



THE UNIVERSITY *of* EDINBURGH

Guide to Guaranteed Hours

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Introduction

This guidance document has been written to support the Guaranteed Hours end-to-end business process within the University of Edinburgh, which is available under the Guaranteed Hours section on the [People and Money user guides | The University of Edinburgh](#)

The responsibilities of a Line Manager or colleagues with GH Administrator, School/Department Administrator (SDA) or Timekeeper People and Money system access may vary 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.

If you require the School/Department administrator, GH Administrator or Timekeeper system role you will have to be specifically allocated this. Please speak to your line manager 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 – New /Change'.

- 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) do 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, therefore some elements of the GH app are not in use. E.g. 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

Additional Assignment Information	A screen in the core part of the People and Money system which must be completed by Hiring teams or HR operations during recruitment, additional post, transfers or re-hire process to ensure GH employee data flows into the GH app.
Area of Responsibility	School/ Department administrator, GH administrator and Senior Manager systems role can be allocated at either College/Professional Services Group, School/Planning Unit or Department level. This restricts the employee data visible to them within the system.
Collective Agreement	The University's collective agreement with UCU , teaching and research focussed staff on GH contracts must be offered a fractional contract if they have worked more than 0.2 FTE on average (in the same role) in the preceding 2 years and it is reasonable to assume the same number of hours will be required on an ongoing basis. While this will trigger the offer of a fractional (or potentially part-time contract), there is no onus on an employee to accept and they may remain on a GH contract.
Guaranteed Hours app	An app within People and Money built specifically for the University of Edinburgh, to manage the annual review of hours as part of the GH Refresh process. All staff employed on a Guaranteed Hours contract and staff with the Guaranteed Hours Administrator system role have access to the app.
GH period	The Guaranteed Hours Period is typically an academic year or a calendar year or matches the length of a fixed-term contract. The dates of the Guaranteed Hours Period are stated in the contract of employment. GH periods must not overlap. E.g. the start date of the new GH period must not be before the end date of the previous period.
GH Refresh	Guaranteed hours (GH) arrangements for all GH staff should be reviewed as a minimum annually. This process is known as the GH refresh process. It covers three main aspects: <ul style="list-style-type: none"> • Review of hours worked in the last GH Period compared to hours “guaranteed” • Review of contractual arrangements in line with the University’s collective agreement with UCU, • Allocation of guaranteed hours to employees for the next GH period.

	The GH Refresh process is a combination of 'off system' and 'on-system' tasks, with functionality to allow refresh details to be entered directly. Real time data to facilitate decision making around this is available all year round.
J Code (Fixed Term Reason code)	Where the contract is to provide employment linked to a period of study with the University for current University of Edinburgh matriculated students. The contract will be terminated on the date which is the earliest of the following: the end date of the contract or the date when the employee ceases to be a matriculated student of the University of Edinburgh. For fuller information please see the guide on the Fixed Term Contracts Reason Codes .
J2 Code (Fixed Term Reason code)	Where the post has been identified as a student employment post for which no University of Edinburgh matriculated student is currently available. Under these circumstances, the contract of employment should be for a maximum of one year but can be renewed annually for up to one further year at a time, subject to there being no suitable University of Edinburgh student available to fill the post. For fuller information please see the guide on the Fixed Term Contracts Reason Codes .
Time cards/OTL	In People and Money, employees claim payment via time cards for hourly-based time. Time cards are part of the Time Recording app. Hours paid will show within the GH app. This allows a comparison to be made between the minimum "guarantee" of hours and the actual hours worked.

Key Roles & Access

Role	Description
Guaranteed Hours (GH) Employee	Those receiving an offer of hours 'guaranteed' over a period of time. They will receive system notifications, emails and contract correspondence via the People and Money system and employee e-mail accounts.
Guaranteed Hours Administrator	Can access various screens within the module, although they will mainly refer to the GH Refresh screen and the GH balance and GH refresh reports. 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. They have full view of all relevant data on GH employees within the Area of Responsibility that they have access to and 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, transfer, contract change, contract extension and employee separation processes including offline activity and practical arrangements. This includes the recruitment and generation of GH employment contracts and contract extensions.
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 general system support.
HR Operations	Can access and view the GH refresh screen. This will require action in the event of a termination or a GH refresh/no hour to be offered input for an employee on a Tier 4/Student visa, which requires approval. They will approve or decline some transactions entered by GH Administrators in relation to GH Refresh. If an employee declines the offer of a fractional contract, this needs to be updated in the Additional Assignment Information screen.

