Guide to Guaranteed Hours

Contents

November 2022 v9

2

Introduction

This guidance document has been written to support the Guaranteed Hours end-to-end business process within the University of Edinburgh. The University manages work for certain employees through Guaranteed Hours (GH) contracts. The contracts or refresh letter stipulate a minimum number of hours the University guarantees to offer an employee for the GH period.

The responsibilities of a Line Manager, GH Administrator, or School or Department Administrator may vary in this process between Colleges, Schools and Professional Service Group Departments. Line managers should use their local support team to help you understand your responsibilities and steps you need to take. There are times when responsibilities overlap and this is shown in the guidance below, which has been written in order of process stage.

Please note that the processes described here apply to all types of Guaranteed Hours staff, regardless of what type of work they undertake e.g., tutoring, demonstrating, externally funded research, catering staff.

Please note that the subsidiaries (Edinburgh University Press, Edinburgh Innovations and UoE Accommodation Ltd) will not have access to the GH module.

Please be aware that although being available within the GH Module, the University has not yet adopted the GH Module's Work Plan component. Below are brief explanations of Work Plans and the additional module components that relate to Work Plans. Upon adoption of the module's Work Plan section, additional guidance will be provided.

Glossary

Guaranteed Hours Module (GHM)	An app within People and Money to manage the offer/acceptance process of guaranteed hours, as well as the annual review of hours as part of the Refresh process.
GH Refresh	An annual review required to allocate guaranteed hours to employees for the next GH period. The GH Refresh process is 'on-system', with functionality to allow refresh details to be entered directly. Real time data to facilitate decision making around this is available all year round.

Employee List	The GH module's Work Plan section is used in conjunction with the Employee List section; however, although being present in the module, The University has not yet adopted the Work Plan component. Within the GH module, employee lists are defined as follows:
	A GH Admin may create and maintain employee lists for ease of use throughout the Work Plan offer/accept process. The employees that are available to add to lists will depend on the access of the GH Administrator, e.g., which College/Professional Services Group(s), School/Planning Unit(s) and Department(s) they are associated with. When creating work plans, pre-defined employee lists will be available for use if these have been created.
Limit	The GH module's Work Plan section is used in conjunction with the Limit section; however, although being present in the module, The University has not yet adopted the Work Plan component. Within the GH module, limits are defined as follows:
	A limit is a weekly limit of hours a GH employee can work. For example, a GH employee on a Tier 4/Student visa can work a maximum of 20 hours per week. All GH staff have a limit of 35 hours per week. Limits with warnings are built into the system to help ensure GH employees are not offered more than their permitted hours. A warning will appear when input breaches the limit. However, it will still allow them to proceed. It is the responsibility of the employee not to work more than any weekly limits they have.
Work Plan	Although The University has not yet adopted the Work Plan portion of the GH module, it will still be accessible from within the GH module. How Work Plans can be used in the GH Module is described below:
	A Work Plan is the specific offer of work against the guarantee of hours in the GH period between the university and a GH employee. Work Plans will be created to represent each set of work tasks for a GH employee. A Work Plan will be created for a specific one-week period, starting Monday and ending Sunday. Each Work Plan must include the GH assignment the work is for and the number of accepted and declined hours. Each Work Plan will be for a specific assignment and contain relevant details but may also include a work activity. Work Plans can also be created with no work activity. For example, "We agree you accept 20 hours of reception duties in the library. You declined 4 hours (this

	week)." The Work Plan for this would comprise assignment details for library work, a work activity for reception duties; 20 hours accepted; and 4 hours declined.
Work Activity	**The GH module's Work Plan section is used in conjunction with the Work Activity section; however, although being present in the module, The University has not yet adopted the Work Plan component. Within the GH module, the Work Activity is defined as follows:** A task of work for a GH Employee, which will have to be set up by GH Admins before it can be used. Work activities can be added to a Work Plan to add detail of what the work will involve. The work activity consists of a work category (e.g. tutoring), a text comment and a department cost. There is a number that is associated with a created work activity. This will be relevant when bulk uploading Work Plans. The work activity ensures GH employees understand the task a Work Plan relates to, as assignments may have many multiple work activities associated with them.
Work Category	**The GH module's Work Plan section is used in conjunction with the Work Category section; however, although being present in the module, The University has not yet adopted the Work Plan component. Within the GH module, Work Category is defined as follows:** Work categories correlate to a specific work type such as tutoring or demonstrating. These will be used primarily in academic areas. This may be auto-selected as a result of the work activity or plan earlier selected.
Additional Analysis	**The GH module's Additional Analysis section is used in conjunction with the Work Category section; however, although being present in the module, The University has not yet adopted the Work Plan component. Within the GH module, Additional Analysis is defined as follows:** Provides a level of detail below department. GHM will bring in the Additional Analysis list of values being created in Timesheets in People and Money (OTL). Work activities and Work Plans can be associated with a value in this list. This will allow for greater analysis of hours planned and paid at this level below department.

Timecards/OTL	In People and Money employees claim payment via timecards for hourly based time. Timecards are part of the Oracle Time and Labour (OTL) functionality. This is not linked to the GH Module.

