Casual workers' guidance document

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Dashboard is a casual work system where Schools and Professional Services can offer and manage work opportunities, replacing the previous paper claims forms. It works on using Single Sign On – so if you have a Loughborough account already then you can use this, otherwise one will be created for you on completion of your application to a casual position (contact your department administrator for more information on how to access your internal Loughborough account).

The Dashboard system is designed for:

a. Those who may have accepted a casual contract through a specific School/Service; for example, lifeguarding with SDC, or a research project through Wolfson School.

b. Students who have engaged with a department and have a confirmed offer of paid work; for example, helping at a Careers fair, taking prospective students round on open days, or invigilating a class test. In order to get access to this system, you will need to either apply for a casual job or register your details through the Casual Portal.

Click here to sign into Dashboard

When signing in, click on the button 'Sign in with your University account'.

Register for Dashboard Technology access

The registration links will be shared with you by the School/Professional Service employing you if you've not got access to the Dashboard system already.

You will need to have been offered a casual contract or have been asked to access the Casual Worker portal; there is one portal for Loughborough students and one for casual staff. Once you've submitted your information through the portal or via an application form, you'll automatically receive 'Terms of Engagement' or 'Casual Contract' respectively; this emailed document will cover the terms and conditions of working in a casual respect at Loughborough University, and inform you of your rights. The next step is for HR to validate your Right to Work in the UK. They will progress your record to become a casual staff account on our HR system once your Right to Work has been provided.

What is a 'Right to Work' check?

A Right to Work check is an appointment where you are expected to visit HR in person with original documentation that shows your right to work, such as your passport, visa, Biometric residency permit, etc. The list of acceptable documents that you can provide is here

HR will receive a notification when you submit your registration information or if you have been offered a casual contract; they will check their records for a previous valid Right to Work check or contact you to attend a Right to Work check appointment if they have no valid documentation on file for you (this is a mandatory UKVI requirement in working anywhere in the UK and you cannot work for the University without completing a Right to Work check in person when asked by HR).

N.B. Same day checks (where your documentation is checked the same day as you would start working) are not permitted. UVKI guidance to employers is clear that this practice is not compliant, and so whilst we will be flexible we are unable to permit any person to start work on the same day as they provide their Right to Work documents.

Once this documentation has been copied, HR will retain it for the duration of your work and for a further 2 years to satisfy UKVI requirements. If your passport or visa expires (with exception to British passports) you must provide further proof of your Right to Work if you wish to continue working.

The next step

For those applying via the casual portal, once HR have completed your Right to Work check your application will be further processed and you will automatically be assigned a staff number and IT account (where an existing account is not in place). Minimal relevant details from your casual staff record will be passed to the Dashboard system – this would be your name, passport and visa expiry dates, Right to Work status (British, Tier 4 student, etc.), and if you are working on a restricted hours basis (due to visa requirements) your working hours limit will reduce accordingly e.g. working 5 hours a week on a cleaning contract would reduce your work limit in Dashboard to 15 hours per week.

If you study at Loughborough University, the processing of your application will also use your student number from your Casual Portal registration to match your student record in the LUSI Student system and pass some of the relevant details from there to Dashboard – this would be your Programme title, Study year, type of degree, School, and expected study end date. **Please ensure that you input your student number correctly as this is required to identify your existing IT account with the University and to ensure that you are paid efficiently.**

Your profile on Dashboard and my.HR Employee Self-service can be accessed using your Loughborough University account –

1. If you study at Loughborough, your student account will be used for both systems.

2. If you have a salaried job or casual University Teaching job at Loughborough, your staff account will be used for both systems.

3. If you neither study nor work on a salaried basis at Loughborough, you will be given a staff account to use for both systems and can retrieve this from IT Services.

my.HR Profile
my.HR is the employee self-service system where you can update your personal information and see your payslips. It can be accessed here.

Dashboard Technology Profile
Once the processing of your application to the casual portal is complete, you will receive an email from Dashboard Technology confirming that a profile has been generated for you.
Click here to sign into Dashboard
When signing in, click on the button 'Sign in with your University account'.