HR Partner/ HR Advisor	Provide support / advice on whether a GH employee should transfer to an alternative contract type during the GH refresh process.
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Guaranteed Hours End to End Process Map

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

Before You Start

You should familiarise yourself with the following guidance and policies in relation to the management of Guaranteed hours staff:

- [Guaranteed Hours -guidance of management of](#)
- [University and UCU Collective Agreement \(26 March 2019\)](#)
- [Guide to Recruitment and Onboarding](#)
- [Policy for the Recruitment, Support and Development of Tutors and Demonstrators](#)
- [Guidance – Types of Employment Contracts](#)
- [Guide to Job Changes](#)
- [Fixed Term Reason Codes](#)
- [Guide to Employment and Finance Approvals](#)
- [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](#)

Recruitment

Recruitment of Guaranteed Hours (GH) employees takes place as part of the standard recruitment processes as described in the [Guide to Recruitment and Onboarding](#). The line manager or SDA should follow the steps within this guide to recruit and on board the new GH employee successfully. GH employees can be recruited via an advertised post in People and Money or via a non-advertised route and will take on the post as one of the following:

- New hire (having never worked at the university before)
- Rehire (have worked previously at the university as an employee either on a GH or other contract type)
- Transfer (currently employed at the university either on a GH or other contract type and moving from this post to the GH post being offered)
- Additional Post (currently employed at the university either on a GH or other contract type and taking on the additional GH post being offered)

The contract for both open ended and fixed term contracts will stipulate the minimum number of hours the University guarantees to offer an employee between the GH period start date and GH period end date. For GH staff offered fixed term contracts, the contract also includes the projected contract end date and fixed term reason.

Rules to Consider:

- **J code contracts** (Where the contract is to provide employment linked to a period of study with the University for current University of Edinburgh matriculated students). The contract will be terminated on the date which is the earliest of the following: the end date of the contract or the date when the employee ceases to be a matriculated student at the University of Edinburgh. For fuller information please see the guide on the [Fixed Term Contracts Reason Codes](#). It is permissible for a student experience contract to end earlier than the end date of the student's programme.
- **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**. Any further extensions should be discussed with your HR Partner, as employees should not normally be offered recurring J2 contracts.
- Where a GH contract (excluding J contracts) is requested for **more than 300 hours per year** (or pro-rata equivalent) or the

extension takes the contract **beyond 24 months**, please speak to the HR Partner 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 Partner if there are exceptional circumstances that the School/Department would like the HR Partner to review.
- Check the rules and regulations for employees on Scholarships, Tier 4 or Student visa, or Certificate of Sponsorship (CoS)

Please note, the University will employ full-time postgraduate research students for **no more than an average of 9 hours per week across the academic year** (this is University policy) and recommends that students also apply this limit to work with other employers. Students should discuss any proposed employment with their Principal Supervisor. Please read the [Code of Practice for Supervisors and Research Students](#)

It is important to understand that recruitment processes do take time, and planning should be undertaken early to ensure that the GH employee **has received a contract of employment before they start work**. It is vital that the GH employee and their line manager complete all onboarding tasks in People and Money to ensure the GH employee is set up correctly so they can submit a time card and be paid when they start work. The Guide to “Before you start Work” and the “Guide to Settling into the University” provide further important information and should be shared with any new or returning GH employee. Both documents are available under the heading of ‘Getting Started’ on the [Settling into the University](#) webpage.

All contracts must be requested via the ‘Request Contract’ onboarding task, the GH fields must be completed and the GH start and end date must be provided. Further information is available in the Line Manager or SDA [‘Guide to Journeys’](#).

The recruitment process must be completed in time to allow tutors and demonstrators to manage their commitments and to be given a formal induction to their roles before their duties commence. See the [Policy for the Recruitment, Support and Development of Tutors and Demonstrators](#) for further information.

It is particularly important when creating a job offer for a GH employee to complete the specific fields, on the Additional Information section in the Create Job Offer process (advertised posts).

For Non advertised new hire/rehire posts the Additional Assignment Information section, Guaranteed Hours Info within the Add Pending worker process should be completed.

It is the Hiring Manager/SDA responsibility to enter this information. Failure to enter this information within the offer or add pending worker process will mean that the employee’s data will not be visible in the GH app and they will not be able to access a time card for payment.

For non advertised transfers and additional posts this information should be added to section 3 of the ‘[Requesting a Transfer, Additional Post or Secondment’ form](#) for HR Operations to input.

