

HR.SOP.III.150
Education Grant & Special
Education Grant
HRD/HPJ

HR Standard Operating Procedure

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

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0.1	01.2012	S E Amaudruz , HPJ/HRD		1 st draft
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0.3	25.05.12	J Mousley		Added Visio
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0.6	28.06.12	J Mousley		Revised Visio as per above changes
0.7	28.06.12			GHR views incorporated on new separation checks for EG. Ready for Final Approval
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1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure explains the process related to requesting and approving an Education Grant for advance and/or final claim payment. The process for claiming Education Grant in GSM consists of 5 steps (4 mandatory steps; one non-mandatory step Request Advance).

Internationally-recruited staff members holding a continuing, fixed-term or temporary appointment under Staff Rule 420.4, who are residing and serving at a duty station outside the country of their recognized place of residence may be entitled to an education grant in accordance with Staff Rule 350 in respect of their eligible child(ren) in full-time attendance at an educational institution.

Entitlement to education grant is determined in accordance with Staff Rules 350.1 to 350.5 and Staff Rule 355 for disabled children or children with special tuition needs as determined by the Health and Medical Service (HMS).

The Education Grant is payable at 75% of admissible costs for full-time studies at the primary level from age 5 (provided the child reaches 5 within 3 months of the start of the school year) up to the end of the school year in which the child reaches the age of twenty-five (25) or completes four (4) years of post-secondary studies whichever is earlier.

The Special Education Grant is payable for a child recognized as a Disabled Child or a child needing special tuition. The Special Education Grant provides for 100% reimbursement of tuition and special teaching needs in accordance with Staff Rule 355. The special education grant is paid from the recognition of the disabled child and up to 28 years of age.

At the beginning of the school year, the staff member records in GSM through the Education Grant functionality:-

1. Educational Institution Details (new school only and if not already recorded in GSM); and
2. Enrolment details for the school year/per child (mandatory step each year for each child);

then proceeds either to :

3. Submit Education Grant Advance (non-mandatory step). Sends supporting documents to GSC/GHR dedicated email (gschrservices@who.it). The claim is sent through GSM to GSC/GHR for processing and payment.

OR waits until the end of the school year or after two thirds of the scholastic year when all bills have been paid to;

4. Submit Final Claim (mandatory); and
5. Confirm Attendance Details (mandatory). Sends supporting documents to GSC/GHR dedicated email (gschrservices@who.it). The claim is sent through GSM to GSC/GHR for processing and payment.

If eligible and payment due GHR enter payroll elements and inform payroll to process payment. Staff member receives notifications to acknowledge GHR received the education grant advance or final payment request; when GHR send the payment for payroll processing; and a payment advice is published in the Staff Member self-service page – Payroll – Payslip – Other payments.

Where a staff member's separation has been initiated, education grant payments are withheld until the clearance process is completed.

1.2. General Guidance / Business Rules

Pre-requisites to request an Education Grant are:-

- child must be recorded in GSM as a “recognized” child (See HR.SOP.III.081 Recognition of Dependent Child)
- child who has learning difficulties or is disabled may be entitled to Special Education Grant (reimbursement of special education expenses at 100% (in full or in part) – such special learning needs must be recognized by HMS for purposes of Special Education Grant reimbursement – a medical report must be provided to HMS for their recommendation with respect to Special Education Grant.
- Non-salary bank account specifically for use for payment of the Education Grant must be recorded in GSM.

- Supporting documents e.g. enrolment certificate (advance), school certificate, attendance certificate, official invoices must be scanned and merged into ONE pdf document only per child per school year for the final claim/payment, and named according the RMS naming convention i.e. S012345EDGNameOfChild20102011. These documents must be sent by email to gschrservices@who.int with subject heading also repeating the RMS naming convention immediately upon submission of the Advance or Final claim with Confirm Attendance Details
- Educational Institution Details (School) and the corresponding Enrolment Details (per child/per scholastic year) must be completed at the beginning of the scholastic year to enable verification and processing of other entitlements which may be due.
- There are no outstanding education grant advance requests for prior years.

If the staff member's appointment, or the child's attendance at the school is less than two-thirds of the school year, the staff member will be entitled to a pro-rated education grant advance/final payment.

Advance for Education Grant is an optional step and only applicable to staff members on Fixed-term and Continuing Appointments.

Advance education grant requests are accepted :

- after the prior year claim has been submitted and processed;
- for the school year about to commence or in progress up to 5 months from the start date of the scholastic year in question;
- if there has been a change in school mid-year, submit the final claim for the first school, then an advance for the second school;
- only from staff members on Fixed Term or Continuing Appointment.