Key Roles & Access

Role	Description
Guaranteed Hours Employee	Those receiving an offer of hours 'guaranteed' over a period of time. They will receive system notifications, emails and contract correspondence via the system and employee e-mail accounts.
Guaranteed Hours Administrator	Can access all screens within the module, with the exception of some limited HR Systems functionality. Within the GH Refresh screen, users can submit GH Refresh submissions before they are automatically transferred to the core People and Money system to update the GH assignment. This role can be allocated at either College/Professional Services Group, School/Planning Unit or Department level. In collaboration with the line manager, they may discuss the breakdown of hours into work activities with the GH employee. Has full view of all relevant data on GH employees within the Area of Responsibility that they have access to. Can access the GH reports and export them if required for discussion with Line managers, Budget holders, SDAs or HR partners.
School/ Department Administrator (SDA)	Staff that provide local administrative/operational support for the end-end recruitment process, including offline activity and practical arrangements. This includes the recruitment and generation of GH employment contracts.
Line Manager	All members of staff that have direct or matrix style management responsibilities for other members of university staff.
HR Systems	Can access any functionality in the system for any College/Professional Services Group, School/Planning Unit or Department. Responsible for creating and maintaining limits on the GH module and for general system support.
HR Operations	Can access and view the refresh screen. This will require action in the event of a termination or a GH refresh/no hours to be offered input for an employee on a Tier 4/Student visa, which requires approval. Approve or decline some transactions entered by GH Administrators in relation to GH Refresh.
HR Partner/ HR Advisor	Provide support / advice on whether an employee should transfer to an alternative contract type during the GH refresh process.

If you require the GH Administrator system role you will have to be specifically allocated this. Please speak to your line manager or School/ Department administrator to have this system access provided. They will then request this via the People and Money Access Request form, and attaching the form to a Service Request using the category 'User Access'.

Before You Start

You should familiarise yourself with the following guidance and policies:

- Guidance - Management of Guaranteed Hours Contracts
- Policy for the Recruitment, Support and Development of Tutors and Demonstrators
- Guidance – Types of Employment Contracts
- Guide to Employment and Finance Approvals
- Fixed Term Reason Codes
- University and UCU Collective Agreement (26 March 2019)
- Annual Leave Policy – please refer to point 4.5

If users have any queries about a stage in this process, they should search My Knowledge for support in the first instance. Follow the People and Money user guide How to search My Knowledge If they cannot find the information, they need they should raise a service request, following the People and Money user guide How to raise and maintain a service request enquiry

Data available in the app

Users will only be able to view data in the app for employees who have the 'Guaranteed Hours' or 'GH Summer' Worker Category recorded on their assignment record. Furthermore, data will only show in the GH Refresh screen if there is data available within the GH 'EFF' (Additional Assignment Info) screen within HCM – only HR Ops have access to this screen. This page holds data on GH periods, number of hours etc and all of this flows into the app in order for GH Admins to view.

There may be circumstances where an employee does not have this data in the worker category field but where users may still wish to be able to use the app – for example when a GH employee is on secondment to another role that is not GH. This means that the employee's data will not show in the app and will not until such time that their assignment becomes GH again. In this scenario it would be advised to wait until the date that the employee's record changes back to GH before attempting any transactions in the app. This does not need to delay any offline discussions or arrangements being agreed.

Another factor to consider when troubleshooting missing data is user access – all GH admins have been given access to various departments, so if (for whatever reason) an employee is sitting in a different department to the one which a user thinks they should, again they may not be able to view their data if their access does not allow them to view the alternative dept.

Recruitment

Recruitment of Guaranteed Hours employees takes place as part of the standard recruitment processes as described in the Guide to Recruitment and Onboarding.

Contract Extensions

If your GH employee is employed on a Fixed Term contract that needs to be extended, **you must process a contract extension prior to adding the GH refresh hours in the GH app in People and Money**. Follow the Change Assignment process for each individual as per the Guide to Job

Changes. Please ensure you provide the EUCLID immigration screenshot and Semester Term Dates for Tier 4 Students in the Justification for Change section of your request.

Rules to Consider:

- **J2 contracts (**where the post has been identified as a student employment post for which no University of Edinburgh matriculated student is currently available) should be for a **maximum of 12 months.**
- Where a GH contract (excluding J contracts) is requested for **more than 300 hours per year** (or pro-rata equivalent) or if the extension takes the contract **beyond 24 months,** please speak to the HR Advisor prior to requesting. These limits are linked to whether consideration should be given for a different type of contract e.g., fractional.
- Offering **more than 415 hours per year (or pro-rata equivalent e.g., 207 hours in 6 months)** to an employee on J code is not

permitted. These cases should be escalated to an HR Advisor if there are exceptional circumstances that the School/Department would like the Advisor to review.

- Check the rules and regulations for employees on Scholarships, Tier 4 or Student visa, or Certificate of Sponsorship (CoS)

Tier 4 and Student Visa Holders

Anytime that a change or update is entered for a Tier 4 or Student visa holder as part of GH Refresh, this will require approval by HR Operations before it is committed to the employee record.

