



Frequently Asked Questions

Web Kiosk Leave Online

- ❖ **Will electronic copies of leave requests be stored within web kiosk?**
 - Staff can see records of their leave bookings by selecting 'Leave Bookings Enquiry' in the leave folder in Web Kiosk.
 - Supervisors can see records of leave bookings for staff by selecting "Approval History" in the Approvals folder in Web Kiosk.

- ❖ **Is the web kiosk always available?**
 - Web kiosk cannot be used for around 30 minutes on the Friday afternoon before pay day, usually around 1 pm. Web kiosk may also be unavailable at other times during the year due to system maintenance.

- ❖ **What do I do if my Medical Certificate doesn't have a number on it?**
 - You can use the number '0'.

- ❖ **Where are Medical Certificates stored?**
 - Medical certificates will be stored at the School or Divisional level in a locked cabinet (similar to arrangements for performance management documentation). The leave approver must sight the certificate before they approve leave. Medical certificates must be kept for 7 years for legislative and auditing purposes.

- ❖ **Can I book more leave than I have accrued?**
 - No, the leave online system will not allow you to book more leave than you have available to you as at the last day of your proposed leave.

- ❖ **Are Public Holidays included in leave bookings?**
 - Public holidays are not included in the amount of leave deducted from your booking.

- ❖ **Is the flex leave facility compulsory?**
 - A decision will be made in each School and Division whether this facility will be used. Check with your section administration staff.

- ❖ **Can administration staff have access to the Team Matrix?**

- Yes, this will be made available to selected staff (eg assistants to Heads of School and Executive Directors) at the request of their supervisor.

- ❖ **What will happen if I submit a leave form after 31 August 2008?**
 - Unless you are a part time staff member, standard applications for Annual, Sick and Carers Leave will be returned to you for online submission.

- ❖ **I am currently on a maternity leave return to work program. Can I use web kiosk to book leave?**
 - If your return to work arrangement is equivalent to 100% (or your substantive fraction) you can use web kiosk.
 - If your return to work fraction is less than 100% you will need to continue booking leave using the paper based method.

- ❖ **I get a message when applying for leave that 'CON/H.D.A occupancy exists during leave date'. Will my leave still be submitted to my Supervisor?**
 - Yes, your leave will still be forwarded. The message is a reminder that your current position is not your substantive one.
 - If you are concerned you can refer to 'View Transactions' in Web Kiosk and the leave request will be displayed indicating it has been submitted for approval.

- ❖ **If I want to make a change to my leave request once it's been submitted, prior to being approved, can it be edited?**
 - No, you'll need to delete and resubmit the request.

- ❖ **If I delete a request before my supervisor has approved it, will s/he be notified the request has been cancelled?**
 - Yes, your supervisor will receive an email advising you have cancelled the leave request.

- ❖ **If I'm taking leave for 2 full days and part of a day (eg. 2.5 days), can I make one leave booking in hours (eg for 17.5 hours) instead of making two separate bookings – the first for 2 days and the second for half a day?**
 - No, the system won't accept this

- ❖ **As a supervisor, if I delegate approvals to a colleague, can I still see what leave is being requested?**

- For the period you have delegated the approval, you won't receive email notification of requests. However, you can see any leave that has been approved for your staff in Web Kiosk under the Leave Bookings Report or the Team Leave Matrix.

❖ **Is pay in advance available?**

- Yes, pay in advance is available for Annual Leave and LSL. In both cases it must be booked through Human Resources using a paper application form which is available on the HR web page.

❖ **Can I print the Team Matrix?**

- Yes, you can print by the usual printing methods or by clicking on the word "Print" in the top right hand corner.

❖ **What happens if I am interrupted between "Approving/Rejecting" a request and clicking "Update"?**

- The leave request is not approved/rejected until you have clicked "Update" and received a "Completed" message.
- If you return to a partially completed request after a period of time the session may have timed out. You will know this has happened if after you click on the "Update" button you receive the message "Web Session has expired. Please login again". You will need to login again and action the leave request.

❖ **I am a part-time (fractional) staff member. Can I use web kiosk to book leave?**

- If your work pattern (i.e. roster) in the kiosk accurately reflects your working hours, you should book leave via the kiosk. If your work pattern is incorrect, please advise HR Services then use the Kiosk for leave bookings. If you do not have a regular work pattern as your hours change frequently, you should book leave using the paper based method.
- To check your work pattern in the kiosk, click on "work pattern enquiry" under the "Leave" folder.

Note: Part-time staff must book leave in hours, not days. You do this on the Whole Day Leave Booking form by selecting Hours in the "Unit" field.