

HR.SOP.III.041

Uncertified Sick Leave

HRD/HPJ

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	04.2012	S. Ragupathi, GSC/GHR		
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1. INTRODUCTION

1.1. Overview/Description

This standard operating procedure explains the process to initiate an uncertified sick leave request through GSM and its approval by the supervisor.

1.2. General Guidance / Business Rules

Staff members are entitled to seven working days of uncertified absence within one calendar year or a pro-rata entitlement if the appointment duration does not cover a 12 month period or the entire calendar year.

Uncertified sick leave may be used for up to 3 days for health reasons without submission of a medical certificate. Absence of more than three consecutive working days for health reasons must be requested as “certified sick leave” and with a corresponding medical certificate uploaded to RMS.

Part or all of the uncertified sick leave entitlement, up to a maximum of 7 days, may be granted to attend for serious family-related emergencies. In such cases the 3 consecutive day limit does not apply and no medical certificate is required.

Uncertified sick leave is approved by the supervisor through a GSM leave and absence request.

1.3. Reference Material

1.3.1. Staff Rules

- 740.2 Sick Leave

1.3.2. WHO eManual

- III.6.11 Uncertified sick leave
- III.6.12 Family emergency leave
- III.6.21 Special leave on death of an immediate family member

1.3.3. UPKs

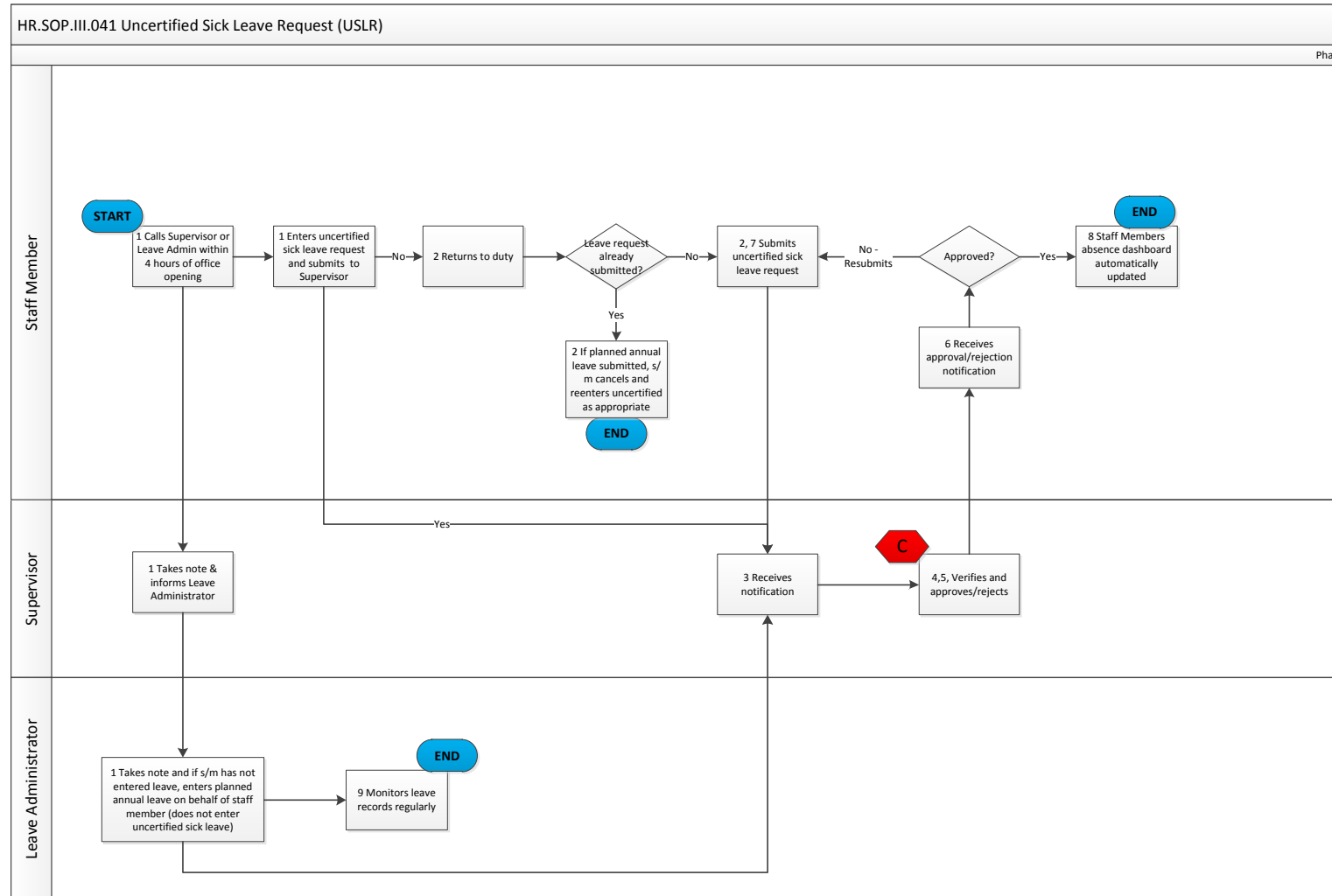
- Leave and Absence Management – Leave Types – 6.600 Uncertified Sick Leave: Confirm a Request

