WA11: HR Issues

3.22 Possess the knowledge and skills to accomplish basic tasks related to HR issues

- Demonstrate ability to accomplish basic and administrative tasks related to HR, such as holiday and overtime issues. (LO85)
- Demonstrate ability to identify and set up administrative procedures for employee training under supervision. (LO86)

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Module Details

Work Area Code:	3
Work area title:	HR Issues
Unit Code:	3.22
Unit Title:	Possess the knowledge and skills to accomplish basic tasks related to HR issues
Learning Outcomes Ids:	LO85, LO86
Learning Outcomes titles:	- Demonstrate ability to accomplish basic and administrative tasks related to HR, such as holiday and overtime issues. (LO85) - Demonstrate ability to identify and set up administrative procedures for employee training under supervision. (LO86)
Recommended Duration:	2 hours
Trainer:	

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Introductory discussion

- **Why to companies keep personnel records?**
- **What is in the records?**

Group discussion

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Why to keep personnel records?

- Government function and legal requirements
- Supporting business needs
- Management of human resources

!Personnel records are very sensitive

!Usually have long lifespan

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Personnel records

The employee personnel file is the **main employee file** that contains the history of the employment relationship from employment application through exit interview and employment termination documentation.

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Personnel records

Security & Confidentiality

- Maintain files in locked file cabinets
- Ensure access to file cabinet keys is managed securely
- Only employees designated by the department head should be allowed access
- Ensure contents are not visible to others when reviewing the file

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What is in the file?

- Job application
- Working contract
- Job description
- Emergency contact information
- Idemnification agreement etc.
- CV and other related documents – copies of certificates

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What is in the file?

- Checklist from new employee orientation showing topics covered and by whom
- Copies of any performance appraisal used or employee development plans
- Notes on attendance or tardiness
- Performance improvement plan documentation
- Disciplinary action reports

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What is in the file?

- Training records
- Requests for training
- Competencies assessments
- Training class or session notifications or schedules
- Needs assessments signed
- Training expense reports
- Employment Termination Records

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How to organize personnel records?

A, Chronologicaly

B, By subject

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File organization by subject

Advantages

- Related documents are grouped together
- Easy to identify the history of actions within each separate category

Disadvantages

- Requires consistent placement of documents in appropriate category
- Does not provide a complete picture of all actions or activities because the file contents are split between separate categories

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Chronological organization of files

Advantages

- Easy to maintain
- Easy to identify the complete employment history of the individual

Disadvantages

- Removal and replacement of file contents require attention to detail
- Removal and replacement results in more disruption of the file's contents if documents spanning several years are required
- Requires consistent placement of documents in appropriate category
- Does not provide a complete picture of all actions or activities because the file contents are split between separate categories

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Confidentiality in personnel records management

Content and types of information that may be processed or stored is limited by emloyment and data protection legislation!

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Confidentiality in personnel records management

This kind of information MAY NOT BE processed:

- Ethnicity
- Political and religious views
- Membership in political parties and unions
- Sexual orientation and family relations
- Information about health (unless required by specific norms)
- Integrity (unless specifically required)

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Working time records

1. **Attendance records**
2. **Overtime records**
3. **Holiday plans**

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Why to record attendance

Recording attendance :

- **Prevents „time theft“**
- **Speeds up payroll process - Spend less time and resources on paperwork**
- **When automated, prevents human error**
- **Keeps employees informed**
- **Supports business**

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Attendance records
How to?

EUROPEAN PERSONAL ASSISTANT LEVEL 3

- Recording start and finish of work
- Recording breaks
- Recording vacation time
- Recording sickness
- Recording overtimes
- Recording type of work/number of items produced
- Call-in Sick and late arrival recording

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Attendance records

Manual records

VS

Automated attendance solutions

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Manual records

- Suitable for small companies
- Records on paper + electronic
- HRM software or simple excel sheet

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Attendance records

Automated attendance systems

- electronic tags,
- barcode badges,
- magnetic stripe cards,
- touch screens
- bio-metrics (vein reader, hand geometry, fingerprint, or facial)

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Attendance sheet example

Time and Attendance Sheet

Month: January **1 - 15** **16 - 31**
Pay Period (Circle One)
Department: Audit & Finance