Employees on Tier 4 or Student visas are expected to manage their workload in line with their visa restrictions. If they hold multiple posts and are offered multiple GH Hours, it is their responsibility to accept or reject as appropriate. GH Administrators should be monitoring actual hours worked/paid and should heed warnings in the event that OTL hours paid puts an employee over their limit by discussing this with the employee.The working Limits are as follows:

- 20 hour per week for employees on a 'Tier 4' visa
- 20 hours per week for employees on a 'Student' visa
- 35 hours per week for all GH employee

Multiple Assignment Holders

Where employees hold more than one assignment this data is available throughout the module. On any screen, click on an employee name and a pop up will appear showing details of these, as per screenshot below.

Employee Details

Employee Number   391

Email Address   -

Name   Ryan Wood

Username   Ryan.Wood

Attributes

Attribute	Start Date	End Date
GH Tier 4 (Visa)	02-Feb-2021	-

Assignments

Show Historical:

Assignment Number	College/Professional Services Group	School/Planning Unit	Department	Job Title	Job Grade	Worker Category	Assignment Start	Assignment End	Fixed Term Reason Code	Working Hours	Current GH Start	Currer GH En
E391	College of Arts,Humanities & Social Sciences	Edinburgh College of Art	History of Art	Lecturer	UE04	Guaranteed Hours	20-MAY-2021	-	-	0	01-JUL-2020	3 JUI 202
E391-2	Corporate Services	Accommodation, Catering and Events Unit	ACE Catering	Kitchen Porter	UE05	Guaranteed Hours	02-APR-2021	-	-	0	01-SEP-2020	3 AUC 202
E391-3	College of Arts,Humanities & Social Sciences	Arts, Humanities and Social Sciences, College of	Arts, Humanities and Social Sciences College office	HR Administrator	UE05	Fractional	01-FEB-2021	-	-	10	-	

11

Terminations

GH Administrators and SDAs have different security access rights. SDAs can terminate GH employees using the Termination Screen on an individual basis. SDAs with GH admin access will be able to process both via the Termination screen in People and Money and process bulk terminations via the GH Module. The GH Administrator rights, enable them to process bulk GH terminations via the GH module.

Timecards

The Guaranteed Hours module **is not linked** to time to be paid to an employee via the timecard functionality within People and Money (Oracle Time & Labour – OTL). Employees will be required to submit their time via a timecard in the Time and Absence app (or a timekeeper adds on their behalf). Time entered into the timecard should always reflect the actual hours someone worked on the date they worked them. All time claimed via the Time and Absences app is paid a month in arrears, for example a timecard submitted for dates worked in August will be paid in September pay.

Please refer to the Guide to Time Recording for more information on Oracle Time and Labour.

Accessing the GH Module

1. From the People and Money Homepage navigate to the Guaranteed Hours tab and select the **Guaranteed Hours** app.
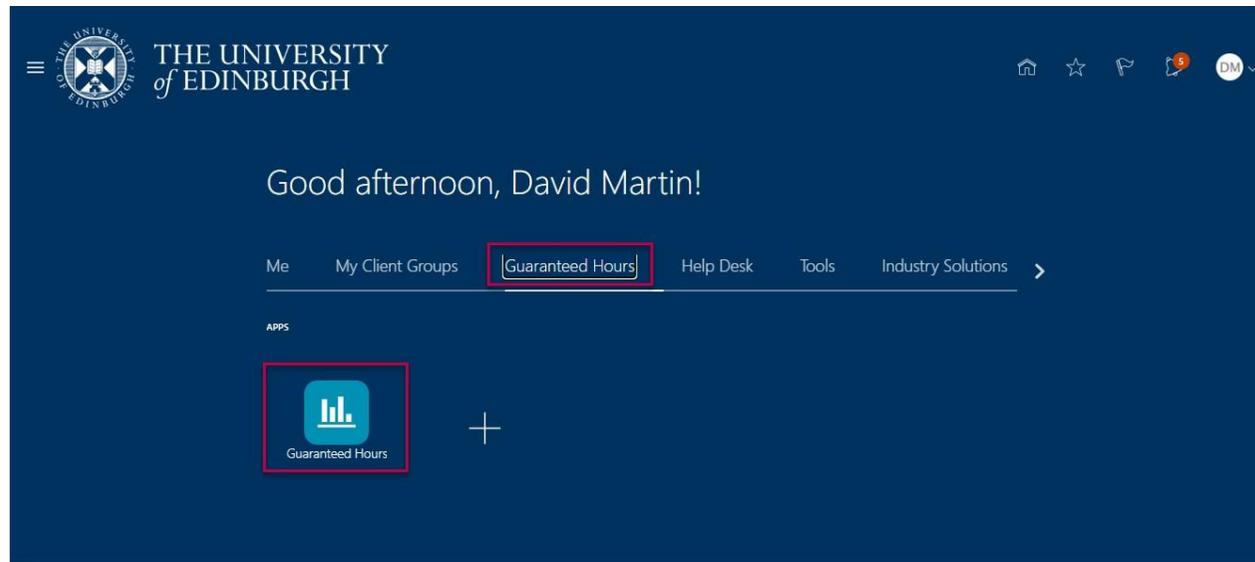
2. The module will open to a homepage. The Reporting Dashboard will appear after selecting options from the drop-down menus at the top. The options available to you in these menus will depend on the level of access your role allows you.

