

<b>Policy title</b>	<b>Timesheets and Payment Policy and Procedure</b>
<b>Issue date (m/y)</b>	07/2012
<b>Author</b>	Laura Cook, Director
<b>Approved by</b>	Donna Welburn
<b>Last reviewed</b>	08/2018
<b>Review date (m/y)</b>	08/2019

## Context and/or Aims

The Learning Support Centre Ltd. Timesheet and Payment Policy and Procedure is in place to ensure all timesheets are completed, submitted accurately, honestly and promptly in line with company deadlines.

The Learning Support Centre Ltd. provides Non-Medical Help (NMH) support and training to clients located at educational institutions and workplaces across the UK. For the purposes of reporting and fulfilling the requirements of its work, The Learning Support Centre requires that all sessions undertaken are recorded on a timesheet. The information recorded on the timesheet allows The Learning Support Centre Ltd. to invoice the relevant funding body for the support/training provided. The Learning Support Centre Ltd. will use a hybrid system of electronic and paper timesheets until September 2019, at which time, all timesheets used will be electronic.

Disabled Students' Allowances (DSAs) and Access to Work Grants are Government funded. The Learning Support Centre Ltd. has a responsibility to ensure that this funding is not misused, and to be accountable for all claims.

## Policy Statement

- Timesheets act as proof of work carried out for all support and training provided. If there are errors in the timesheet process this can result in nil payment, underpayment and/or resources being wasted.
- It is the responsibility of the employee who is completing the timesheet to ensure:-
  - they understand the timesheet processes
  - that timesheets are accurately completed
  - that timesheets are submitted by the deadlines set out in this policy.
- Employees are advised that alleged breaches of this policy will be investigated under the Disciplinary Procedure.
- The Learning Support Centre Ltd. monitors attendance and cancellations at support sessions by feedback from support staff, and records of this information. Clients in receipt of Disabled Students' Allowances accessing one-to-one support can have a maximum of two missed or cancelled sessions per term. This is part of the Government regulations for this funding.

Student Loan Company defined term dates are:-

- Term 1 - September 1st to December 31st
- Term 2 - January 1st to April 31<sup>st</sup>
- Term 3 - May 1st until July 31<sup>st</sup>

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- Any anomalies relating to timesheets will be investigated by the support worker's line manager.

## Requirements for Implementation

### Staff Responsibilities

1. To ensure payment, timesheets **must** be signed. Unsigned timesheets will not be paid. The office will email you to notify you of unsigned electronic timesheets requiring signature on the Wyvern app.
2. Paper timesheets must be submitted to the Learning Support Centre Ltd., Leicester office at the Phoenix Yard address, by 4pm on the Friday before the 20<sup>th</sup> of the month. Timesheets submitted after this date and time will not be paid until the next month's payroll.
3. Unsigned hours must be put on the following month's timesheet, once they have been signed.
4. Timesheets must **not** be submitted twice.
5. All paper timesheets must be submitted together, once a month, with a cover sheet totalling all hours of different rates/types of support carried out.
6. Paper timesheets and/or timesheet cover sheets completed and submitted incorrectly, or not signed will **not** be paid. Staff will receive email notification of this and the timesheets will be returned.
7. Timesheets must be signed and submitted for the payment month in which the work is carried out.
8. Where support staff are case-holding, and using paper timesheets, all appointments must be confirmed by email and the line manager copied in so that these can be saved to the client's file.
9. Timesheets should only be signed at the end or completion of a session unless the student's preference is otherwise and recorded on their file.
10. Timesheets submitted more than two months after the date support is delivered will not be paid.

### Missed and Cancelled sessions

Students are informed of the importance of attendance at booked sessions, and that if they have unexplained and/or persistent absence, their funding and therefore support may be withdrawn.

The Learning Support Centre Ltd. charges for any sessions that are cancelled with fewer than 24 hours' notice. Cancellations will be accepted by phone/text/email.

Support workers will wait for 15 minutes after the scheduled session start time before leaving. During that time they will try to contact the student to ascertain if they are on their way, or contact the office team to do this on their behalf. Students are informed of the 15 minute "wait period" by their Student Service Agreement which they are directed to in their introductory email at the point of referral. The support

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member of staff will go over with the Student Service Agreement in person at the initial session.

In the following circumstances support will be suspended pending intervention and advice from a member of the institution's disability team:-

1. If a one-to-one support session is not attended and the student fails to provide a satisfactory explanation, a subsequent session must not be automatically booked. The support worker should attempt to make contact to establish the reason for the absence and record this on the Non-Attendance Log (Timesheet Coversheet). They must also email their line manager, copying in [admin@learningsupportcentre.com](mailto:admin@learningsupportcentre.com). The next appointment should then be booked with confirmation via text/email (as appropriate for student).
2. Following two consecutive missed appointments without satisfactory explanation and/or adequate notice.