Employee Name: Stephan Frances
Status: FT PT Temp
Supervisor: Mr. Andrew Philips

Date	In	Out	In	Out	Hours Worked	OT	Sick Leave	Vacation Leave	Personal Leave	Dependent Care Leave	Missions Trip	Holiday	Bereavement Leave
1	9:00 AM	12:30 PM	1:00 AM	5:00 AM	7.50								
2					0.00								
3					0.00								
4					0.00								
5					0.00								
6					0.00								
7					0.00								
8					0.00								
9					0.00								
10					0.00								
11					0.00								
12					0.00								
13					0.00								
14					0.00								
15					0.00								
16					0.00								
17					0.00								
18					0.00								

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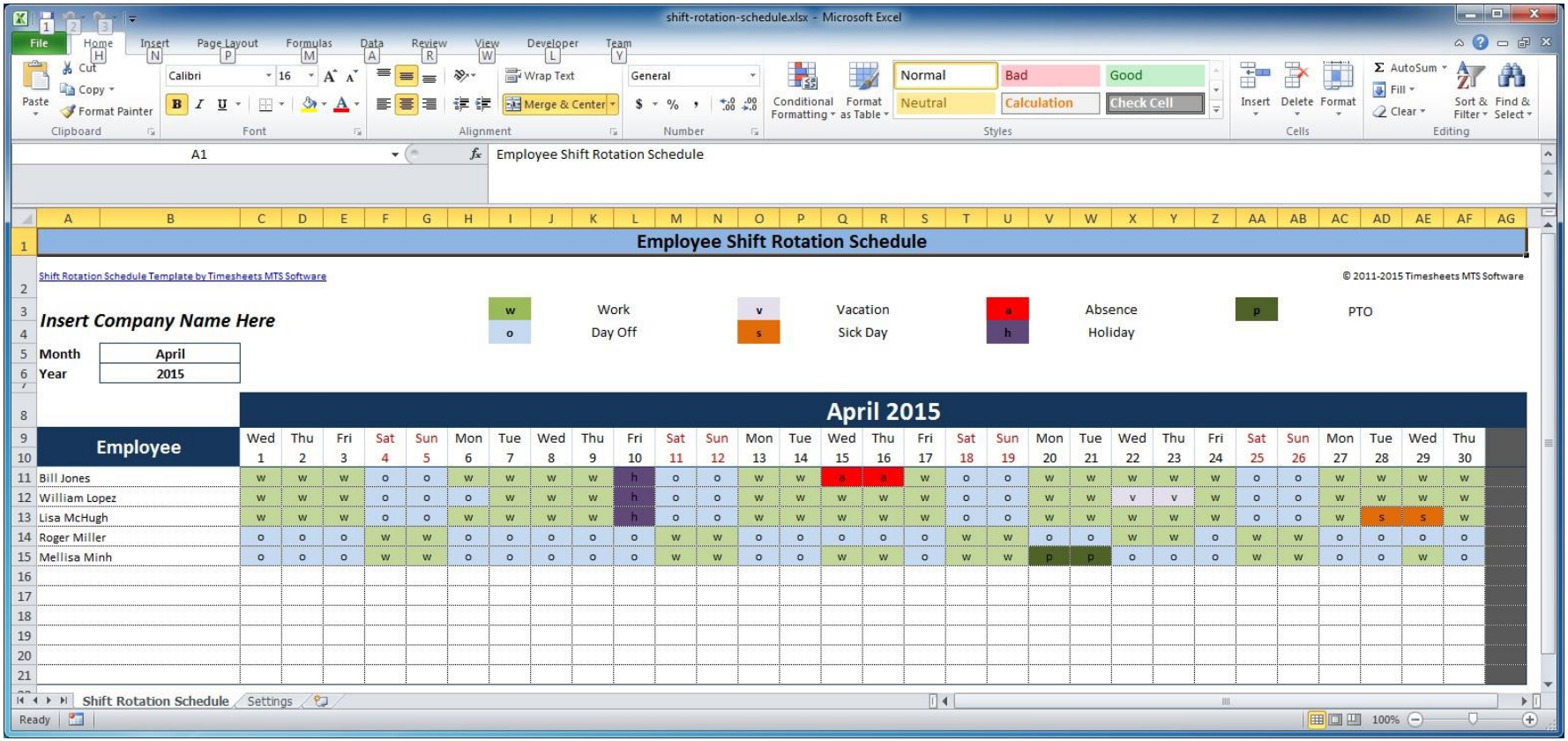
Attendance sheet example



