Purpose: This guide lists some Frequently Asked Questions that HR staff may have or receive from staff members on Workflow. If after reading the FAQ you are unable to resolve an issue, please contact the HR BAI Team.

Q Who can be a ‘Functional Reports To’ for casual professional staff members?
A For casual professional staff member the ‘Functional Reports To’ must be a higher classification than their subordinates classification.

Q Who can be a ‘Functional Reports To’ for academic casual staff members?
A For casual academic staff member the ‘Functional Reports To’ must be another Academic or a HR/Finance officer that has a classification of L05 or higher.

Q Who can be a ‘Functional Reports To’ for professional staff members?
A For professional staff member the ‘Functional Reports To’ must be a higher classification than their subordinates classification.

Q Who can be a ‘Functional Reports To’ for Academic staff members?
A For academic staff member the ‘Functional Reports To’ must be another Academic unless a ‘Special Authorisation is in place.”

Q Why can't a staff member modify their supervisor now that Workflow is switched on?
A We have removed the My Settings – Mail & Supervisor grid as all requests from MyAurion now use the Functional Reports To field on the staff members position. They no longer need to modify the supervisor as we now have reporting lines (position hierarchy) in Aurion the HR System.

Q Why can't staff members change the supervisor in the ‘Send to’ field?
A When a staff member submits a request in MyAurion the supervisor’s name will automatically appear. If they have multiple positions within UQ the supervisor for each position will automatically appear in the ‘Send to’ field. Staff members will no longer need to select their supervisor when they submit a request. They also won’t be able to choose someone else.

Q If supervisors are in a job share arrangement, where will the MyAurion requests from subordinates be sent?
A When multiple supervisors are on a job share arrangement, requests are only assigned to one supervisor for approval. To determine who will receive the request for action, Aurion follows the below steps:

1. Aurion looks if either of the supervisors are on leave and sends it to the supervisor that is not on leave
2. If none of the supervisors are on leave, Aurion looks at the staff member with the highest FTE (if one supervisor is 0.6FTE, and one supervisor is 0.4FTE, Aurion will send the request to the highest FTE (0.6)
3. If all supervisors are working the same FTE then Aurion will send the request to the staff member with the lowest (oldest) Employee Number (2014111 over 2016111)

Q What do I do if the supervisor in the ‘Send to’ field is incorrect?
A There are several reasons that you need to beware of:

1. HR can amend the ‘Functional Reports To’ field to the correct supervisor’s position number if incorrect
2. It may be that the supervisor is on leave and has escalated to the supervisor’s supervisor which is correct
3. The acting supervisor’s name appears in the ‘Send To’ field which is correct

Q What if the casual has multiple roles/employee numbers when workflow is switched on?
A Select the correct employee number for the work they have performed. If the casual has multiple roles with multiple employee numbers, a TK form should be submitted for each role they perform, the correct supervisor will be automatically populated in the ‘Send To’ field.
**Q** What happens to the TK forms when the supervisor is on leave and there is no one acting in the supervisor’s position?

**A** Information on escalation below:

- If the supervisor’s position is vacant, the TK form automatically escalates to the actual supervisor’s supervisor.
- The TK form will escalate where the supervisor is on leave for a period of greater than 5 days and the position is vacant. Day 1 starts on the date the TK form is submitted.
- Leave prior to the TK form submission does not contribute to ‘escalation of greater than 5 days’.
- Weekends and Public Holidays do not contribute to ‘escalation of greater than 5 days’.
- Where there is leave that is consecutive but not one block of leave no escalation of greater than 5 days occurs unless the first block of leave is greater than 5 days on submission of the TK form.
- If the supervisor is away and another staff member is acting in that position the TK form will be sent to the staff member acting in the supervisors position.

### Escalation scenarios

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>1</td>
<td>Actual supervisor’s supervisor will receive TK form - escalates as leave is greater than 5 days from submission date.</td>
</tr>
<tr>
<td>2</td>
<td>Actual Supervisor will receive the TK Form - supervisors leave from submission date is 5 days</td>
</tr>
<tr>
<td>3</td>
<td>Actual supervisor will receive the TK form - supervisors leave from submission date is 5 days</td>
</tr>
<tr>
<td>4</td>
<td>Actual supervisor will receive the TK form - supervisors leave from submission date is 5 days</td>
</tr>
<tr>
<td>5</td>
<td>If a supervisor is away and another staff member is acting in that position the TK form will be sent to the staff member acting in the supervisors position.</td>
</tr>
<tr>
<td>Scenario 6</td>
<td>Actual supervisor’s supervisor will receive TK form - escalates as the first block of leave is greater than 5 days from submission date.</td>
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### Timekeeper / Leave Approvals

**Q** Why is a supervisor unable to approve a TK form or Leave?

**A** This can occur when the supervisor’s position is not assigned as a ‘Functional Reports To’ field of a casual position (TK) or a Cont/Fixed Term position (Leave) in Aurion, or if the supervisor’s position does not have an Authority Level of ‘Supervisor’ or above.