November 2022 v9
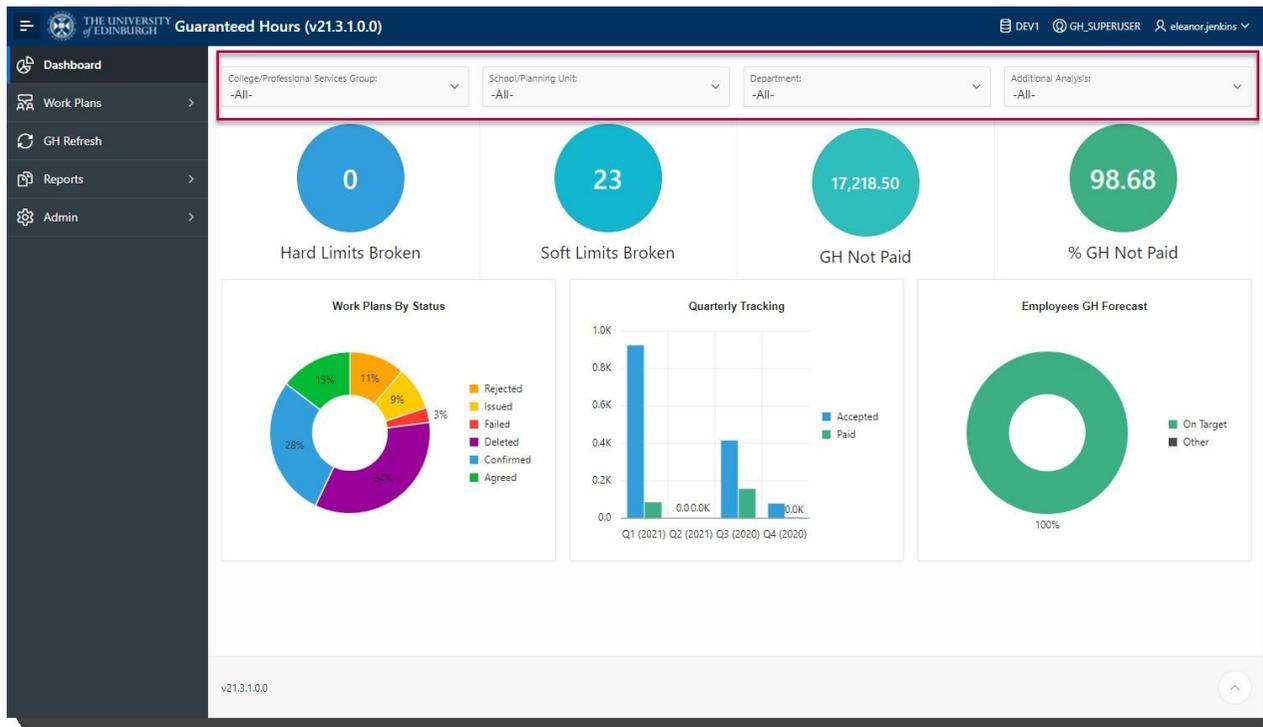
3. The menu on the left-hand side is where you will navigate to various parts of the module.