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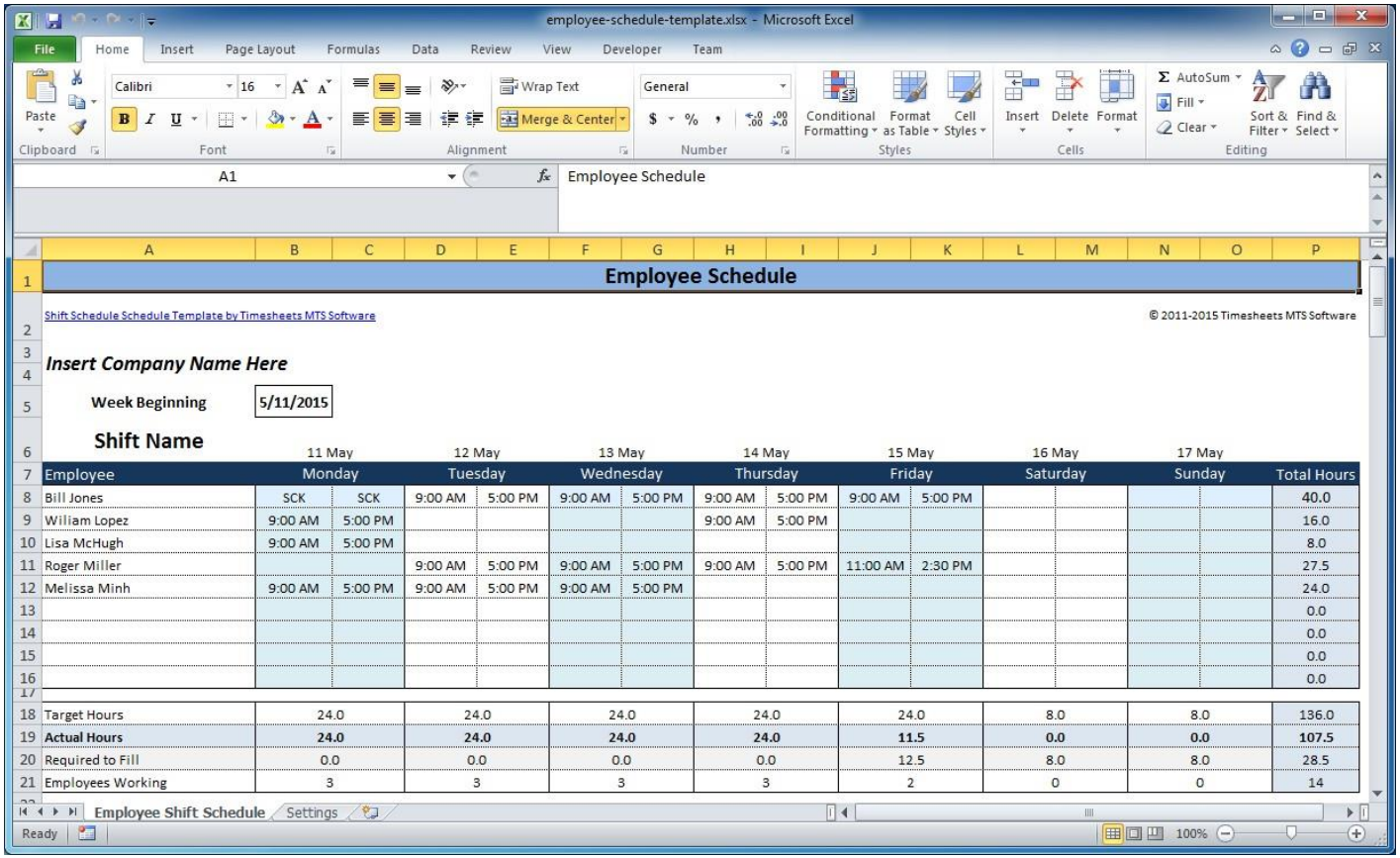
Attendance sheet example



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Overtime record example

OVERTIME RECORD SHEET

Format No.:

WORK STATIONS :

APPROVED PERIOD: FROM : _____ TO _____

SR.NO	EMPLOYEE NAME	DATE	DUTY HOURS	O.T. HOURS	WAGE/HOURS	TOTAL AMT ($)	JOB DONE DURING O.T.	SUPERVISOR SIGN.