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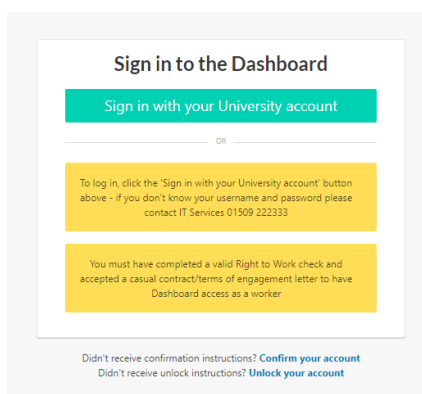
All potential casual work opportunities and the casual contracted work you may have accepted will be managed through this system. You will have four pages available to you –
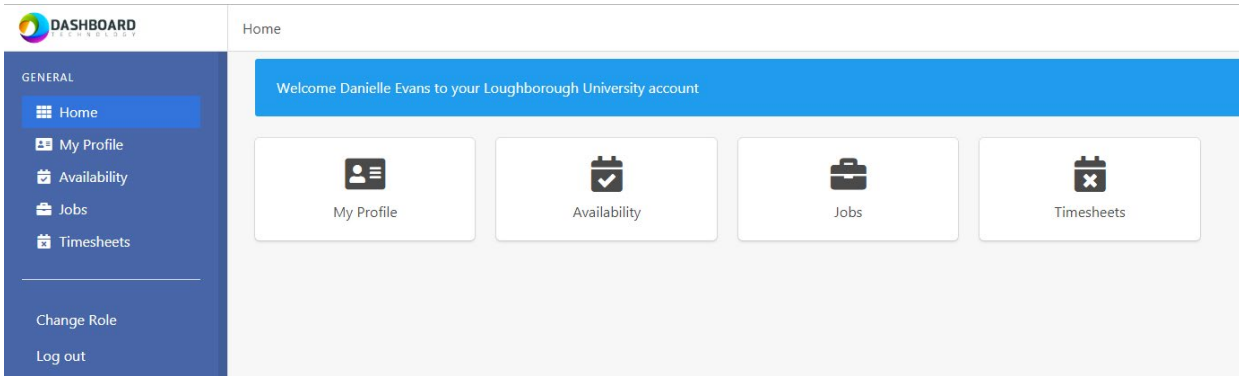

1. My Profile –

   a. If you want email offers from Dashboard to go to a different email account than your 'Primary Email', add this new email to the 'Personal email' and change your Correspondence preference to 'Secondary'. **NB. Your 'primary email address' must always be your current lboro University email address, as this links your Dashboard profile to Payroll and enables access to the system via Single Sign On.**
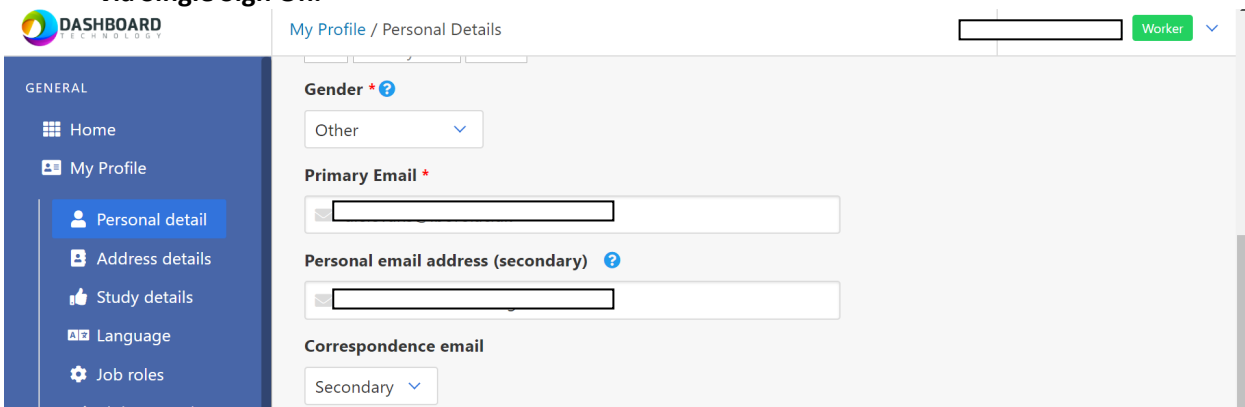
   b. The Profile section is where you can set your job preferences and add languages; if you know you would not perform a certain job role you can untick this on your profile. E.g. Administrative work, research, cleaning.

