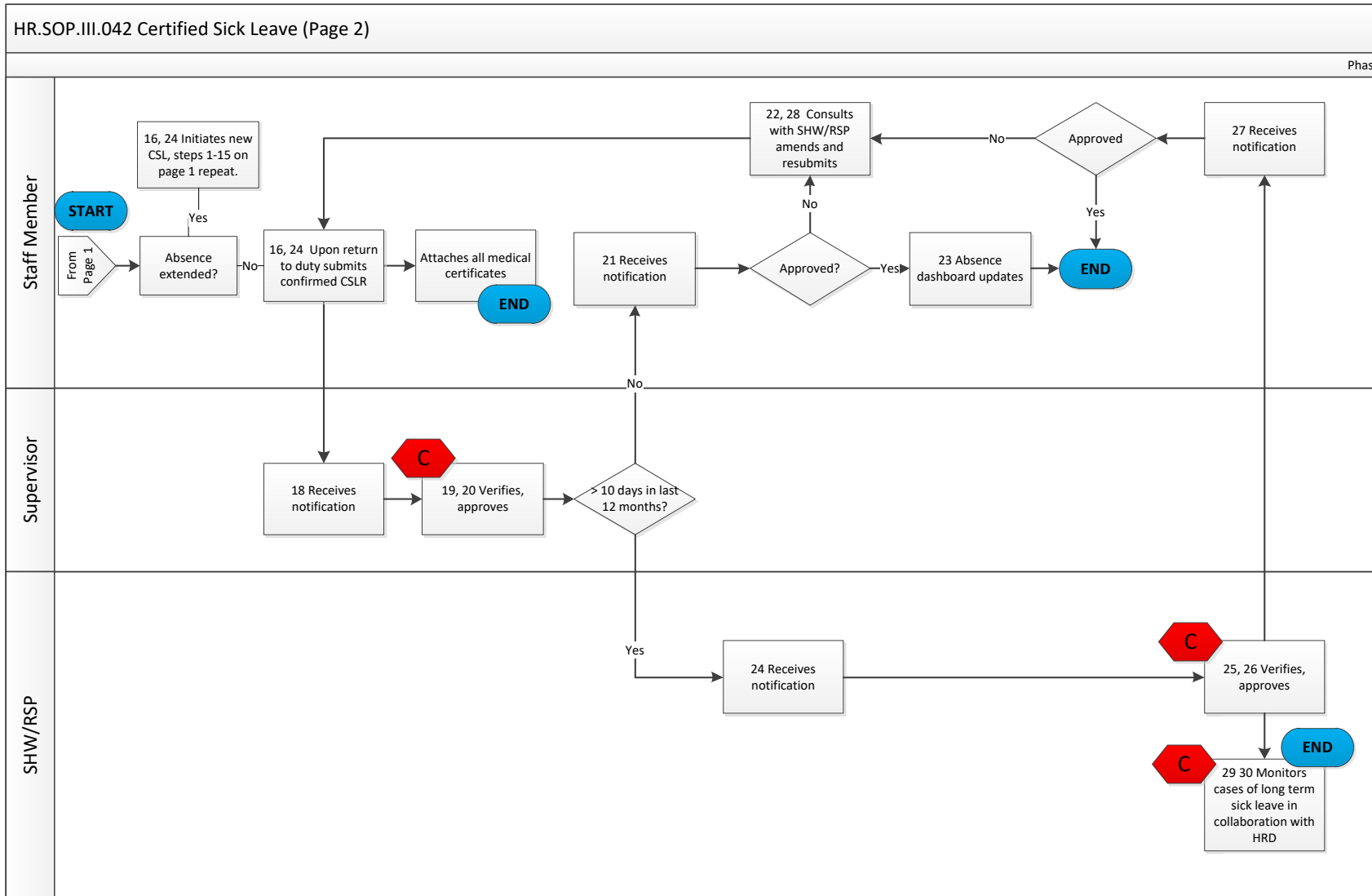
- GSM Global Management System
- ECM Enterprise Content Management
- LA Leave Administrator
- SHW Staff Health and Wellbeing Services
- RSP Regional Staff Physician
- SM Staff Member
- PSLR Planned Sick Leave Request
- CSLR Confirmed Sick Leave Request