An automated process occurs two times a day 6am and 2pm Monday to Friday to assign ‘TK Approver’ and Leave approver/reviewer access for all positions that are ‘Functional Reports To’ (authorised approver) of a staff member. If changes are made to positions, position based security access will be granted in the next run.

**Q** The TK form has a Status of Submitted, how can HR staff tell where it has been sent?

**A** Using the Pending Claims report, available from HR Portal, you are able to view where a TK form currently is located (‘Receivers Name’ field).
Q Why can’t supervisors forward TK forms to a TK Mailbox?
A All TK Mailboxes have been closed as we have moved to a one step approval process. There is only one Workflow Administrator mailbox ‘WFADMIN’. This mailbox is monitored by the HR BAI Team.

Q Why has a supervisor lost access to Timekeeper and or approving Leave?
A A supervisor can lose access to Timekeeper or approving Leave when they:
- are acting in a different role with a different position number that is not a ‘Functional Reports To’ of casual or continuing/ixed term staff
- no longer have any casual staff or continuing/ixed term staff as subordinates

The HR officer will need to check what position number the approver is on and update Aurion accordingly.

Q Why is the Approval option in MyAurion missing for a Supervisor?
A The Approve or Decline this request options are only available for a staff member in MyAurion if they have the appropriate Timekeeper approval or Leave approver access and a minimum Authority Level of ‘Supervisor’.

Q Staff member is the ‘Reports To’ on a position but can’t review the staff member’s leave or details?
A Even though they have leave reviewer security access they don’t have the ability to see the staff members details. We have a service request with Aurion to see if this can be enhanced in a future release.

Q Staff member is a’ Functional Reports To’ on a position what do they have access to?
A Ability to authorise leave requests and allows the staff member to see details of anyone below them in the position hierarchy but not above.

Deadlines
Q What are the deadlines for submitting a TK form?
A The deadlines for submitting a TK form are as follows:

<table>
<thead>
<tr>
<th>Process</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline for Casuals to submit TK forms.</td>
<td>5:00pm Tuesday of non-pay week.</td>
</tr>
<tr>
<td>Deadline for Timekeeper approvers to update/approve TK forms.</td>
<td>12:00pm Friday non-pay week.</td>
</tr>
<tr>
<td>Deadline for Manual Salary Adjustments Form to be sent to Payroll.</td>
<td>5:00pm Tuesday of non-pay week.</td>
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</table>
Q What is the lockout for casual TK forms and when does it occur?

A The lockout means that casuals cannot access/modify/submit any TK Forms during this period.

The lockout ensures that Supervisors have adequate time to action TK form submissions before pay cut off. Supervisors can amend a TK form and then approve if a mistake has been made. If the TK form is declined however, casuals cannot re-submit until the pay run has been processed.

The 'lockout time' for casual TK forms is 5:00pm on the Tuesday of non-pay week until after the payrun is completed that weekend. The deadline for approvals is 12:00pm on the Friday of non-pay week when the payrun commences.

Q Why is a casual unable to create a TK form?

A If the casual has multiple placements at UQ, ensure that they have selected the correct employee number for this claim (Casual role).

Q A casual hasn’t submitted their claim and the lockout period is on what can they do?

A They should contact their supervisor in the first instance. A supervisor is able to submit a TK form on behalf of a casual staff member through the 'My Staff' tab > 'Timekeeper' tab and selecting the casual staff member. They can only submit TK forms for casuals within their position hierarchy.

Q Are there any reminders to submit or approve TK forms?

A Casual staff who have validated a TK form will receive an e-mail on Tuesday morning of non-pay week to remind them to submit any validated TK forms.

Supervisors who have pending TK forms will receive an email on Thursday morning of non-pay week to remind them to action any pending TK forms.

Q What happens if a TK forms is not approved by cut-off?

A At 12:00pm of non-pay week Friday, all validated or submitted forms are set back to a Status of 'Incomplete' and an email is generated and sent to the casual’s UQ email address.
Authority Levels

The HR Authorisation Schedule determines the Authority Level assigned to all positions within Aurion. Here are the links for more information on Authority Levels Authority Levels & HR Authorisation Schedule

Q How do I add an Authority level to a position?

A When assigning an Authority Level you will need to start at the Supervisor’s Supervisor and work your way down the position hierarchy. A Supervisor’s position cannot have an Authority Level, which is below or the same as a subordinate position’s Authority Level.

Example:

- HR Manager Authority Level = Supervisor
- HR Consultant Authority Level = Employee

The HR Consultant has a position that will now report to them so requires a higher Authority Level than Employee. To update the system accordingly HR staff must follow the sequence below:

1. Update the HR Manager’s Authority Level from Supervisor to Manager
2. Change the HR Consultant’s Authority Level to Supervisor
3. Add the HR Consultant’s position number to the ‘Functional Reports To’ field in the subordinate’s position.