Below are further details of how and where to enter this information including screen shots, note that there are differences between the Create Job offer and Add Pending Worker processes.

Create Job Offer – Additional Info section (see the guide [How to Create and manage a job offer](#))

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Additional Info

*Contact Number for Hiring Manager

Average weekly working hours (Annualised only)

Total number of hours for period (GH only)

Comments for HR Operations (Read only - from May 2022 use new comments section)

Period hours cover (GH only)

Period the offer of Guaranteed Hours covers

Over Period of Current GHC

Over Period of current FTC

Per Year

Per Year, Every Year

PerYear/EveryYear-OverDura/FTC

Term time only (Annualised/Fractional only)

Continue

- In the Total number of hours for period (GH only) field - enter the minimum hours to be guaranteed in the initial GH period.
- In the Period Hours cover (GH only) field - select from one of the available drop down options (see below table for description).
- In the Annually reviewed (GH only) field - select whether you intend to review the GH minimum hours each year. For use in Per Year only, see table below.

Add Pending Worker – Additional Information – Info Group: Guaranteed Hours (see the [Guide How to Add a Pending Worker](#))

8 Additional Assignment Info

Info Group
Guaranteed Hours

Guaranteed Hours

*Current Guaranteed Hours Start Date

dd/mm/yyyy

Guaranteed Hours End Date

dd/mm/yyyy

Number of Hours

Number of Hours Period

Reason For No Hours

Declined the Offer of a Fractional Contract During this Period?

OK

Cancel

Continue

- In the Current Guaranteed Hours Start date field - enter the same as the contract start date
- In the Guaranteed Hours End date field - enter the GH Period end date
- In the Number of Hours field - enter the minimum hours to be guaranteed in the initial GH period.
- In the Number of Hours Period field - select from one of the available drop down options (see table below for description)
- Reason for No Hours – do not enter anything here (HR Ops use only)
- Declined the Offer of a Fractional Contract – do not enter anything here (HR Ops use only)

Description for Period Hours Cover / Number of Hours Period Field

Each should be used in the following scenarios:

Option	Description	When to Use
Over Period of Current GHC	Minimum hours to be guaranteed for full duration of GH contract e.g. over the 2-year fixed term contract	<ul style="list-style-type: none">• The GH period start and end date and Fixed Term Contract start and projected end date must be the same• You do not need to tick the Annually reviewed box in the Job Offer Additional Information screen• No GH refresh letter is required unless the fixed term contract is subsequently extended.• This option and Over Period of Current FTC are similar. Please check with your HR partner if there is a preferred approach in your School/Department
Over Period of Current FTC	Minimum hours to be guaranteed for full duration of the current fixed term contract.	<ul style="list-style-type: none">• The GH period start and end date and Fixed Term Contract start and projected end date must be the same• You do not need to tick the Annually reviewed box in the job offer Additional Information screen• No GH refresh letter is required unless the fixed term contract was extended.• This option and Over Period of Current GHC are similar. Please check with your HR partner if there is a preferred approach in your School/Department

Per Year	The minimum hours to be guaranteed for one GH Period.	<ul style="list-style-type: none"> • This option is recommended for individuals getting a contract for a number of years. • The GH period is a year from the GH Start date. i.e. if start date is 01/09/2023 the GH end date must be 31/8/2024 • The GH employee will only get access to a time card to claim payment if they have a current GH period • You do need to tick the Annually Reviewed box in the job offer Additional Information screen • You need to send a GH refresh letter at the end of each GH period
Per Year, Every Year for (use with open ended contracts)	The minimum hours to be guaranteed are to be the same minimum hours for each GH Period, indefinitely	<ul style="list-style-type: none"> • This option is usually used for open-ended assignments. • By selecting this option, from the outset of the contract, you are guaranteeing the employee the same minimum hours each year from the duration of the open-ended contract. This may be an issue if the demand for the work or budget available changes over time. • You do not need to tick the Annually reviewed box in the job offer Additional Information screen • There is no need to send a GH refresh letter, but you should monitor the actual number of hours worked versus the minimum guarantee.
Per Year/Every Year-Over Dura/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	<ul style="list-style-type: none"> • Use this if you have a stable requirement for hours. • By selecting this option, from the outset of the contract, you are guaranteeing the employee the same minimum hours each year from the duration of the fixed term contract. This may be an issue if the demand for the work or budget available changes over time. • You do not need to tick the Annually reviewed box in the job offer Additional Information screen • There is no need to send a GH refresh letter, but you should

	contract related to that assignment.	<p>monitor the actual number of hours worked versus the minimum guarantee.</p> <ul style="list-style-type: none"> • No refresh letter is required unless the fixed term contract is extended.
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Contract Extensions

If your GH employee is employed on a Fixed Term Contract that needs to be extended, you **must** process the contract extension **before the current contract expires. You must process a contract extension via the Change Assignment app prior to the GH Administrator adding the GH refresh hours in the GH app in People and Money.**

You can identify the end of Fixed Term contract date on the All Staff Report available at any time to line managers and School/ Department administrators via the HR Reports app.