TOTAL NOS. EMPLOYEE	TOTAL WORKING HOURS	TOTAL AMOUNT PAID	MAJOR WORK DONE DURING OVERTIME

Human Resource Department

Date:

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Overtime record example

Starting Date ►	Sunday, January 01, 2012		Starting Report Date ►	Starting Date	Today's Date
Report Period ►	Month	1	Month(s)		Wednesday, October 03, 2012

Report Period	:	**Sunday, January 01, 2012 — Tuesday, January 31, 2012**
ID	:	11111
Name	:	Jack Banner
Title	:	Manager
Department	:	Sales
Hired Date	:	Monday, January 03, 2011
Resign Date	:	Saturday, June 30, 2012
Normal Hours/Day	:	8:00 hour(s)/day
Working Days	:	Mon, Tue, Wed, Thu, Fri, Sat, Sun

Date	Time				TNH	OT	TAH	Absence Code
	In	Out	In	Out				
Sunday, January 01, 2012								
Monday, January 02, 2012	9:15	12:00	13:00	17:00	6:45	0:00	12:00	V
Tuesday, January 03, 2012	8:00	12:00	13:00	17:00	8:00	0:00	13:00	V
Wednesday, January 04, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Thursday, January 05, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Friday, January 06, 2012								
Saturday, January 07, 2012								
Sunday, January 08, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Monday, January 09, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Tuesday, January 10, 2012								
Wednesday, January 11, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Thursday, January 12, 2012	8:00	11:30	13:00	20:00	8:00	2:30		
Friday, January 13, 2012								
Saturday, January 14, 2012								
Sunday, January 15, 2012								
Monday, January 16, 2012								
Tuesday, January 17, 2012								
Wednesday, January 18, 2012								
Thursday, January 19, 2012								
Friday, January 20, 2012								
Saturday, January 21, 2012								
Sunday, January 22, 2012								
Monday, January 23, 2012								
Tuesday, January 24, 2012								
Wednesday, January 25, 2012								
Thursday, January 26, 2012								
Friday, January 27, 2012								
Saturday, January 28, 2012								
Sunday, January 29, 2012								
Monday, January 30, 2012								
Tuesday, January 31, 2012								

Code	Total Hour	Cost	Total
TNH	62:45	$20.00	$52.29
OT	15:00	$2.00	$1.25
V	25:00	$1.00	$1.04
BT	0:00	$1.00	$0.00
L	0:00	$0.00	$0.00
S	0:00	$1.00	$0.00
SL	0:00	$0.00	$0.00
A	0:00	$0.00	$0.00