1.3.4. Related SOPs

- HR.SOP.III.42 Certified Sick Leave to SLIC

HR.SOP.III.041
Uncertified Sick Leave

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		Offline	<p>The staff member is ill or has a family emergency and within four hours of the office opening,</p> <ul style="list-style-type: none"> • informs the Supervisor by telephone that he/she will be absent for a period of time on uncertified sick leave for health or family emergency reasons • enters uncertified sick leave request, or • requests that leave administrator enters a planned annual leave on his/her behalf. <i>(This is due to the nature of the uncertified sick leave request which can only be entered as confirmed and cannot be amended).</i> 	Staff member
2		GSM input	<p>Upon return to duty staff member checks leave request screen in GSM to see if leave request was submitted in his/her absence.</p> <p>If planned annual leave had been submitted, cancels and submits an uncertified sick leave as appropriate</p> <p>If no leave entered, submits uncertified sick leave request - selects relevant reason :-</p> <ul style="list-style-type: none"> • Health Reasons – maximum 3 working days or remaining entitlement for calendar year • Family emergency – up to 7 days or remaining entitlement for calendar year 	Staff member
3		GSM input	<ul style="list-style-type: none"> • Receives a notification in the GSM Worklist 	Supervisor
4	C	GSM input	<ul style="list-style-type: none"> • Verifies : 	Supervisor

			<ul style="list-style-type: none"> ○ Dates of actual absence correspond to the uncertified leave absence ○ Correct reason for absence is indicated: Health or Family Emergency ○ Staff member has returned to duty; if the staff member has not returned, follows up with Leave Administrator to ensure an absence or appropriate leave request has been submitted <ul style="list-style-type: none"> ● Consults with the staff member or Leave Administrator as necessary 	
5		GSM input	<ul style="list-style-type: none"> ● Approves the leave request; or ● Rejects uncertified leave request if there is a discrepancy in the leave dates or if a clarification from the staff member is required and adds a comment giving the reason for the rejection. 	Supervisor
6		GSM input	Receives notification of approval or rejection of confirmed uncertified leave.	Staff Member
7		Offline	If leave request was rejected or further information requested consults with Supervisor and re-submits or amends the request.	Staff Member
8		GSM	Leave records and Absence Dashboard of Staff member are updated automatically.	
9		GSM	Monitors leave records regularly for correctness.	Leave Administrator

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment of salary for non-recorded absence – staff member’s Uncertified Sick Leave balance incorrectly maintained if the absence requested by staff member and the actual absence dates are not accurately reflected in the leave request.	Approving supervisor is required to verify the dates of absence to ensure they reflect the actual absence. In case of query a check with the staff member or the Leave Administrator is required to ensure full absence is reflected in GSM records.	4 and 5
Staff member does not report absence nor request a GSM leave of absence - Staff rule 670 requires that all leave shall be responsible for promptly reporting an absence.	Leave Administrators and Supervisors are responsible for ensuring that staff absences are correctly and promptly reflected in GSM. Leave Administrators have access to submit leave requests on behalf of staff who are absent. Staff members are equally responsible for reporting their absences and are subject to disciplinary action if they do not report absences.	4 and 5
Overpayment uncertified sick leave – if staff requests more than three consecutive days for health reasons without a medical certificate.	GSM system validation upon submission of uncertified sick leave prevents leave requests in excess of the entitlement. Staff receive notification they cannot submit the uncertified sick leave request.	GSM system validation
Overpayment of paid sick leave entitlement - Staff member requests uncertified sick leave in excess of the entitlement of 7 calendar days or the pro-rata entitlement for staff whose appointment is ending mid-year.	GSM system validation for uncertified sick leave prevents leave requests in excess of entitlement for the calendar year or the pro-rata entitlement.	GSM system validation