Line Managers/ SDAs will also be prompted via the report sent from HR operations each month that details all employees including GH employees, whose contracts are coming to an end (in the next 5 months' time) or who are on an open ended contract with a review date ending in 5 months' time.

The report should be used as the basis to confirm whether a GH contract extension or termination is required. This must be done in a timely way. To extend the contract the line manager or SDA should 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 to cover the duration of the new extension for Tier 4/Student visa holders in the Justification for Change section of your request. Failure to do so will result in your request being rejected by HR Ops. You must not use the change assignment app to terminate the employee.

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 2 hours. E.g., once an employee has had an FTC extension actioned, their new end date will appear in the app.

For employees on the 'Danger List' (FTC with end date in current month) if there is no instruction from the Line manager or School/ Department Administrator

(SDA) to either a) extend or b) terminate by payroll cut off, HR Operations will keep them as an active employee for one more month. If there is no response from the school, HR Operations will manually terminate the record the following month.

If the GH employee is terminated and then they are then required to work the following year, they need to be “re-hired”. The employee will be required to provide all onboarding information including Right to Work documentation again, have a new contract generated and this may delay them receiving their first payment.

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 GH Hours against each post, it is their responsibility to ensure they do not work more hours, in total, than their visa allows. GH Administrators and Timekeepers should also monitor the actual hours worked/paid and should heed warnings in the event that OTL hours paid puts an employee over their visa limit by discussing this with the employee. The visa 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

Further information is available on the Student Immigration Assistance Webpages <https://www.ed.ac.uk/student-administration/immigration/working-in-the-uk>

Time cards

Employees are required to submit their time worked via a Time card in the Time and Absence app (or a line manager or timekeeper adds on their behalf). Time entered into the time card should always reflect the actual hours worked, on the date they were worked. All time claimed via the Time and Absences app is paid a month in arrears, for example a time card submitted for dates worked in August will be paid in September pay. The total hours paid and the latest date of

payment are visible to GH administrators in the GH app.

The hours worked and hours paid are visible to the GH employee on their payslip.

Please refer to the [Guide to Time Recording](#) for more information on the Time and Absences and Time Card apps.

Terminations

GH Administrators and SDAs have different security access rights. SDAs can terminate GH employees using the Termination Screen in People and Money 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.

Table showing access rights to terminate

Role	GH App	Termination Screen (via my client groups)
GH Administrator	Yes	No
SDA	No	Yes
SDA & GH Administrator	Yes	Yes

Before processing any termination check the GH App to understand if the employee holds one or multiple assignments with the university.

There are 2 options within the GH App to choose from when you wish to terminate a GH assignment:

1. Termination - use this when an employee holds only one assignment, and they are leaving the university.
2. End Assignment - use this to end one assignment, where an employee holds multiple assignments.

If the GH employee has multiple assignments **in the same school or department** please check with your colleagues if they are leaving the university entirely (and can do so on the same date) or only ending one assignment, prior to actioning in the system. It is more effective to use the Terminations screen (via the My Client

Group tab in People and Money) if the person is leaving multiple assignments on the same date rather than via the GH app.

If someone is ending their GH Fixed Term Contract as expected and has less than 2 years' service, please use 'End of Fixed Term Contract' as the reason code.

If someone is ending earlier than the expected end date, regardless of years of service, please check with your HR Partner before processing the termination.

