

staff records – t&a.

This guide will cover the T&A section of the staff records in CoolCare, including holidays, absence, individual timesheets and clocking settings.

holidays.

The *Holidays* section is where holiday entitlement is monitored and where a record of all holidays taken is kept. Holiday entitlement is controlled by the staff position and calculated based on their hours per week, average days per week and holiday entitlement in days. Any holidays brought forward are entered in the Holidays tab and you can amend or insert a new contract on the Hours History tab as well as in the Positions and History section. Please refer to our guide *Staff Records – Positions & History* for more information on updating the staff member's entitlement.

To see the holidays page:

- Navigate to the staff record
- Select the **T&A** tab
- Select Holidays

The screenshot shows the 'Holidays' page in the CoolCare system. At the top, there are navigation tabs: General, T & A (selected), H.R., Payroll, Training, Documents, and Vaccination. Below the tabs, there are sub-tabs: General (selected) and Hours History. The page is divided into two main sections: a form on the left for setting holiday parameters and a table on the right showing a list of holidays.

Holiday Parameters:

- Holiday Year Start: 01/01/2025
- Holiday Entitlement (days): 28.00
- Hours Per Week: 36.00
- Average Days Per Week: 5.00
- Current Contract Entitlement (hours): 184.48
- Holiday Brought Forward (hours): 16.00
- Previous Hours Accrued (hours): 19.02
- Future Hours Accrued (hours): 0
- Total Entitlement (hours): 219.50
- Accrued to Date (hours): 157.08
- Booked (hours) (Authorised): 219.50
- Accrued Entitlement Remaining (hours): -62.42
- Total Entitlement Remaining (hours): 0.00

Holiday List:

Date	Hours	Authorised By
28/02/2025	11.0	Sam Reynolds
31/03/2025	11.0	Sam Reynolds
10/04/2025	11.0	Sam Reynolds
05/06/2025	11.0	Sam Reynolds
19/06/2025	11.0	Sam Reynolds
10/07/2025	11.0	Sam Reynolds
23/07/2025	11.0	Sam Reynolds
24/07/2025	11.0	Sam Reynolds
31/07/2025	11.0	Sam Reynolds
01/09/2025	10.5	Sam Reynolds
17/09/2025	11.0	Sam Reynolds
18/09/2025	11.0	Sam Reynolds
01/10/2025	11.0	Sam Reynolds
30/10/2025	11.0	Sam Reynolds
03/11/2025	11.0	Sam Reynolds
04/11/2025	11.0	Sam Reynolds
20/11/2025	11.0	Sam Reynolds
22/12/2025	11.0	Sam Reynolds
23/12/2025	11.0	Sam Reynolds
24/12/2025	11.0	Sam Reynolds

Please Note: If the staff member is bank staff, their holiday will be calculated as a percentage of their worked hours, specified by the **EU Calculation Factor** setting found in the **System Configuration** page. For more information on these settings, please see our *Group Setup* guide.

absences.

This section is where you can view and monitor any absences a staff member has had during their employment. Within this section you can select a date range to view the absences from and to and it will give a list of all the recorded absences within this date range, including details of when and how long each absence was, the reason for the absence, as well as which user authorised the absence.

To see the absences page:

- Navigate to the staff record
- Select the **T&A** tab
- Select Absences

Start Date	End Date	Hours	Days	Reason	Date Notified	Authorised By
12/03/2025	12/03/2025	12.0	1	Short Term Sickness		Sam Reynolds
04/03/2025	04/03/2025	12.0	1	Short Term Sickness		Sam Reynolds
28/01/2025	28/01/2025	12.0	1	Short Term Sickness		Sam Reynolds

Authorised Hours: 36.0
Unauthorised Hours: 0.0
Total Hours: 36.0

Bradford Factor: 64
Last 365 Days From Yesterday

By default, the page will check for any absences for the staff member between the holiday year start date and yesterday's date, however you can change the dates to extend or narrow down the range. The page will also show you the total absence hours the staff member has for the given date range, breaking those down into authorised and unauthorised hours. If you select an absence from the list, it will open the details, showing you a day by day breakdown of the absence, and which user authorised each day.

Date	Hours	Authorised By
12/03/2025	12	Sam Reynolds

As well as that, the page will also include a Bradford Factor score for the staff member, based on their last years' worth of absences, regardless of what dates the page displays. The Bradford Factor score is based on the number of absences a staff member has had and the length of each absence; a staff member with multiple short absences will have a higher score than a staff member with one longer absence. You can use this score to determine the severity of a staff member's absences and take action with the staff member accordingly.

Please note: Bradford Factor is also determined by the reason for each given absence, and you can choose which absence reasons count towards Bradford Factor calculation. Please see our guide on *Adding & Amending Lookups* for more information on the absence reason lookup.

individual timesheets.

This is where you can view a staff member's individual timesheets, showing multiple weeks' worth of timesheets on one page. The default date range is set to the last 5 weeks; however, you can select any date range you wish to view up to 15 weeks.

To see the individual timesheet:

- Navigate to the staff record
- Select the **T&A** tab
- Select Individual Timesheet

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08 Sep - 14 Sep							
01 Sep - 07 Sep	10.5(H)		11		0		
25 Aug - 31 Aug							
18 Aug - 24 Aug	11(E)						
11 Aug - 17 Aug							

Please note: You cannot amend timesheet entries from this page. For more information on timesheet events and amending timesheets, please refer to the *Managing Timesheets* guide.

iButton settings.

An iButton is the device used by the staff members to clock in and out using the clocking in machine you have in your care home. To assign an iButton to a staff member:

- You will need to get an iButton that is not currently assigned to a staff member and the iButton Keyboard
- Plug the iButton Keyboard into your computer via USB.
- Navigate to the staff record
- Select the **T&A** tab
- Select iButton Settings
- Click into the **iButton Number** text box
- Touch the iButton to the sensor on the iButton Keyboard
- If successful you will see an alphanumerical code appear in the text box.
- Click **Save**



Clock Time	Direction	iButton	Home	Device Type
05/09/2025 07:00:00	IN	1010101010101010	Sam's Home	MANUAL

Please Note: The iButton number should be no longer than 16 characters long, if it is longer then it may have double scanned. Simply delete everything in the text box and rescan it.

biometrics settings.

This page would be used if you are using our biometric clocking devices instead of the iButton settings. Here you can allow a staff member access to enrol other staff members on the biometric device, view their clock history, and add manual clocks.

To access this page:

- Navigate to the staff record
- Select the **T&A** tab
- Select Biometric Settings

General T & A H.R. Payroll Training Documents Vaccination

Biometrics Details

Last clocked **IN** at 08/05/2025 06:46 in Sam's Home

Authorised to Enrol Others NO YES

Manually Clock In/Out

Clock History

Clock Time	Direction	Home	Device Type
08/05/2025 06:46:00	IN	Sam's Home	MANUAL
07/05/2025 19:05:00	OUT	Sam's Home	MANUAL
07/05/2025 06:45:00	IN	Sam's Home	MANUAL

Archived Clocks **i**

i Info - No Archived Clocks Available

Please note: For more information on registering staff to clock with the biometric device, please see our guide on *Enrolling Staff on Biometrics*.

manually clocking staff.

Whichever method of clocking you use; you will be able to add manual clocks for staff members using the **Manually Clock In/Out** button. This can be used if a staff member forgets to clock in or out to add in the missed clock, ensuring their timesheet hours are correct

Manually Clock In/Out

Date
05/09/2025

Time
19:00

Home
Sam's Home

Save **Cancel**

Please note: For more information on manual clocking, please refer to our guide *Adding & Archiving Manual Clocks*.