Total	**$54.58**

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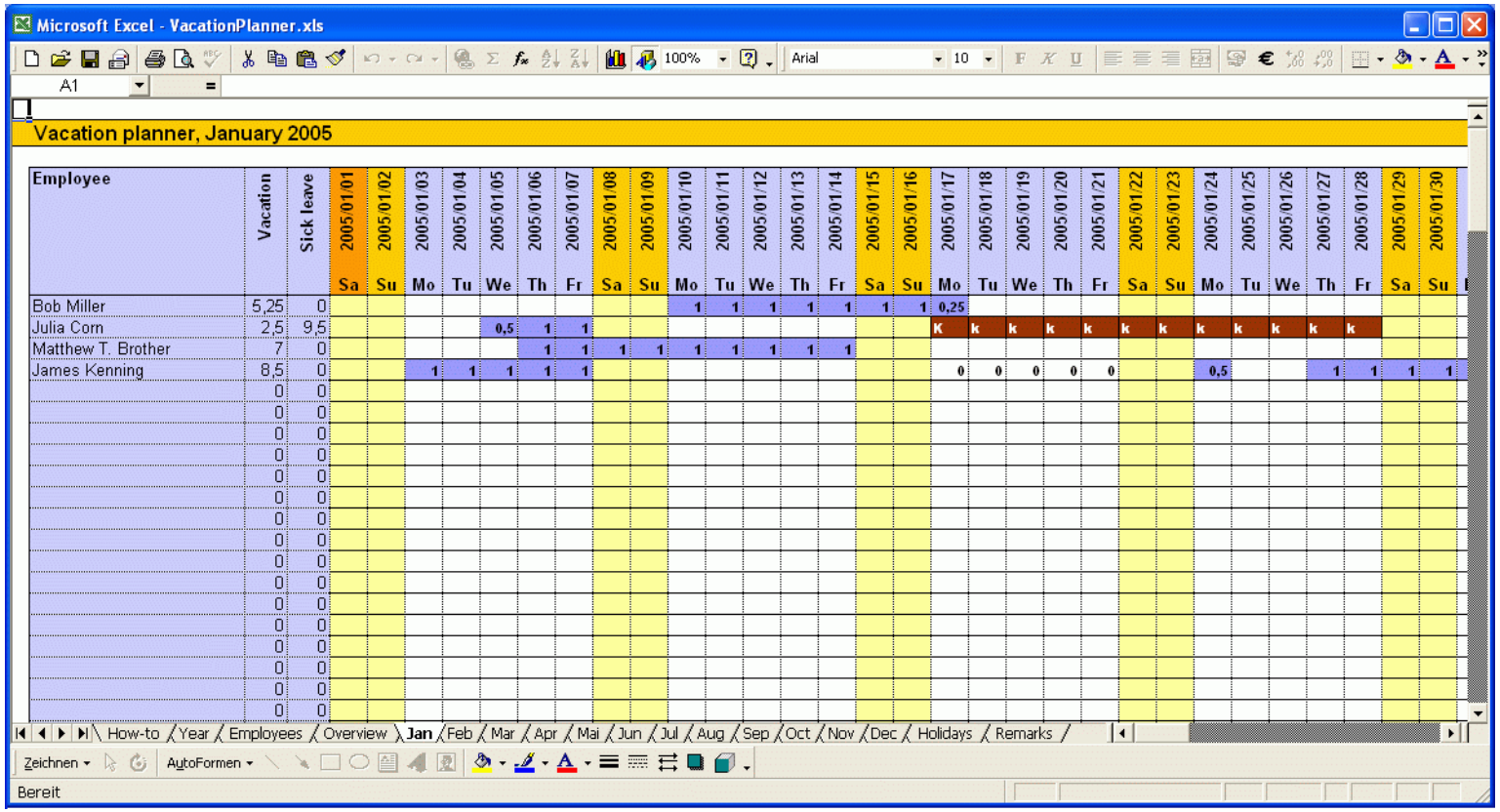
Holiday plans example