November 2022 v9
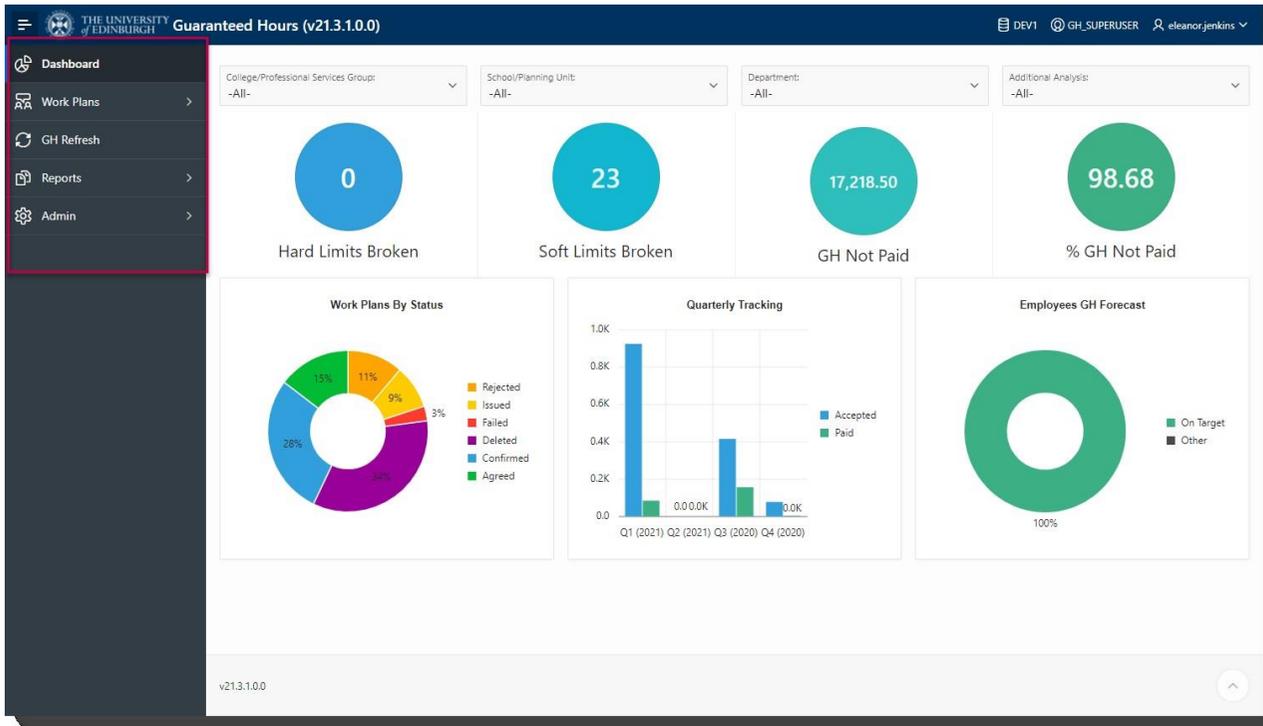
GH Refresh process

Before You Start

The GH refresh process will be managed in People and Money; however, the Schools/ Departments have the flexibility to progress with and complete their process according to their business needs. Managers must ensure they fulfil their obligations outlined in the Guaranteed Hours Contracts guidance. Managers and GH admin can regularly update People and Money as soon as they are aware of a change or receive confirmation about the offered hours of their GH employees.

If an employee does not hold a current GH period, this means they need to be 'refreshed'. For some areas of the university this means that they need to carry out the refresh process annually, where they may not have had to do this previously.

You can check what someone's most recent GH period is via the 'GH Periods' report, clicking on the employee name and viewing the 'GH Balance' section (clicking the historical toggle will show all previous GH periods. Information on the most recent GH period is also shown on the GH Refresh screen. A new GH period can be added to an employee record via the GH Refresh process.

The process for the Guaranteed Hours (GH) Refresh calls on processes across multiple related functional areas within the People and Money programme. The refresh process includes both the planning and the refresh itself. As part of the planning stage, managers supported by their GH admin hold planning discussions to review the hours allocated to GH positions in the previous GH period, identify allocation of hours to current individual posts / employees for the next period or agree what recruitment is required (within the GH recruitment envelope). This results in the GH admin understanding the hours to be allocated for the next GH period (per position). The balance will display for whatever GH Period the employee has on their record, but when that GH Period ends, you won't be able to action anything for that employee until you do a refresh to ensure they have a current GH Period.

All new Guaranteed Hours Envelope Submissions* (or increases to existing Envelope Submissions) must be approved by the main budget holder in line with the Guide to Employment and Finance Approvals before reaching the Schools to distribute out during the refresh process. Steps to follow:

1. View Refresh Report - The report helps inform the user of the appropriate decision to take for a GH employee for the next period. The options are:
   - Terminate (ending the GH employee's work relationship)
   - End of Assignment (ending the GH assignment)
   - GH Refresh (new amount of GH hours assigned for the next period)
   - Update to GH Details (changes to assignment - for example, the field 'Reason for No GH period'.

2. Gap Analysis (off system process of matching individual resources with resource requirements). The total hours offered to all GH must not exceed the financial commitment approved in the GH envelope.
3. It is also possible to view historical data around the guaranteed hour's amounts that the employee has had previously. This can be done via the 'GH Periods' report in the app, or by clicking on the employee's name on any screen. This may help identify any patterns or trends in the employee's hours that they have been offered.
4. Contract Management (to offer, extend, or terminate guaranteed hours contracts) - This process stage covers the management of the Guaranteed Hours offer for all GH employees. An annual review is required and requires various items of data to be analysed and used to plan and allocate the 'guarantee' for all GH employees for the forthcoming GH period.

If, while reviewing the previous year's refresh data, it becomes apparent that an employee should move to a different type of contract, e.g., fractional or part- time, this should be discussed with an HR Advisor before acting. If the GH employee has worked for more than one year, then the review should cover the hours offered and worked for a minimum of two years.

GH Administrators should ensure that appropriate offline discussions and approval is obtained for the hours to be allocated to a GH employee before taking action on the system. They should also ensure that records are kept of this 'approval' in the event of audit investigation.

It is the responsibility of the budget holder to ensure that the hours offered during either the recruitment or the refresh process are within the approved GH envelope. Following discussion with line managers and GH Admins, budget holders should instruct GH Admins to complete on system steps. Whilst this applies during the main bulk GH refresh, it will also apply throughout the year to individual cases.