It is the responsibility of the support staff member to inform their line manager of the missed session. If funding is not agreed for a third missed session, staff will not be paid for that missed session. Failing to monitor missed sessions resulting in a third missed/cancelled session being time sheeted may result in disciplinary action.

In such circumstances support will only resume after confirmation from the funding body to The Learning Support Centre Ltd office.

In addition to the above, any concerns regarding attendance must be fed back to the staff member's line manager who will feed this back to the institution's disability team, subject to consent.

### **Electronic timesheets – Wyvern GPS App**

The Wyvern GPS App is available in both Android and iOS platforms, for support workers to download on their phone\handheld mobile device.

The process:

- The client will be setup on the system and the support assigned to the allocated member of support staff.
- The allocated support worker will receive the information they require on the Wyvern GPS App.
- Where the support worker is case holding, and arranges the support sessions, they will ensure that the information provided is correct, and communicate with the student to book the support session. The support worker will then book the session using the app on their electronic device.
- The support session will take place.

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- On completion of the support session, the support worker will complete the timesheet, adding the relevant information in the timesheet fields provided on the app.
- If case holding, the support worker must book the next session before completing the timesheet. If a new session is not booked the client will no longer appear on the support worker's app.
- Both student and support worker must sign the timesheet to complete it.
- The support worker will then close the timesheet.
- All sessions set as 'completed' on the app are automatically subtracted from the student's allocated support hours funding entitlement, reducing the risk of administrative errors around using hours in excess of those agreed.
- The completed timesheet forms part of the student's record.
- All completed timesheets are available for the office administrative team to process for payroll and invoicing purposes.

To support us in safeguarding staff, the app has a **GPS (Global Positioning System)** feature. This needs to be kept on whilst working, as it enables office staff to access staff location in the case of an emergency.

To effectively manage the workload of our administrative team, we have assigned **Wyvern Geniuses** to support with any queries. Staff should not delay in contacting the office as an error may impact on payroll.

### Wyvern Geniuses

1. Felix Omari
2. Laura Trueman
3. Nikki Jiggins
4. Laura Cook

The system generates automatic booking confirmations which are sent to the student from the email address staff use to log in to the app.

Please click on the link below to access the Wyvern Systems Help Page which has tutorials for the app, Frequently Asked Questions and a Process Map: - [Wyvern System Help page on the Staff Portal](#)

### Email sent to students about the Wyvern GPS app:-

The Learning Support Centre is pleased to announce it is now using an electronic time sheeting system. We expect all staff to be using this system by September 2018.

From April to September 2018 your Tutor, Mentor, Trainer or Support Worker will begin to ask you to sign for support electronically on their phone rather, than on a paper timesheet.

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What does this new system mean for you?

- You receive a booking confirmation for all sessions booked
- If you have a remote (Skype) session you will receive an email request, which includes a link for you to follow and sign for your session, there and then.
- When you sign for a missed session please use the email address that the email was addressed to e.g. if you receive a Signature Request email to your [jbloggs@mail.com](mailto:jbloggs@mail.com) email address, then you would use your [jbloggs@mail.com](mailto:jbloggs@mail.com) to confirm it is you signing for the session.
- Please be aware that if you don't sign for a session your tutor, mentor, trainer or support worker will not get paid for the work they have done to support you.

This system has been approved by the Student Loans Company.

If you have any questions about the new system or your support, you are very welcome to contact us:-

Telephone: 0116 2548881

Text: 07964313546

Email: [info@learningsupportcentre.com](mailto:info@learningsupportcentre.com)

## Errors when time sheeting

Paper timesheets:-

- Incorrect calculation of total hours.
- Not including student's name, or full name.
- Not printing your name.
- Not including your total amount of hours.

Wyvern GPS app:-

- Not being patient with the app.
- Not booking a new appointment before signing the appointment that has just been completed.
- Timesheets not being completed in real time on the app.
- Going straight to the 'request signature' button on the app before going through the 'get signature' process.

Tips to avoid errors:

- Submit your own timesheets, so **you** know they have been handed in on time.

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- Record all of your appointments in an academic diary and cross out any sessions that are cancelled with more than 24 hours' notice.

### Time sheets for remote support.

Paper timesheets for support delivered via Skype, email or phone should be submitted to the office in line with the above procedure. An email confirmation can act as a signature but must include:-

- The sender's email address.
- A statement from the client - I can confirm I had **[type of support] from start time – end time** on date **00/00/0000**.
- the name of the support worker the session was with.

Electronic timesheets should be signed 10 minutes before the end of the session using the 'request signature' process. (It is important to use the 'get signature' facility before pressing the 'request signature' button.)

The Learning Support Centre will not pay for any unsigned timesheets, including for remote sessions.

### Related Documents

[The Data Protection Act](#)

[ICO Guide to General Data Protection Regulations](#)

Electronic timesheet App Process Map

Electronic timesheet App step by step instructions

Data Protection A Guide For Staff

Disciplinary Policy and Procedure