

managing holidays in CoolCare

Holiday entitlement is a complex issue, and this guide should not be construed as legal advice but rather recommendations/guidance based on the CoolCare software.

Holiday allowance is calculated in CoolCare using the following fields

- Hours Per Week
- Average Days Per Week
- Holiday Entitlement

You will need to ensure that all three of these fields are calculated appropriately for each of your staff.

- For example, many customers have historically entered 28 Days (5.6 weeks) entitlement, this is based on a standard 5 day working week. If you are changing the "Average days per week" from 5 days to something more accurate for that staff member, you will need to review the "Holiday entitlement" field to ensure that it is also accurate.
- You can find information about how to calculate holiday entitlement for staff with irregular hours here: <https://www.gov.uk/government/publications/calculating-holiday-pay-for-workers-without-fixed-hours-or-pay/calculating-holiday-pay-for-workers-without-fixed-hours-or-pay--2>

On CoolCare these fields are accessed through Staff Records > (select staff record) > H.R > Positions and History > select current position.

CoolCare's Calculations work as follows –

- Full Year Entitlement
 - $((\text{hours per week} / \text{average days per week}) \times \text{holiday entitlement}) + \text{holiday brought forward}$
rounded to 2 decimal places
- Part Year Entitlement
 - $(\text{daysPositionIsActive} / \text{daysThisHolidayYear}) * ((\text{hours per week} / \text{average days per week}) \times \text{holiday entitlement})$

The Average Days per Week field was made editable to give more flexibility to customers when translating days' holiday into hours from weeks or days.

You should seek legal advice if you need further assistance with calculating holiday entitlement in line with current Government regulations. Holiday entitlement is very complex, keeps changing and is an unclear part of the law.

The Gov has posted a draft of changes to staff holiday calculations, these are expected to come into force from 1st April 2024.

CoolCare is reviewing these changes and will communicate guidance and any development plans (if deemed necessary) in advance of the above date. Further guidance can be found below.

<https://www.gov.uk/government/publications/the-employment-rights-amendment-revocation-and-transitional-provision-regulations-2023>

[Further holiday entitlement customer communication](#)