The GSM process is Locally-recruited staff members in GS and P categories serving in Geneva, whose children study in a public secondary school or university in Switzerland are eligible to receive education Levy (School Tax). The staff member must follow the off line process to claim and must submit the scanned invoice and proof of payment with a cover email to gschrservices@who.int. (See eManual III.3.5/Information Note 26/2009).

1.3. Reference Material

1.3.1. Staff Rules

- 350 Education Grant
- 355 Special Education Grant
- Appendix 2 Education Grant entitlements applicable in cases where educational expenses are incurred in specified currencies and countries
- UN Check List of Admissible/Inadmissible Education Costs

1.3.2. WHO eManual

- III.3.5 Education Grant
- III.3.6 Special Education Grant
- III.8.4 Education Grant Travel
- III.8.5 Special Education Grant Travel

1.3.3. UPKs

- Enter details of educational institution, 5.370
- Enter enrolment details, 5.371
- Request Advance, 5.372
- Submit final, 5.373
- Confirm attendance details, 5.374
- Recognized Family Members, 5.801, 5.802, 5.803, 5.804

1.3.4. Related SOPs

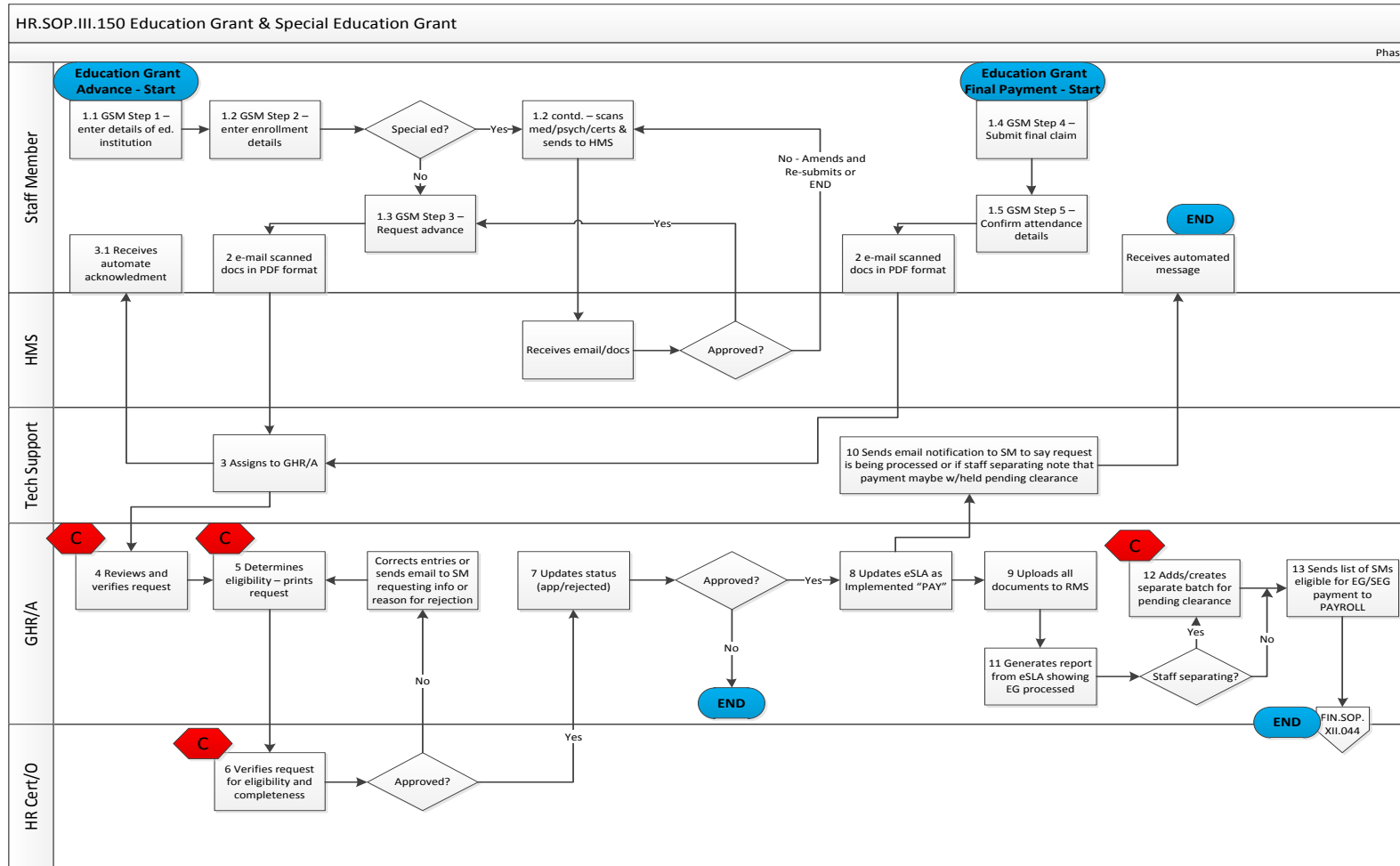
- HR.SOP.III.151 Education grant cost sharing between organizations
- HR.SOP.III.152 Education grant travel / Special education grant travel
- HR.SOP.III.149 Death of a staff member-Payment of Death Grant and Separation process
- FIN.SOP.XII.044 Education Grant Processing