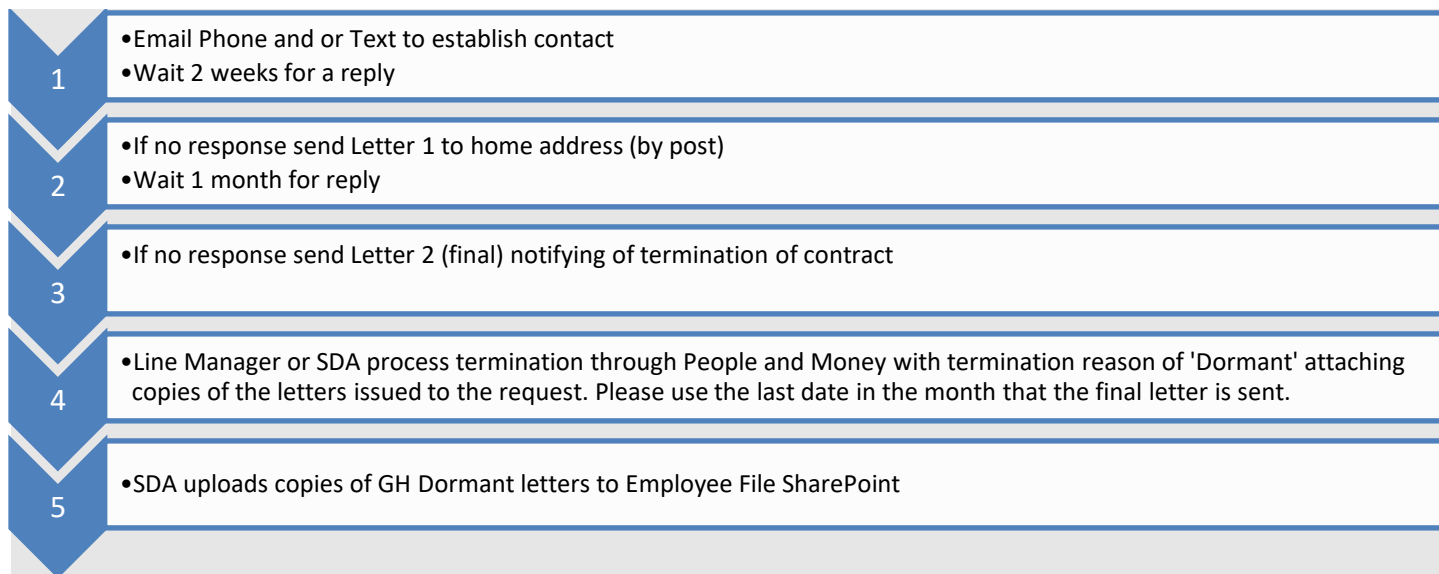
If someone has not worked the offered hours for more than 12 months, please follow the [GH dormant process](#) below before you terminate the contract.

GH Dormant Process

This applies to GH employees who have not worked any hours offered for more than 12 months. You should start by reviewing if there is a known reason why the individual has not worked for example, maternity leave or suspended studies.

If you identify any staff in this situation, you should firstly try to establish with the employee why this is and, if required, discuss with your HR Partner to agree the required action to be taken. There could be a number of reasons why this might occur so it is important to understand if the person should remain in employment and be offered hours in the coming period or if their employment should be ended.

Please see below for the process that should be followed.



Further information

- Schools/Departments must attempt to make contact through multiple methods: by email, phone and/ or text in the first instance.
- GH Dormant letter templates are available from the link here [GH Dormant Letters](#).
- Copies of the GH Dormant letters sent should be attached to the termination when before submitting this to HR Operations.
- The termination date should be the last date in the month that the final letter is sent (e.g. letter sent 12th July, termination date 31st July).
- Copies of letters should be also uploaded to the Employee File SharePoint by the SDA.

Reports

Line managers and School Department Administrators can run an All Staff Report via the HR reports app in People and Money at any time, which shows current employee employment data. Line managers will see their direct and indirect reports, whilst SDAs and Senior Managers can see data for staff **within their Area of Responsibility**. Further information on how to run and view these reports is available within the '[How to view HR Reports](#)' user guide.

The reports available in the GH app are outlined in the table below. The reports highlighted in bold should be used during the GH refresh process. The reports shown in italics are available but should not be used at this time, as they related to Work Plans, which are not used at the University.

Report	Description
<i>Dashboard</i>	<i>Gives a visual overview of data from various reports.</i>
<i>Work Plans</i>	<i>Data on Work Plans created in GHM. Work Plans have not yet been adopted, but the report is still available to view</i>
GH Balances	Show the guaranteed hours balance data for each employee assignment. GH balances are based on Work Plans, which have yet to be adopted; however, the report is still available to view. Clicking on the column headers will allow you to sort and filter. Clicking on the GH Start or GH end or Date Last Paid column header will allow you to filter on the last 5 years, last 2 years, last year, last month or last week. It is best to filter this report within the app before downloading it. Without filtering this report shows all GH staff including leavers.
GH Periods	Show guaranteed hours periods for each employee assignment. The report can then be downloaded and filtered by College/Professional Service Group; School/Planning Unit or Department. This report can be filtered by assignment status so can be filtered to show active status only (thereby excluding leavers). You should then filter by GH Start Period (GH start period in 2 years).
<i>Broken Limits</i>	<i>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. Broken limits are based on Work Plans which have yet to be adopted, however, the report is still available to view</i>
User Roles & Responsibilities	The user roles and responsibilities report will display which GH roles and which users hold those responsibilities. HR Systems team can view this report.