Employee	Vacation	Sick leave	2005/01/01 Sa	2005/01/02 Su	2005/01/03 Mo	2005/01/04 Tu	2005/01/05 We	2005/01/06 Th	2005/01/07 Fr	2005/01/08 Sa	2005/01/09 Su	2005/01/10 Mo	2005/01/11 Tu	2005/01/12 We	2005/01/13 Th	2005/01/14 Fr	2005/01/15 Sa	2005/01/16 Su	2005/01/17 Mo	2005/01/18 Tu	2005/01/19 We	2005/01/20 Th	2005/01/21 Fr	2005/01/22 Sa	2005/01/23 Su	2005/01/24 Mo	2005/01/25 Tu	2005/01/26 We	2005/01/27 Th	2005/01/28 Fr	2005/01/29 Sa	2005/01/30 Su
Bob Miller	5,25	0										1	1	1	1	1	1	1	0,25													
Julia Corn	2,5	9,5					0,5	1	1										K	k	k	k	k	k	k	k	k	k	k	k		
Matthew T. Brother	7	0						1	1	1	1	1	1	1	1	1																
James Kenning	8,5	0			1	1	1	1	1										0	0	0	0	0			0,5			1	1	1	1
	0	0																														
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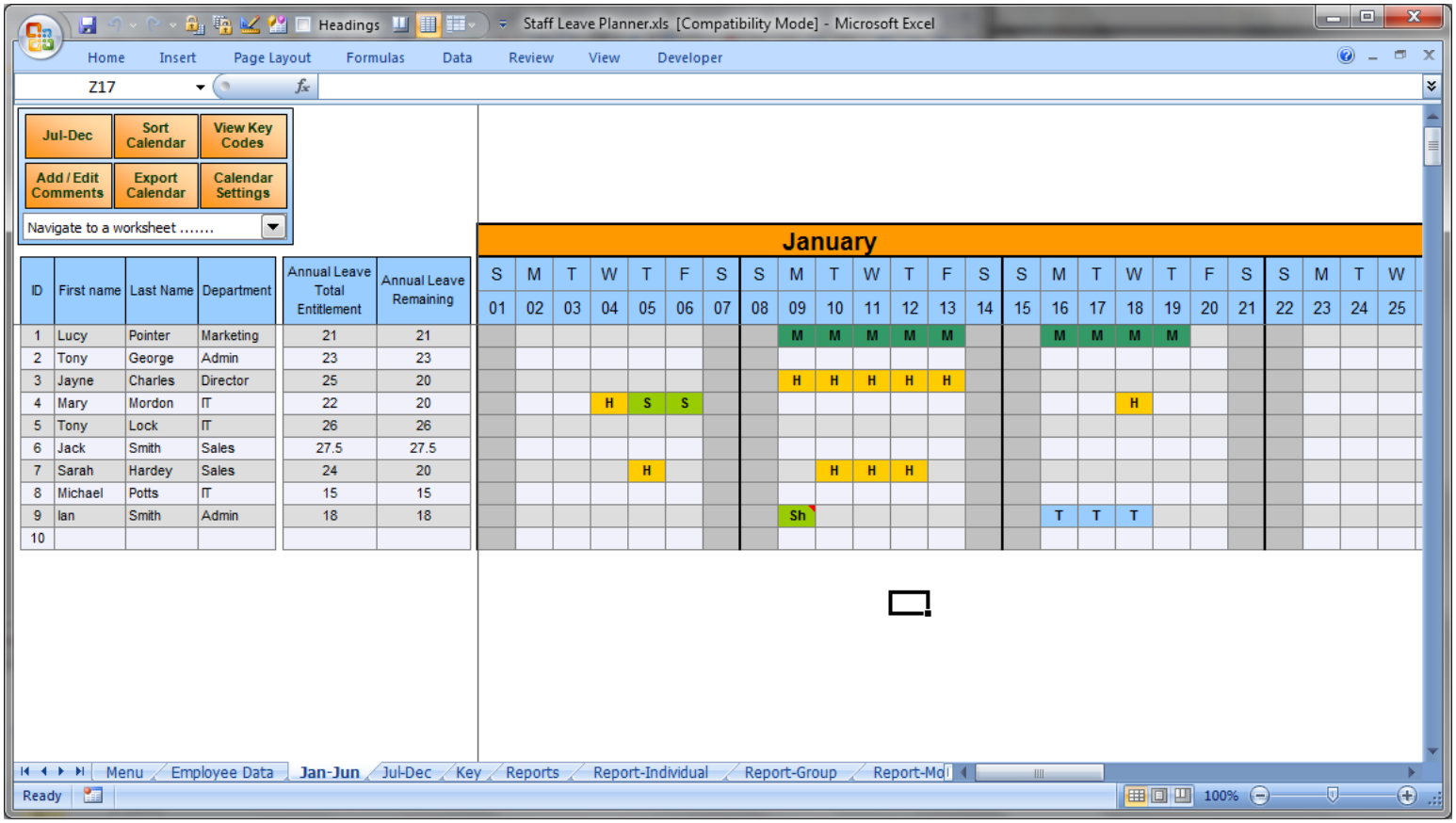
Holiday plans example



ID	First name	Last Name	Department	Annual Leave Total Entitlement	Annual Leave Remaining
1	Lucy	Pointer	Marketing	21	21
2	Tony	George	Admin	23	23
3	Jayne	Charles	Director	25	20
4	Mary	Mordon	IT	22	20
5	Tony	Lock	IT	26	26
6	Jack	Smith	Sales	27.5	27.5
7	Sarah	Hardey	Sales	24	20
8	Michael	Potts	IT	15	15
9	Ian	Smith	Admin	18	18
10					

	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1									M	M	M	M	M			M	M	M	M						
2																									
3									H	H	H	H	H												
4				H	S	S												H							
5																									
6																									
7					H					H	H	H													
8																									
9									Sh							T	T	T							
10																									

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Methodological tool

EUROPEAN PERSONAL ASSISTANT LEVEL 3

Individual work: Attendance record

EUPA_LO_085_M_001

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Training organization process