2. PROCESS FLOW

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3 PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		Offline	<p>Within four hours of the start of the working day, informs the Supervisor (and/or the Leave Administrator (LA) if supervisor not available) by telephone or email that:</p> <ul style="list-style-type: none"> • he/she will be absent on sick leave; and • advises on the expected duration of the absence. 	Staff member
2		Offline	<p>Supervisor takes note and informs LA (or vice versa) advising of the staff member’s absence and expected duration.</p> <p>The supervisor recommends to LA that a “planned sick leave” be entered on behalf of the staff member for confirmation or amendment upon return to duty.</p>	Supervisor/Leave Administrator
3		GSM ECM	<p>No later than 3 working days from the start of the absence, submits “planned” leave request for certified sick leave in GSM for expected duration. If no indication on the end of the sick leave period is available, planned sick leave may be entered for a week at a time.</p> <p>Optional – Only staff member may submit medical certificate if available. Planned leave may be submitted without medical certificate if Leave Administrator submitting leave request.</p> <p>Planned leave request can be amended and confirmed upon return to duty.</p>	<p>Staff Member (or Leave Administrator on behalf of the staff member)</p> <p>Staff member only</p>
3A	C	GSM system automation	<p>If the staff member’s total sick leave (certified and uncertified) over last 12 months:</p> <ul style="list-style-type: none"> • exceeds 100 days or over last 4 years exceeds 165 working days a Warning message will appear. Staff member can submit the leave request but must contact SHW and HR focal point; • exceeds 130 days or over last 4 years 195 working days, an Error message will appear. Staff member is unable to submit request and must contact SHW/RSP and inform their HR focal point. 	GSM system automation

4		GSM	<ul style="list-style-type: none"> • Receives a notification in the GSM Worklist 	Supervisor
5	C	GSM	<ul style="list-style-type: none"> • Verifies : <ul style="list-style-type: none"> ○ Start date of planned absence corresponds to the staff member's absence from the office. Takes note of expected end date. • N.B. Supervisor does not have access to view medical certificates uploaded for Sick Leave requests. Supervisor may contact SHW/RSP if further information is required. 	Supervisor
6	C	GSM	<ul style="list-style-type: none"> • Approves the "planned" certified sick leave request; or • Requests more information: if a clarification from the staff member is required or • Rejects (only if absolutely necessary) and requests staff member or Leave Administrator to re-initiate with correct start dates, e.g. certified sick leave request dates do not match absence dates, and adds a comment giving the reason for the rejection. Ensures follow-up immediately so that staff is not absent without GSM record • If in doubt and needs advice, Reassigns request to SHW – with message to explain reason for reassigning and requests advice/review before approving. <i>Go to step 12</i> 	Supervisor
7		GSM	Receives notification of approval, rejection, or request for more information for "planned" certified sick leave request.	Staff Member
8		Offline	Upon receipt of reject notification, or further information requested consults with Supervisor/LA/SHW as appropriate and re-submits or amends the request immediately.	Staff Member
8A		GSM system automation	<p>If leave request approved by the Supervisor and uncertified and certified sick leave totals less than 10 days over a consecutive 12 month period, the approved certified sick leave will be directly recorded in the leave system.</p> <p>Leave records and Absence Dashboard of staff member are updated automatically.</p>	GSM system automation

9		GSM	Receives notification if approved uncertified and certified sick leave totals more than 10 days over a consecutive 12 month period of leave request for approval.	SHW
10	C	GSM	<ul style="list-style-type: none"> • Verifies : <ul style="list-style-type: none"> ○ Medical certificate is in the name of the staff member; ○ All requirements for completion of medical certificate/report are met in accordance with WHO eManual III.6.9; ○ Dates of planned leave request match against certificate, if available; ○ Reason for absence is medically justified. <p>Reviews prior sick leave records if considered appropriate and sick leave is for extended or prolonged period.</p>	SHW/RSP
11	C	GSM	<ul style="list-style-type: none"> • Approves the “planned” leave request if considered valid; or • Requests further information. Consults offline with the staff member or Leave Administrator if e.g. dates require amendment or further medical information/report is required; or • Rejects certified sick leave request, with valid reasons after investigation and informs supervisor, LA by email so that annual leave can be charged, for example: <ul style="list-style-type: none"> ○ if no medical justification ○ if there is a discrepancy in the leave dates ○ the medical certificate is not provided within 14 days or is not accepted (according to approval criteria set by Director, SHW) 	SHW/RSP
12		Offline	<ul style="list-style-type: none"> • Informs HRD/HPJ for monitoring reasons, by email, if staff member’s leave is expected to be of long duration resulting in probable SLIC. Requests sick leave calculation under SR740.1. 	SHW
13		GSM	Receives notification of approval, rejection or request for further information for “planned” certified sick leave.	Staff Member
14		Offline	If leave request was rejected or further information requested consults with SHW and re-submits or amends the request within 3 days. Keeps supervisor and LA informed.	Staff Member