Data available in the GH app

GH administrators will only be able to view data in the GH 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 Additional Assignment Information screen. Only HR Operations have access to this screen. This page holds data on GH periods, number of hours etc. and all of these flow from the main part of People and Money into the GH app, in order for GH Admins to view. If the GH employee is not showing in the GH app, please raise a Service Request using the category Guaranteed Hours.

However, there may be circumstances where an employee does not have this 'Guaranteed Hours' or 'GH Summer' Worker Category recorded on their

assignment record 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.

Employee Overview including Multiple Assignments

Clicking on an employee name on any screen opens an overview screen allowing the GH administrator to view Employee 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).

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	Current GH End
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	31-JUL-2021
E391-2	Corporate Services	Accommodation, Catering and Events Unit	ACE Catering	Kitchen Porter	UE05	Guaranteed Hours	02-APR-2021	-	-	0	01-SEP-2020	31-AUG-2021
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	-	-

GH Refresh process

GH Refresh End to End Process Map

Please see the end-to-end process map for the [GH refresh process](#)

Before You Start

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.

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**.

Planning Round and gap analysis

During the annual school planning round, the academic leadership of the school (e.g. Head of School, Subject Heads, Teaching Office, Course organisers, Directors of Professional Services), will consider the predicted student intake, student intake goals from the student plan and decide which courses will continue, which new courses will be offered, or which courses will end. They consider the resource required, the current staffing profile and the available teaching budget.


Similarly, in Professional Service groups, the leadership of each service will consider the services being offered for the following year; consider the resource required, the current staffing profile and the available staffing budget.

The total hours offered to all GH must not exceed the financial commitment approved in the GH envelope. 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.

Review the current GH resource

As part of the planning stage, managers supported by their School/ Department Administrator and/or GH administrators should 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 administrators understanding the hours to be allocated for the next GH period (per assignment). The balance will display for whatever GH Period the employee has on their record, but when that GH Period ends, you will not be able to action anything for that employee until you do a refresh to ensure they have a current GH Period.

To access the GH Module in People and Money (GH administrator system access required)

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

Please follow the GH Administrator Guide to GH Refresh and GH Administrator Guide to the Guaranteed Hours module available in the Guaranteed hours section of the [People and Money user guides | The University of Edinburgh](#)

Monitoring of Actuals hours vs Guaranteed, GH Period End

The data, which appears on the GH Refresh screen, includes all GH employees to which the user has access. The data appears in order of GH Period end date, with the intention that the records requiring immediate action appear first and can be actioned first. Once the entire refresh process has been completed (**normally 2 hours** 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).

In this process, the GH Administrator must run and analyse the GH Refresh report at the end of the GH Period timeframe. They should review the Hours shown in the "Guaranteed Hours" column versus the hours paid is shown in the "OTL hours" column. Where there is a nil figure in the OTL column, GH administrators should double check that the GH employee has claimed all their hours worked via time cards, to ensure the employee has been paid and there is an accurate record of hours worked.

Please note OTL hours will only show for hours claimed in People and Money (since April 2022). Any hours claimed in the legacy system will not be displayed in the app. If there are people who appear to be “dormant” and have not worked any hours in the GH period or for more than 12 months then please speak to your HR Partner to agree the required action to be taken. This could be a number reasons why this could occur, and it is important to understand whether they should remain an employee and be offered GH in the coming period or not. Please see the section on [GH Dormant](#) process for further information.

Where an employee has not worked the minimum guaranteed hours, discussion with an HR Partner should take place to confirm whether the employee was offered the hours and declined them or was not offered them at all. Since the university has not adopted the use of work plans, this information must be stored locally. 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. Note that OTL hours claimed in People and Money will only show from April 2022.

It is the responsibility of the budget holder to ensure that either the hours offered during 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.