1.4. Other

1.4.1. Definitions

- EG Education Grant
- SEG Special Education Grant
- HMS Health Medical Services

2. PROCESS FLOW



3. ROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility						
1		GSM input	<p>Staff member completes education grant form fields in GSM</p> <table border="1"> <thead> <tr> <th>For education grant advance</th> <th>Final education grant</th> </tr> </thead> <tbody> <tr> <td>Completes steps 1, 2 and 3 in GSM as described below.</td> <td>Completes steps 1, 2, 4 and 5 in GSM as described below.</td> </tr> <tr> <td colspan="2"><i>Steps 4 and 5 are completed when at least 2/3 of the school year are over and all bills are paid.</i></td> </tr> </tbody> </table> <p>Selects Employee Self Service in GSM > Education Grant ></p> <ol style="list-style-type: none"> 1. Enter details of educational institution (Mandatory) (UPK 5.370) 2. Enter enrolment details (Mandatory) (UPK5.371) [If s/m wants to submit request for Special Education Grant, please proceed to next step after receiving a notification of approval from HMS] 3. Request Advance (Optional) (UPK 5.372) 4. Submit final claim (Mandatory) (UPK5.373) 5. Confirm attendance details (Mandatory) (5.374) 	For education grant advance	Final education grant	Completes steps 1, 2 and 3 in GSM as described below.	Completes steps 1, 2, 4 and 5 in GSM as described below.	<i>Steps 4 and 5 are completed when at least 2/3 of the school year are over and all bills are paid.</i>		Staff member
For education grant advance	Final education grant									
Completes steps 1, 2 and 3 in GSM as described below.	Completes steps 1, 2, 4 and 5 in GSM as described below.									
<i>Steps 4 and 5 are completed when at least 2/3 of the school year are over and all bills are paid.</i>										
1.1		GSM input	<p>GSM step 1 - Enter details of educational institution – <i>only if institution not already recorded previously</i></p> <p>Any one particular educational institution need only be entered once in GSM e.g. if two children are going to the same institution or if the child(ren) study in the same</p>	Staff member						

			<p>school for subsequent school years and you have already entered the details once, do not re-enter the same institution again</p> <p>Enter institutional details can be done at any time of the year once the details are known:-</p> <ul style="list-style-type: none"> • Enter all relevant details completing all fields including name, address, telephone numbers of the institution. • Submit <p>There is no approval, staff member immediately moves to step 1.2</p>	
1.2		GSM input	<p>GSM step 2 (mandatory), Enter enrolment details (UPK 5.371) Must be entered with regard to the expected attendance during the school year at the specific institution recorded in step 1.1</p> <p><u>Mandatory to complete all fields</u> using the torch icon to pick up previously entered data: name of child; name of institution, indicate whether normal education grant or special education grant; scholastic year start and end dates etc.</p> <p><u>Required</u> The following fields affect the calculation of EG and are required by GHR to process the payment; type of school, level of education, school year and for post-secondary studies, complete year of completion of secondary studies and post-secondary gap if applicable. Even if these fields are non-mandatory, s/m is requested to enter these details in the relevant fields.</p> <p>Submit.</p>	Staff member