15		GSM system automation	If approved , leave records and Absence Dashboard of staff member are updated automatically.	
16		GSM	If absence prolonged beyond period foreseen in initial medical certificate, initiates new planned certified sick leave request , steps 1 to 15 repeat and Confirms original planned certified sick leave.	Staff Member/LA
17		GSM & ECM	Upon expiry of planned leave dates or upon return to duty, submits“confirmed” certified sick leave request. <ul style="list-style-type: none"> • Amends and/or confirms dates of absence; • Using Managed Attachments button, attaches all medical certificates relevant to the period of absence or retrieves from ECM through Managed Attachments if the documents were already provided; • The attached document(s) will be automatically named and filed in ECM. 	Staff Member
18		GSM	<ul style="list-style-type: none"> • Receives a notification in the GSM Worklist 	Supervisor
19	C	GSM	<ul style="list-style-type: none"> • Verifies : <ul style="list-style-type: none"> • Dates of actual absence correspond to the confirmed leave request • Staff member has returned to duty; if the staff member has not returned, follows-up with SHW for monitoring and Leave Administrator to ensure a further leave request has been submitted. • Consults with SHW, the staff member or Leave Administrator as necessary. <p>N.B. Supervisor does not have access to view supporting documents for Sick Leave requests.</p>	Supervisor
20	C	GSM	<ul style="list-style-type: none"> • Approves the confirmed certified sick leave request or • Requests further information if a clarification from the staff member is required on dates or Rejects request if there is a discrepancy in the leave dates and office presence, or if a clarification from the staff member is required and adds a comment giving the reason 	Supervisor

			for the rejection.	
21		GSM	Receives notification of approval or rejection of confirmed certified sick leave.	Staff Member
22		Offline	If leave request was rejected or further information requested consults with SHW and re-submits or amends the request.	Staff Member
23		GSM system automation	If certified and uncertified sick leave requests total less than 10 days over a consecutive 12-month period, no further approval required. Absence dashboard updates.	GSM system automation
24		GSM	If certified sick leave requests total more than 10 days over a consecutive 12-month period SHW/RSP receives notification of leave request	SHW/RSP
25	C	Off line	<ul style="list-style-type: none"> • Verifies : <ul style="list-style-type: none"> • Correct medical certificate has been uploaded; • Dates of confirmed absence correspond to period of medical certificate(s); • Reason for absence is justified medically and • Staff member has returned to work unless further absence has been requested. <ul style="list-style-type: none"> • Consults with the staff member and/or requests the staff member to provide further medical information if necessary. 	SHW/RSP
26	C	GSM	<ul style="list-style-type: none"> • Approves the leave request, only if approval criteria have been met; • Rejects certified sick leave request if approval criteria have not been met. Gives reason for the rejection. Informs supervisor/LA of rejection in order that another leave type can be introduced to replace the period of planned leave. 	SHW/RSP
27		GSM	Receives notification of approval or rejection of “confirmed” certified sick leave or request for further information.	Staff Member
28		Offline	If leave request was rejected or further information requested consults with SHW and re-submits or amends the request.	Staff Member
29	C	Off line	Monitors cases of long term sick leave and requests HRD/HPJ to make calculations to ensure limits under Staff Rule 740.1 of 130 days over twelve months, or 195 days over a four year period have not been reached.	SHW /RSP

30	C	Offline	In cases where staff members are nearing exhaustion or will exceed sick leave entitlements, HRD will write to the staff member to inform them of their status. See HR.SOP.III.043 Sick Leave under Insurance Cover.	HQ/HRD/HPJ
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3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment of paid sick leave - Staff member leave request does not correspond to actual dates of absence.	Supervisor approves the absence dates and is accountable for all staff absences to be recorded in GSM.	5, 6, 20
Overpayment of paid sick leave - Where SHW request further information and this is not provided or request is not updated.	Leave request will remain pending approval in staff member's absence dashboard. LA monitors outstanding planned leave requests. Annual leave verification exercise highlights any outstanding planned requests. SHW and Supervisor to keep LA informed of any issues with staff absence recording.	19, 20, 25, 26
Non-recording or incorrect recording in GSM of staff member absence .	Supervisor is accountable to ensure LA enters leave request on behalf of staff member if a staff member is absent and no information or leave request received within four hours of beginning of working day after staff does not report for duty. Leave requests must be entered by 3 rd day or absence at the latest.	2,3
Overpayment of sick leave entitlement if staff member requests sick leave in excess of entitlement.	<p>GSM system validations are in place to ensure sick leave cannot be entered which exceeds the staff member's sick leave entitlements.</p> <ul style="list-style-type: none"> An error message triggers and does not permit the leave request to be submitted if the leave duration exceeds the sick leave entitlements over 12 months or 4 years. A warning message to the initiator of the leave request to contact SHW/RSP if the total sick leave exceeds/reaches 100 days in last 12 months/165 days in last 4 years. <p>In both cases the staff member must contact HR and SHW for further information.</p>	3A, 17A
Excessive sick leave granted when no entitlement exists resulting in Special leave without pay being necessary. Risk of staff dissatisfaction and	SHW communicates with HQ/HRD/HPJ on long term sick leave cases for monitoring purposes and identification of cases when sick leave entitlements are exhausted with a view to placing staff member on Sick leave under insurance cover (SLIC) or otherwise, ensure staff member is well informed of	30

administrative action. May result in appeal.

status and avoids retroactive action.