[Contract Management \(to offer, extend, or terminate guaranteed hours contracts or move to a fractional contract\)](#)

This process stage covers the management of the Guaranteed Hours offer **for all GH employees**, even if a GH Refresh letter is not required. The 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.

In line with the University’s [collective agreement](#) with UCU, teaching and research focussed staff on GH contracts must be offered a fractional contract if they have worked more than 0.2 FTE on average (in the same role) in the preceding 2 years and it is reasonable to assume the same number of hours will be required on an

ongoing basis. Line managers should seek support from their HR Partner, before proceeding. If the GH employee is offered a fractional contract and they decide to stay on the GH contract you should submit a Service Request using the category Guaranteed Hours. HR Operations will then add this information to the Additional Assignment Information screen for reporting purposes.

Where a student takes an interruption of study and has a GH post for a period of up to 3 months, GH Administrators need to use the 'Update to GH Details' functionality, with the reason 'Suspension of Contract for Agreed Reason'. If the period was longer than 3 months, please speak to your HR Partner, as you need to consider whether to terminate their contract because they are no longer a student. If the school writes to the student (who is also a GH employee) to confirm the interruption of studies the letter should be uploaded to SharePoint.

All GH employees **must** have a current GH period for each assignment. **GH periods should not overlap**. Overlapping periods will cause duplicate rows being available.

Role	Guaranteed Hours Employee	Guaranteed Hours Administrator/ Line manager
Tasks	Must ensure all hours worked have been claimed in a timely manner via Time Card	<ul style="list-style-type: none"> Reviews and analyses GH Periods/ GH Balances report in GH module. Checks reason for nil in OTL column Have they worked more than offered consistently? Anyone over 300 hours – if they have worked similar the previous year Are they on the correct contract type – J2 or J? Have they been offered a fractional contract and refused? Send SR to HR Operations to allow them to record this in Additional Assignment Details Ideally when setting up GH period and FTC should have similar end dates FTC or OE Consider whether a refresh letter is required depending on the wording of original contract. 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.
Supporting documentation <ul style="list-style-type: none"> Guide to Payroll for Employees, Line Managers, SDAs and HR Operations Guaranteed Hours – guidance on management of 		

- [How to raise and maintain a service request enquiry](#)

GH Refresh Actions

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.

Follow the [GH Administrators Guide to the GH refresh](#) on how to complete the GH refresh steps within the app.

The actions available within the app are:

- Terminate (ending the GH employee's entire work relationship I.e., leaving the university entirely)
- End of Assignment (ending the GH assignment)
- GH Refresh (new amount of GH hours assigned for the next period). As part of the GH Refresh process, the GH Start Date, GH End Date, Number of Guaranteed Hours and Number of Hours Period information flow from the GH app to HCM (which then flow back once the change is in HCM). **GH Start and End dates must not overlap. If they overlap the transaction will fail and will need to be reset by HR Systems.**
- Update to GH Details (changes to assignment - for example, the field 'Reason for No Hours'. (Maternity/Shared Parental leave; Long Term Sick; Suspension of contract for agreed reason)

The GH Refresh action will trigger a letter being sent to the employee. The Update to GH details does not trigger a letter.

Once the record has been actioned, it takes **up to 2 hours** for the record to be updated in the GH app.

GH Refresh Letter wording

Where the GH period is still live and the minimum hours have not changed, no GH Refresh letter is required. If you extend a contract, the contract extension letter from HR Operations does not contain the minimum hours guaranteed and therefore you will need to send a GH Refresh letter to cover the contract extension. Likewise, if the minimum hours being guaranteed for the coming year are different from the previous year you will need to send a GH refresh letter.

As part of the Refresh transaction, the GH Admin must select one of the following options in the No of Hours period box. This indicates how long the guarantee will be for and will affect the wording that goes into the GH Refresh letter that is automatically issued to the employee.

Each should be used in the following scenarios:

Option (No of Hours Period)	Description	Wording in GH Refresh letter
Over Period of Current GHC	Minimum hours to be guaranteed for full duration of GH contract	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.
Over Period of Current FTC	Minimum hours to be guaranteed for full duration of the current fixed term contract.	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.
Per Year	The minimum hours to be guaranteed for one GH Period.	<p>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.</p> <p>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.</p>
Per Year, Every Year for (use with open ended contracts)	The minimum hours to be guaranteed are to be the same minimum hours for each GH Period, indefinitely (usually used for open-ended assignments).	<p>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.</p> <p>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.</p>
Per Year/Every Year-Over Dura/FTC	The minimum hours to be guaranteed are to be the same for each GH Period for the full duration of	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

	the fixed term employment contract related to that assignment.	<p>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.</p> <p>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.</p>
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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 9.30am the morning after the transaction is completed. The GH refresh letter will be automatically saved to the employee's SharePoint employee file under Category 01 – Contract , Subcategory 03 – Contract Amendments.