			<ul style="list-style-type: none"> • For Education Grant, <ul style="list-style-type: none"> ○ your changes have been submitted and recorded in the system– there is no approval at this stage and you can move to either step 3 if you wish to request an advance or to step 4 to submit the final claim after two-third of school year is completed and all invoices have been paid • For Special Education Grant, staff member takes following actions:- <ul style="list-style-type: none"> ○ If the child is attending a normal educational institution where both normal and special education grant costs will be claimed, the staff member must complete two separate Enrolment Details, selecting the Education Grant field for the normal education grant costs and Special Education Grant the second time for the special education grant costs. ○ Scans supporting documents (medical report, psychological report or other appropriate assessment – school estimates and services and/or special equipment required) into one pdf file. ○ Uploads to staff member medical folder in RMS ensuring to use the RMS naming convention e.g. 012345SEDGNameOfChildMedicalReport20112012. ○ Upon submission the request goes to HMS only for approval of Special Education Grant request. ○ Staff members will receive a notification of approval. For SEG, HMS will specify as appropriate if SEG applies to the full claim or only to partial costs within the claim. ○ Move to next step once HMS approval/rejection of request for special education grant is notified through GSM notification. 	
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1.3		GSM input	<p>GSM Step 3 (if requesting advance payment for school year), Request advance (UPK 5.372)</p> <p>N.B. Ensure that you have no outstanding EG claims for the previous year before submitting an advance request. Final claims for previous years must be settled before any advance for the next year.</p> <p>Complete all fields:</p> <ul style="list-style-type: none"> Estimate the costs realistically. Do not over-estimate as any overpayment will be recovered when the final claim is made. You have the option to provide education cost details as available in school's website. <p>Click Submit.</p> <p>Send your supporting documents separately by email to gschrservices@who.int - see step 2.</p> <p>The request has been submitted for processing and a notification is sent to the staff member when the request has been received by GHR for processing.</p>	Staff member
1.4		GSM input	<p>GSM Step 4 (Mandatory) Submit final claim, UPK 5.373</p> <p>When to submit:-</p> <ul style="list-style-type: none"> at end of school year; or after two thirds of school year completed and all bills and invoices received and paid (or end of period if child is changing schools mid-year), prior to separation date, prior to departure on leave without pay 	Staff member

			<p>Navigate to Employee Self Service>Submit Final Claim Completes all relevant details using torch icon where appropriate:</p> <ul style="list-style-type: none"> • enrolment reference; educational institution; nature of invoice; amount of invoice and currency; • each applicable major cost: tuition, transportation, meals, textbooks, boarding, mother tongue, and/or other costs • If submitting costs for e.g. tuition, transportation and meals, complete the details in the screen three times, once for each and click on Apply, Next and Submit at the end of each page. • Staff members should submit one "Submit Final Claim" Screen for each type of education cost. • If s/m has three receipts for same type of education cost, e.g. tuition fees for three semesters, consolidate the total cost of tuition fee and enter the details for Tuition Fee once. <p>Immediately go to next step and Confirm Attendance Details and complete.</p> <p><i>!! If next step is not done your claim is incomplete and is not submitted - GHR does not receive any notification or record that a claim has been submitted!!</i></p>	
1.5		GSM input	<p>GSM Step 5. Confirm attendance details for final claim (mandatory) UPK 5.374</p> <p>Navigate to Employee Self Service>Confirm attendance details for final claim Click on Add. Complete all relevant details Complete all relevant details using torch icon where appropriate: enrolment reference; educational institution; confirmation of attendance start and end dates, confirmation of full time attendance.</p>	Staff member

			<p>Submit the request.</p> <p>Staff member will receive a GSM confirmation notification that attendance details have been received.</p>	
2		Offline	<p>Scans supporting documentation and sends to GSC HR dedicated mailbox</p> <p>Scan and save all documents e.g. :</p> <ul style="list-style-type: none"> • for advance copy of first term bill or other evidence of enrolment or estimated school fees for school year • for final claim all bills and invoices with proof of payment or a statement from the educational institution. All documents must be merged into one pdf file in logical order and labelled using RMS naming convention i.e. Staff number, Education Grant Advance or Education Grant Payment/Childname/School year <p>Example: S012345JasonSMITHEGFinalClaim2011/2012</p> <p>Email your file to gschrservices@who.int ensure subject heading also follows naming convention i.e. S012345WalterSmithEGAdvance2011/2012</p>	Staff member
3		Off line	Assigns to GHR Administrator	Technical Support
3.1		Off line	Receives automated acknowledgment of receipt of Education Grant Advance/Final Payment transaction request through eSLA programme	Staff Member
4	C	Off line	<p>HRA reviews request advance/final education grant request and verifies :</p> <ul style="list-style-type: none"> • supporting documents have been received in gschrservices@who.int mailbox and if received, prepares hard copy for review 	GHR Administrator