ROLE of a PA in training organization:

1. Selecting and booking training venue
2. Contract finalization (venue, trainer,...)
3. Produce Invitations
4. Send out reminders approx 3 days prior the event
5. Stationery and Equipment preparation
6. Preparation of printed materials
7. During the event support
8. Post-event activities

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Training organization

1. Selecting and booking training venue

- Access to public transport/parking possibilities
- Additional stationery if required, eg paper, pens, highlighters etc
- Air-conditioning/ fans/ heating that's easily adjustable
- Catering – appropriate provision of refreshments/ lunch
- Cloakroom /Space for participants' belongings

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Training organization

1. Selecting and booking training venue

- Flexibility with room layout with plenty of space to move around for games and activities
- Good acoustics and sound proofing
- Good room lighting with plenty of sunlight with blinds to block out if required
- Inclusive data projector, flip-charts (smart-board would be good!) & audio system

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Training organization

1. Selecting and booking training venue

- Participant breakout spaces – inside and outside space with seats – a place where the trainer & participants can escape to real air during the breaks
- Photocopying/printing/ email on demand from USB
- Plenty of power points (in the right places for trainer and participants without trailing cables!)
- Storeroom/ secure space for training resources and equipment

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1. Selecting and booking training venue

- Tables/ desks (for participants if necessary)
- Tea/coffee/water facilities available anytime
- Wall mounted clock visible by the trainer
- Wall space for hanging flip charts (and suitable magnets/ rail or blutack/ tape)
- Wireless and Internet access
- Fully disabled accessible, with induction loop facilities

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Training organization

2. Contract finalization (venue, trainer,...)

3. Produce Invitations

4. Send out reminders approx 3 days prior the event

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5. Stationery and Equipment

- Badges
- Pens
- Paper/sheets
- Promotional materials
- Folders
- Clip boards
- Event (conference) bags.
- ....

- Flipchart
- Computer
- Projector
- Cords
- Markers
- Post it
- ...

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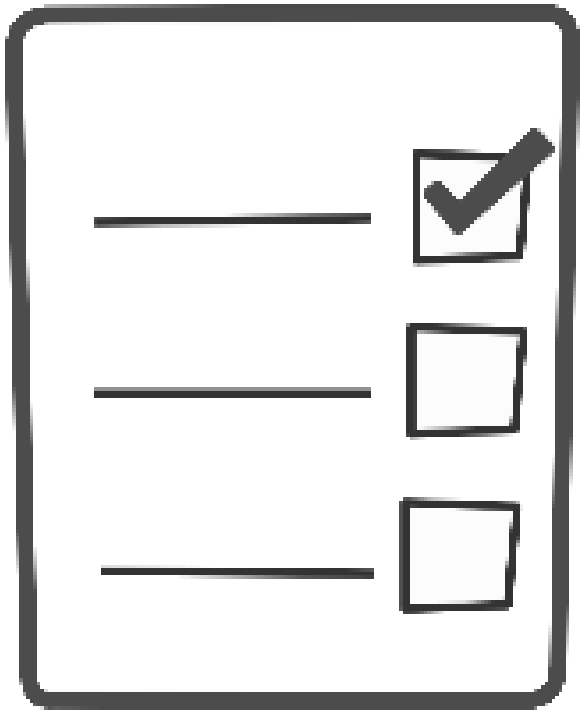
6. Printed materials

- Attendance sheets
- Training agenda
- Training materials
- Hand-outs
- Evaluation forms
- Attendance certificates



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7. During and after the event

- Assist the trainer and participants when needed
- Solve issues that may arise
- Take photographs

- Collect and evaluate feedback
- Arrange necessary finance

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Methodological tool

EUROPEAN PERSONAL ASSISTANT LEVEL 3

Training preparation checklist

EUPA_LO_086_M_001

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- Review Question 1
  - What is usually included in the emploee record?
- Review Question 2
  - Describe the methods of working time recording.
- Review Question 3
  - Describe the activities of PA related to organization of employee trainings.

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- Personnel records
  - are very sensitive and their content is subject to regulation by legislation
  - Have to be well organized
- Working time records
  - Manual or electronical
  - Tailored
  - Serve to improve management of employees

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eupa next

Well Done!

You have completed this unit

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