GH Options Offered as Part of the Refresh Process:

As part of the Refresh transaction the GH Admin must select one of the following:

- Per Year/EveryYear-OverDura/FTC
- Over Period of Current GHC
- Over Period of Current FTC
- Per Year
- Per Year, Every Year

This indicates how long the guarantee will be for and will impact on the wording that goes into the letter that is automatically issued to the employee. Each should be used in the following scenarios:

- Per Year/EveryYear-OverDura/FTC - The minimum hours to be guaranteed are to be the same for each GH Period, for the full duration of the fixed term employment contract related to that assignment.

- Over Period of Current GHC - Minimum hours to be guaranteed for full duration of contract e.g., over the 2-year fixed term contract.
- Over Period of Current FTC – Minimum hours to be guaranteed for full duration of the current fixed term contract
- Per Year - The minimum hours to be guaranteed for one GH Period.
- Per Year, Every Year - The minimum hours to be guaranteed are to be the same minimum hours for each GH Period, indefinitely (usually used for open-ended assignments).

The data which appears on the refresh screen includes all GH employees that the user has access to. The data appears in order of GH Period end date, with the intention that the records requiring the most immediate action appear first and can be actioned first. Once the entire refresh process has been completed (normally 15 minutes after the action has been fully processed), the details of the 'old' GH Period will appear on the 'GH Periods' report. A new row of data will appear on the bottom of the Refresh screen, awaiting the next refresh action (not likely to be needed for action until a year later, or the end of the new GH period).

Any changes that are made to the employee record in People & Money will be reflected in the GH app once this has been processed and flows into the app. This flow of data happens every 15 minutes. E.g., once an employee has had an FTC extension actioned, their new end date will appear in the app.

Changes to the Current Guaranteed Hours Period

Once the GH refresh is completed, the current period is 'locked' and amendments cannot be made by the GH Administrator. Any changes to the current GH period, for example a change in hours or date range of GH period should be requested by raising a Service request using the category Guaranteed Hours. Please detail the change required to the current period.

The GH Refresh Letter

There is an appendix to this document showing the content of the GH Refresh letter, which will be issued automatically to the employee email address upon completion of the refresh process. Letters will always be issued at 9am the morning after the transaction is completed.

If for any reason HR Operations ever need to amend GH details in the Additional Assignment Details EFF (Only HR have access to this) without triggering a letter, they will need to consider the following.

A letter will always trigger if the last action recorded on the assignment is 'Update Assignment EFF' and Action Reason is 'GH Refresh'. Therefore, if you want to amend the data in the EFF, you need to ensure that a new action is recorded on the assignment screen first. 'Update to GH Details' would be an

appropriate one to use as this would not trigger a letter. Alternatively going to 'View History' and then deleting the 'Update Assignment EFF' record would also ensure that no letter is triggered.

GH Refresh End to End Process Map
Please see the end-to-end process map for the GH refresh process.

November 2022 v9

GH Refresh Process end to end

In order to identify the best way to allocate hours as part of the refresh hours, it may be necessary to view data from the Refresh screen but also from other parts of the app. There are reports within the 'Reports' menu which will show balances of historical GH Periods which may be useful for this purpose.

Role	Colleagues involved in planning e.g., DoPs/ Line Managers/Senior Managers etc.	Guaranteed Hours Administrator	HR Operations	People and Money
Tasks	• Reviews current year usage • Reviews historical data around previous years' usage and guarantees of hours. • Receives annual planning round approval for GH staffing budget (offline) • Identifies allocation of hours to individual posts/employees for next period (offline) • Identifies recruitment requirements (number of recruits required, how many hours to allocate to each) (offline) • Allocates hours to existing contracts or those which can be extended in GH module	• Navigates to view appropriate GH employees' data in GH module • Views each of the employee's GH current balance in GH module • Compares the remaining guaranteed hours for each employee in GH module • Views GH Refresh screen within GH module • Confirms FTCs to end in GH module • Request FTC extensions to HR ops via Change Assignment App prior to adding GH refresh hours in app. Complete bulk requests using spreadsheet from GH refresh report or individually sending SR with OCR attached. • Inputs GH Refresh data	• Reviews the saved data by GH Administrator in GH module, if employee is on student visa and requires extension and refresh • Reviews the saved data by GH Administrator in GH module, if termination • Rejects and amends data in GH module, if not correct • Submits correct data in GH module	• Updates employee record with new details for extensions and refresh • Updates employee record with new details (end date) for termination process • Automates refresh letter correspondence to GH employee (extension and refresh)

		• Enters GH data direct to refresh area of GH module and save • Receives email notification in the event that any input is rejected or fails		

Supporting Information

[GH Administrator Guide to GH Refresh](#)

Other Processes Impacted:

- FS1 Planning and budgeting (from Phase 3)
- Create a vacancy (Hiring manager/ SDA in People and Money)
- Request a new position (Hiring manager/ SDA in People and Money)
- Request a position change (Hiring manager/ SDA in People and Money)
- External hire outside ORC (Hiring manager/ SDA in People and Money)
- Extension to contract (Hiring manager/ SDA in People and Money)
- Create a job requisition (Hiring manager/ SDA in People and Money)
- Advertise (Hiring manager/ SDA in People and Money)
- Screen applicant (Hiring manager in People and Money)
- Internal hire or external hire via OCR (Hiring manager/ SDA in People and Money)
- Make offer (Hiring manager/ SDA in People and Money and HR Ops in People and Money)
- Advertise (Hiring manager/ SDA in People and Money)
- Apply (GH employee in People and Money)
- Employee pre/onboarding (GH employee in People and Money)
- Timecard submission process – guaranteed hours (GH employee in People and Money)
- Importing time entries (Payroll in People and Money)
- Termination (HR Systems in People and Money)

Guaranteed Hours End to End Process Map

Please see the end to end process map for the [Guaranteed Hours process](#)

What is a Work Plan?

The Work Plan is a planning tool for Schools/ Departments to record when they are planning on a GH employee to undertake work. Work Plans can be bulk loaded, entered individually, entered for a group of people all at once (using employee lists), or copied from previous identical plans. They allow the school/ department to allocate the work and to classify the type of activity e.g. tutoring and demonstrating.

N.B: The University has not yet adopted the Work Plan section of the GH module, however, it is still be accessible from within the GH module.

What is an Employee List?

A GH Administrator may create and maintain employee lists for ease of use throughout the Work Plan offer/accept process. The employees that are available to add to lists will depend on the access of the GH Administrator, e.g., which College/Professional Services Group(s), School/Planning Unit(s) and Department(s) they are associated with. When creating Work Plans, pre-defined employee lists will be available for use if these have been created.

Examples of lists could be a group of employees who regularly work on a course, or a group of employees who all work in a specific catering or retail outlet. Once the list has been created, it can be used repeatedly to easily allocate hours to that group as part of one action. Lists can be made private (so that the GH Administrator is the only one who can use it), or public so that other users (who can access those employees) can also use it. The Employee List section of the GH module is used in conjunction with the Work Plan part of the GH module.

N.B: As The University has not yet adopted the Work Plan section of the GH Module, the Employee List section of the GH module does not need to be used.

What is a Work Activity?

A Work Activity is a task that a GH Employee undertakes.

It is made up of a department, a work category and a text comment. It can also include 'Additional Analysis', which is a list of values including all courses and university buildings which may relate to the work (this is not a mandatory field).

Full list of Work Categories:

- Other Absence
- Demonstrating
- Development
- Lecturing
- Marking
- Maternity/Parental
- Other Work Types
- Preparation Time
- Sickness
- Teaching
- Tutor: Honours
- Tutoring

N.B: As The University has not yet adopted the Work Plan section of the GH Module, the Work Activity section of the GH module does not need to be used.

Reports in the GH Module

The reports available in the GHM are outlined in the table below:

Report	Description
Dashboard	Gives a visual overview of data from various reports
Work Plans	Data on Work Plans created in GHM. All data for each Work Plan will be available.
GH Balances	Show the guaranteed hours balance data for each employee assignment.
GH Periods	Show guaranteed hours periods for each employee assignment.
Broken Limits	Show any week where a Work Plan(s) breaks a limit. Will also show any actual paid hours from People and Money Timesheets that have broken the limits.
User Roles & Responsibilities	The user roles and responsibilities report will display which GH roles and responsibilities are held by which users.

Role	Guaranteed Hours Administrator	HR Operations	HR Systems Team

Tasks	• Can view following reports:
	  - Work Plans (**N.B** Work Plans have not yet been adopted, but the report is still available to view)
	  - GH Balances (**N.B** GH balances are based on Work Plans which have yet to be adopted, however, the report is still available to view)
		• Can view following reports:
		  - Work Plans (**N.B** Work Plans have not yet been adopted, but the report is still available to view)
		  - GH Balance (**N.B** GH balances are based on Work Plans which have yet to be adopted, however, the report is still available to view)
			• Can view following reports:
			  - Work Plans (**N.B** Work Plans have not yet been adopted, but the report is still available to view)
			  - GH Balances (**N.B** GH balances are based on Work Plans which have yet to be adopted, however, the report is still available to view)

	- GH Periods
	  - Broken Limits (**N.B** Broken Limits are based on Work Plans which have yet to be adopted, however, the report is still available to view)
		- GH Periods
		  - - Broken Limits (**N.B** Broken Limits are based on Work Plans which have yet to be adopted, however, the report is still available to view)User Roles & Responsibilities
			- GH Periods
			  - Broken Limits (**N.B** Broken Limits are based on Work Plans which have yet to be adopted, however, the report is still available to view)
			  - User Roles & Responsibilities

There are various buttons within various screens of the module which can be expanded to give more information without having to navigate to a report screen. For example, clicking on an employee name on any screen opens an overview screen showing details of all the assignments held by the employee (including non-GH assignments), the balance of their GH assignments, and any limits which apply to that employee (e.g.: if they are a student visa holder). Within the balance section, using the historical toggle will allow viewing of just the most recent GH periods (current year and most recent previous to that), or viewing all historical periods.