   c. A generic address and generic sensitive details have been set on your profile; your real address and sensitive information is protected within the HR self-service system and is not passed to Dashboard. We do not encourage changing this information on Dashboard.

   d. Details that change on my.HR or on your student record will be updated to Dashboard for you. E.g. If you change your student programme or become a British citizen.
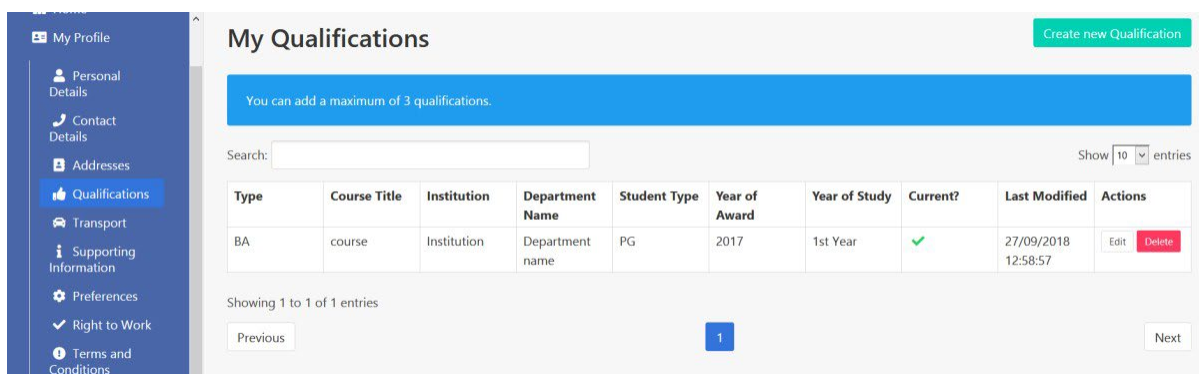
2. Availability –

    a. When you first log into the system, you will need to update your Dashboard calendar with your availability so that you can start receiving job offers – this is a good time to set up when you'll be available around things such as lectures or seminars as 'Available' so that you won't be sent jobs that you cannot attend. It is also worth adding 'Working outside the University' slots where you might have an outside job and therefore you aren't available to work for Loughborough University – this will reduce your weekly hours to keep you within your visa restrictions (if applicable).

    b. You can repeat 'Availability' for any days/weeks e.g. if you will always be available on Wednesday afternoons. Simply drag down from the start to the end time of your availability on the calendar and release to confirm the times; a pop up will appear for you to make any changes and save it.

3. Jobs –

    a. The terminology of 'jobs' here refers to events or shifts that a School/Service have sent you. If you receive a work offer, you can respond to the emailed work offer by clicking 'Accept' or 'Reject' in the email. Jobs will normally be sent to you via email (or they can be accepted through the system directly if you click on 'Accept' on the job in your 'Jobs' list), and there are 3 ways a School/Service can offer work;

        i. 'direct booking' where you do not have to accept/decline as it will do this for you,

        ii. 'first-come first-serve' where you can accept or reject the offer, or

        iii. 'post job' where you can accept to register your interest and then the department will confirm if they have shortlisted you to work.

    b. All job rates are listed at their basic rate – holiday pay will get added onto your payslip to enhance your pay in lieu of being entitled to take holiday. If the work has been completed for the London campus, a London weighting will be added to your payslip. Any other supplements

such as being paid at a higher rate than the base of the grade will have been agreed in a contract (and therefore only held in the HR system), so do not worry if the quoted rate on Dashboard for the contracted work is not what you agreed through a contract offer; it will be paid correctly on your payslip.

c. You will notice there is no option to cancel an accepted job through this system; if you can't make it you will need to contact the department administrator and they can remove your booking. Don't know who to contact? There will be a name on the emailed offer as the 'co-ordinator' and a phone number; these can also be found if you log into Dashboard and click on the name of job in your job list (a pop up box will appear showing you more information).

When you have been offered work through Dashboard, a full log of offers will sit in your Job list on your view of Dashboard. The Status of your job will be what your response to the offer was. The Action will relate to what occurred with the booking. The 'Cancelled' column shows 'Yes' if either the booking was cancelled (note that you cannot cancel a booking via the system as a worker, this must be done by contacting the department that created the booking who will cancel on your behalf).

