

National Shared Services Office

Absence Management Guide for Employees

If you are unwell and unable to attend work, you contact your manager within 1 hour of your normal start time, on the first day of absence. Once your manager is aware of the absence they inform the NSSO, who update your record.

If your manager is absent, your second line manager can inform us of your absence.

We will issue a Resumption of Work e-form to be completed on your return to work.

* If you are absent from work on self-certified sick leave (must be 2 days or fewer) you are not required to provide medical certificates.
* If you are absent on certified sick leave, you need to provide the NSSO with original copies of the relevant medical certificates.

Civil Servants recruited before 6 April 1995

If you were recruited before 6 April 1995 and pay Class B PRSI contribution, you are not required to obtain an IB1 or MED1. You are only required to send in a medical cert by the third day of your certified absence and every 7 days after that.

Civil Servants recruited on or after 6 April 1995

As well as sending weekly medical certificates to the NSSO, you need to obtain Illness Benefit forms from your doctor if your absence exceeds 3 days. You are responsible for mandating payment to your employer, in line with your contract of employment. Failure to do this may result in your pay being affected. The bank details of your employer can be obtained from your Local HR unit. You need to send these forms to the Department of Social Protection (DSP).

Medical Certificates of longer than 7 days must be authorised by your Local HR.

A copy of your medical cert(s) should be emailed to medcerts@nsso.gov.ie or posted to: Block 5, Belfield Office Park, Beech Hill Road, Clonskeagh, Dublin 4, D04 A9P2.

Note: Failure to provide required medical certificates will impact your pay and HR records.

All staff should make themselves aware of the Public Service Sick Leave Scheme. You can access FAQ’s, policies and circulars on our website [www.nsso.gov.ie](http://www.nsso.gov.ie).

Resumption of Work e-form

Step 1: Log into HR self-service

On your return to work, you should have an email advising you to complete a Resumption of Work e-form. This email will contain a link, which will bring you to the HR self-service login (HRMS) screen. Click on the link in the email and log in.

Step 2: Complete Resumption of Work e-form

On the Personal Information Home page, click Resumption of Work near the bottom of the screen. Open the Resumption of Work e-form by clicking ‘Initiated’.

The Resumption of Work e-form provides details of your absence. You will need to complete the following fields of the Resumption of Work e-form:

* End Date
* Resumption Date
* Absence Type
* Absence Code
* Employee Declaration(s)

The End Date is your last date absent, and the Resumption Date is the day you returned to work. For example, if you are absent Monday and Tuesday, the End Date is Tuesday and Resumption Date is Wednesday.

End Date

When you open a Resumption of Work e-form, the End Date will be blank. Complete this field with the ‘End Date’ of your absence. Click the calendar symbol to view a calendar, or enter the date in the text box manually.

Resumption Date

When you open a Resumption of Work e-form, the Resumption Date will be blank. Complete this field with the ‘Resumption Date of Absence’. Click the symbol to the right of the text box to view a calendar, or enter the date in the text box manually.

Absence Type

When you open a Resumption of Work e-form, the Absence Type will be populated. If the Absence Type should be changed from Self-Certified to Certified, ask your manager to update the Unscheduled Absence e-form on their manager self-service.

Absence Code

When you open a Resumption of Work e-form, the Absence Code may be populated already from the Unscheduled Absence e-form submitted by your manager.

If the Absence Code is incorrect, choose the most accurate option from the dropdown menu. If a relevant code is not listed, choose ‘Other’. The NSSO will update the absence code if needed, based on the reason for absence stated on your medical certificate(s).

Self-Certified Declaration

For absences due to Self-Certified Sick Leave, you must tick a box certifying the absence was due to illness.

Certified Declarations

For absences due to Certified Sick Leave, you must tick a box confirming that the required medical certification has been submitted. You must also confirm whether you began in the Civil Service before 6 April 1995, this relates to the requirement to claim Illness Benefit for absences of longer than three days.

Once you have entered the required details, click Submit. Your Resumption of Work e-form will be submitted to your manager for approval. The NSSO will then update your record.

Note: Your manager may be required to conduct a Return to Work meeting with you, in line with Circular 05/2018. Your manager will contact you directly if this meeting is to take place.

How to view 1 - 4 year sick absence report

The 1 - 4 year sick absence report records all certified and self-certified absences over a one year and four year period. To access HRMS self-service, follow the same steps as the Resumption of Work e-form.

Locate the Sickness Absence area in the list on the left side of the page. Click the Absence Inquiry link.

A warning message will appear highlighting that if you have had a break in service, the sick absence totals will not be accurate. Click OK to proceed.

The 1 - 4 Year sick absence report show your sick absence record over the last four years.

Note: Your manager cannot see the reason for your absences; they will only see the dates absent and whether each absence is recorded as certified sick leave or self-certified sick leave.