			<ul style="list-style-type: none"> • contract end date for adjusting amounts depending on whether bills submitted were pro-rated or full amounts charged. System pro-rates automatically based on staff member employment or child’s attendance during school year if less than 2/3 of scholastic year • If staff member’s separation date is recorded in “End Employment” screen (hold in separate batch for payroll processing until clearance certificate process is completed and all separation payments sent to Payroll) • no prior advance requests outstanding; if yes, staff member must clear prior claims before further claims can be processed • correct school year /enrolment reference • no duplicate enrolment records exist • admissible v. inadmissible costs • non-salary bank distribution details have been updated and the currency corresponds to the request • all fields have been completed correctly • staff member is on Fixed Term, Continuing appointment (not temporary) • age of the child 5 years within 3 months of start of school year (For Special EG there is no minimum age) • level of education (if request for post secondary, calculate years of post secondary study up to completion of 4 and check the child has not turned 26 within the school year. • If Special EG the entitlement ends in school year child reaches 28 years of age) • <i>For all advance requests:</i> <ul style="list-style-type: none"> ○ submission is before 2/3rds of school year completed ○ advance requested reasonable against supporting documentation 	
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5	C	Off line/GSM	<p>Determines eligibility, with due consideration of Staff Rules and WHO eManual provisions namely :</p> <ul style="list-style-type: none"> • determines admissible and inadmissible costs with reference to UN Check List of admissible/inadmissible costs • approves admissible costs in GSM entering admissible costs for each type of education cost • attaches education grant and non-salary distribution elements • <i>if enrolment screen was modified by GHR to insert missing information - ensure reference field is updated with new reference no.</i> <p>Prints off summary of education grant request and admissible costs and submits to certifying officer for offline approval.</p> <p>For separating staff indicates separation date.</p>	GHR Administrator
6	C	Off line	<p>Verifies correctness of request and admissible expenses :</p> <ul style="list-style-type: none"> • considers admissible and non-admissible costs • ensures any external financial support is deducted if appropriate • all fields are completed • currency of non-salary bank account is correct • advance is deducted if request for final payment 	GHR Certifying Officer
6.1	C	Off line	Approves and signs off on all elements of calculation	GHR Certifying Officer
6.2		Off line	Rejects with explanation requesting information or reason for rejection or asks HRA to correct entries.	GHR Certifying Officer
6.3		Offline	If the request is to be rejected, sends an email to staff member with explanation	GHR Administrator

			requesting information or reason for rejection	
7		Off line	Updates status as implemented or rejected, based on Certifying Officer's review of the transaction	GHR Administrator
8		Off line	Once approved, updates eSLA as Implemented "PAY".	GHR Administrator
9		RMS input	Uploads all documents to staff member personal folder, renaming to follow naming convention if necessary and merging into one pdf document if not received as such from the staff member.	GHR Administrator
10		Email notification through eSLA	Triggers standard email notification to staff member informing that the request has been processed and Payroll will advise when payment processed. For separating staff (End Employment date recorded in GSM) - Sends particular email to staff member if he/she is in the separation process informing that the education grant final payment will be withheld pending completion of the clearance process.	Technical Support
11		Off line	Generates list of staff members twice per week for whom education grant payment has to be processed.	GHR Administrator
12	C	Offline	For separating staff – adds/creates separate batch " <i>Education Grant Batch – Pending Clearance Certificate process completion</i> ". See HR.SOP.III.140 – GSC Financial Clearance Process	GHR Administrator
13		Off line	Sends to Payroll based on eSLA report of staff members for whom education grant payment is due:	GHR Administrator

			<ul style="list-style-type: none"> list of staff to be processed list of staff members whose education grant final payment is not to be released until Payroll Administrator receives Clearance Certificate. 	
14	C	GSM input	Payroll processes payment and publishes remittance advice to Staff Member See FIN.SOP.XII.044 Education Grant processing.	Payroll Administrator

3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Over/underpayment due to incorrect decisions on whether costs are admissible or non-admissible	GHR Administrator verifies request and approves admissible costs in GSM based on UN list. Raises any issues to Certifying Officer Certifying Officer verifies correctness and completeness of education grant request	4, 5
Over payment due to unsupported claims (missing documents to support proof of payments)	GHR Administrator checks if the requested amount agrees with supporting documentation and GHR certifying officer double checks and signs-off on education grant claim calculations.	4
Overpayment due to non-deduction of advance payment	Currently, GHR administrator checks advance request manually. Future mitigation foreseen with Personal Account Report	4
Input wrong currency	GHR Administrator verifies request and approves admissible cost in GSM Certifying Officer verifies correctness and completeness of education grant request	4, 5
Overpayment due to monies being owed to the Organization upon the staff member's separation	New Audit Recommendation June 2012 – GHR Administrator takes note if staff member is separating and clearance process has commenced. Sends education grant payment instructions to Payroll in Special Batch : “ <i>Education Grant Batch – Pending Clearance Certificate process completion</i> ”	11