Monitoring of Actuals vs Guaranteed, GH Period End

In this process, the GH Administrator must run and analyse the GH balances report at the end of the GH Period timeframe. Where an employee has not worked the minimum guaranteed hours, discussion with an HR Advisor/Partner should take place to confirm whether the employee was offered the hours and declined them or was not offered them at all. Following this discussion, if a payment is to be made, the school/department is responsible for informing the GH employee in writing and for instructing Payroll, via the Temporary Additional Payments (TAPs) Form, to make the payment. The TAPs form should be submitted via Service Request using the category - TAP Form.

This process will likely be carried out once a year to monitor and manage the balances of GH assignments. This is to ensure that GH employees are being offered all of the hours that they were guaranteed at the outset of their contract/GH period.

For any year before the launch of the GH App in People and Money (any year up to summer 2021), local areas will need to consult historical data sources in order to analyse hours worked vs hours offered, since this data is not held in People and Money. They should discuss and confirm outcomes and any potential payments with their HR Partner/Advisor. Following this discussion, if a payment is to be made, the school/department is responsible for informing the GH employee in writing and for instructing Payroll, via the Temporary Additional Payments (TAPs) Form, to make the payment.   The TAPs form should be submitted via Service Request using the category - TAP Form

For further guidance on how to raise a service request, follow the 'How to raise and maintain a service request enquiry' user guide.

Role	Guaranteed Hours Employee	Guaranteed Hours Administrator	People and Money
Tasks	N/A	• Reviews and analyses GH balances report in GH module • Identifies which employees might be entitled to a payment and why (offline) • Writes to employee to confirm payment (offline) • Submits the [TAPs form](#) via Service Request using the category – TAP form.	N/A

Other Processes Impacted:
- Payment of a non-recurring payment (process where Payroll will make a one-off payment to an employee

Appendix 1 – GH Refresh Letter

1Ref: «EMPLOYEE_ASSIGNMENT_NUMBER»

2 **PRIVATE AND CONFIDENTIAL**
3 «Title» «FIRST_NAME» «LAST_NAME»
4 «ADDRESS_LINE_1»
5 «ADDRESS_ LINE_2»
6 «ADDRESS_ LINE_3»
7 «TOWN_OR_CITY»
8 «REGION_2»
9 «POSTAL_CODE»

10 «CURRENT_DATE»

11 Dear «FIRST_NAME»

12 **Guaranteed Offer of Hours**

13 You are guaranteed to be offered <<NUMBER OF HOURS>> hours during the period from <<GUARANTEED HOURS START DATE>> to <<GUARANTEED HOURS END DATE >> (the 'Guaranteed Hours Period') in your role as <<PERSONAL JOB TITLE>>. Your hours of work and working times may vary, depending on the needs of the University and you may be offered more than the guaranteed hours stated. Your hours of work and working times will be notified to you as soon as reasonably practicable in advance and it may not be possible to notify you of a schedule for all guaranteed hours at a single point in time.

14 You are guaranteed to be offered <<NUMBER OF HOURS>> hours during the period from <<GUARANTEED HOURS START DATE>> to <<PROJECTED END DATE >> (the 'Guaranteed Hours Period') in your role as <<PERSONAL JOB TITLE>>. Your hours of work and working times may vary, depending on the needs of the University and you may be offered more than the guaranteed hours stated. Your hours of work and working times will be notified to you as soon as reasonably practicable in advance and it may not be possible to notify you of a schedule for all guaranteed hours at a single point in time. 27

15 You are guaranteed to be offered <<NUMBER OF HOURS>> hours during each annual period from <<GUARANTEED HOURS START DATE>> in your role as <<PERSONAL JOB TITLE>>. Your hours of work and working times may vary, depending on the needs of the University and you may be offered more than the guaranteed hours stated. Your hours of work and working times will be notified to you as soon as reasonably practicable in advance and it may not be possible to notify you of a schedule for all guaranteed hours at a single point in time.

16 You are guaranteed to be offered <<NUMBER OF HOURS>> hours during each annual period from <<GUARANTEED HOURS START DATE>> in your role as <<PERSONAL JOB TITLE>> until your current contract end date of <<PROJECTED END DATE>>. Your hours of work and working times may vary, depending on the needs of the University and you may be offered more than the guaranteed hours stated. Your hours of work and working times will be notified to you as soon as reasonably practicable in advance and it may not be possible to notify you of a schedule for all guaranteed hours at a single point in time.

17 The guaranteed hours to be offered will be reviewed on an annual basis at the

end of each Guaranteed Hours Period and are subject to change. 19 You will be

written to annually, on or around the start of the next Guaranteed Hours Period,

advising you of the guaranteed hours to be offered.

20 Further and general information about Guaranteed Hours contracts can be found within various appropriate documents found on the A-Z of HR Policies webpage.

22 If you have any further queries, please contact the HR Helpline at HRHelpline@ed.ac.uk.

23 Yours sincerely

24 Angie Donaldson
25 Head of HR Operations