The report output will be stored as the Employee's <ASSIGNMENT_NUMBER> <SURNAME> <FORENAME> then the SharePoint Filing Categories "Contract" <01> "Amendments" <03> and Lastly the <DATE>. An example of how the Output File Name will look:<89812435>_<BLOGGS>_<JOE>_<01>_<03>_<31052020>.

School/ Department administrators, HR Partners and HR Services can view the letter in the Employee SharePoint.

Changes to the Current Guaranteed Hours Period

Once the GH refresh is completed, the current period is 'locked' and the GH Administrator cannot make amendments. 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.

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/ Heads of Subject etc.	Line manager/School or Dept. Administrator (SDA)	HR Partner	Guaranteed Hours Administrator	HR Operations	GH employee
Task	<ul style="list-style-type: none"> 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) Identifies if any current GH staff should be offered a fractional contract Allocates hours to 	<p>Undertakes Recruitment process.</p> <ul style="list-style-type: none"> Create a vacancy Request a new position Request a position change Create a job requisition Advertise or non-advertise Screen applicant Internal hire or external hire, transfer, additional post, re-hire Make offer Request contract task with all Supporting documentation <p>Contract management</p>	<p>Provides advice throughout process including contract management, "dormant" employees, terminations</p>	<ul style="list-style-type: none"> Navigates to view appropriate GH employees' data in GH module Views each of the employee's GH current balance in GH module Exports report and filters (assignment status = "payroll active"/ GH start date (last 2 years) for sharing with LM/SDA Compares the remaining guaranteed hours for each employee in GH module Views GH Refresh screen within GH module Confirms FTCs to end 	<ul style="list-style-type: none"> Automates refresh letter correspondence to GH employee (extension and refresh) Updates employee record with new details for extensions and refresh Updates employee record with new details (end date) for termination process Reviews the saved data by GH Administrator in GH module, if employee is on student visa and requires extension 	<ul style="list-style-type: none"> Applies for GH post via People and Money or is added by the SDA is recruited out with P&M GH employee in People and Money Receives contract of employment, prior of day 1 of employment. Contract of employment includes the hours offered as a minimum "guarantee" Employee completes all onboarding tasks prior to, or on day 1 of employment to ensure pay is not

	<p>existing contracts or those which can be extended in GH Module</p> <ul style="list-style-type: none"> Seeks advice from HR partner in relation to contract management 	<ul style="list-style-type: none"> Consider hours worked – is it over 0.2 FTE Consider time spent on FTC – is it over 4 years Complete contract extension via Change Assignment app prior to end of FTC Enters Termination Seeks advice from HR partner in relation to contract management 		<p>in GH module</p> <ul style="list-style-type: none"> Ask LM or SDA to request FTC extensions to HR ops via Change Assignment App prior to adding GH refresh hours in app. Send SR using category Guaranteed Hours if fractional contract offered but not accepted Inputs GH data direct to refresh area of GH module and save Receives email notification in the event that any input is rejected or fails 	<p>and refresh</p> <ul style="list-style-type: none"> Notes if GH employee offered a fractional contract but declines. Enter on Additional Assignment Information screen 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 	<p>delayed</p> <ul style="list-style-type: none"> Submits Time card submission process by last day of month to avoid delay to payment Discusses intention to continue to work as GH with line manager during GH refresh process. Receives GH refresh letter for each new GH period. Discussed contract is still appropriate as part of regular contract management review during GH process
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Supporting Information

[People and Money User guides](#)

[GH Administrator Guide to GH Refresh](#)

Appendix 1 – GH Refresh Letter

1Ref: «EMPLOYEE_ASSIGNMENT_NUMBER»

PRIVATE AND CONFIDENTIAL

2 «Title» «FIRST_NAME» «LAST_NAME»

3 «ADDRESS_LINE_1»

4 «ADDRESS_LINE_2»

5 «ADDRESS_LINE_3»

6 «TOWN_OR_CITY»

7 «REGION_2»

8 «POSTAL_CODE»

9 «CURRENT_DATE»

10 Dear «FIRST_NAME»

Guaranteed Offer of Hours

11 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.

12 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.

13 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.

14 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.

15 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 Head of HR Operations