Status	Action		
	Job filled	Job expired	No action
Expired		The offer expired before they responded, and the job has now expired and not been filled.	
Rejected	The job was turned down, and the job was filled by other people	The job was turned down and the offer expired and has not been filled	
Accepted	The job was accepted by them, and the job was filled.	The job was accepted and they were confirmed.	The job was a 'Direct' booking so the worker didn't have to do anything.
Offered	The job was offered to them, but it was filled by others and the expiry date/time has not passed yet.		
Accept and Waiting confirmation		The job was offered to them as a 'Post Job' opportunity, but the administrator didn't confirm them as working before the job expired.	The job was offered to them as a 'Post Job' opportunity, and whilst the job is still live, they are waiting for the admin to confirm or reject their expression of interest.

4. Timesheets –

To Submit: Click on this section to edit and submit timesheets for approval.
On the right-hand side of the timesheet, you'll see an 'Edit' button – this is where you can change the start and end times (if you started or finished at a different time). It is also where you can add more dates/times to the week you worked if it was a 'draw down booking' i.e. hours were booked out for a piece of work for the week and you can enter the actual dates and times you did it.
A tickbox will be present next to the timesheet – tick this and click the Submit button. Once your timesheet has been submitted, the approver will need to action it before the Dashboard cut off of 5th of the month in order for it to be paid that month. **Click here to see the monthly pay dates.**

Please note : if you are on a visa which has a working hours restriction, any potential breach to your working hours per week will flag an error message to you and you won't be able to submit your timesheet.

Expenses will not be accepted through this system – to submit expenses for travel/accommodation if your employing School/Professional Services have agreed to cover these, you will need to submit the relevant form which can be found within the list of HR forms here.

a. Timesheets will be split into 4 categories –

To submit: waiting for you to submit your timesheet

Submitted: timesheets that have been submitted but have not been approved yet.

Disputed: timesheets where the worker and the event/shift organiser have disagreed. If it's disputed you will get an email notification to your primary email address (if you haven't set your preferences to go to your secondary email)

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Approved: Timesheets that have been submitted by the worker and approved. These will go to the next available payroll

If you did not work an event but you do have a timesheet, you or your department administrator/event organiser will need to delete it.

N.B. You will receive a notification if your timesheet is disputed, but not if it's been approved.

Holiday rates (%)

For each rate of pay you get for casual work, an additional percentage of holiday pay will be added to your payslip. It is not shown on the Dashboard system but for casual work you will be entitled to it, and it will be automatically applied at payroll. **Click here to see the casual rates of pay.**

Working hour restrictions and expiring documentation (rejected status)

All work in the UK is covered by the Working Time Directive, which means that unless you specifically opt out of it, you cannot work for more than 48 hours per week (averaged over 17 weeks). The 'Full Time Equivalent' of 37 hours per week (as we class this as full time at Loughborough University) will automatically be applied.

The restrictions for those on visas will be clear on your visa paperwork/Biometric Residency Permit. If you are studying in the UK on a Tier 4 student visa, your hours will be capped at 20 hours per week (or lower if you have a salaried job at the University). It is your responsibility to not work over your visa restrictions in any UK employment as the 20 hours limit applies to all voluntary and paid work, not only at Loughborough University.

If your documentation proving your Right to Work is due to expire you will receive an email 90 days before reminding you to visit HR. If the documents expire, your status on Dashboard will change and your record will not be visible to departments to book you for further work; if you had any bookings confirmed, they will be cancelled until further proof of your Right to Work is provided. Once you've updated your check with HR by bringing original documents (see section on Right to Work), your information will be updated the next day and you can continue to work.

Deactivation

Your record on Dashboard Technology will be deactivated if –

a. Your casual contract expires and you have no other casual work scheduled,

b. You have not worked for a minimum period of 6 months and have no future work booked,

c. If you go on a placement year or graduate,

d. If your Right to Work check is not renewed after it expired (international passport/visa holders only).

Should you need your access reactivated, you will need to register your details through the Casual Portal again. For any technical system issues, please contact claims.support@lboro.ac.uk who will endeavor to resolve these for you.