



Core Time – Frequently Asked Questions

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Before you start

The guides below contain useful information on how to view your leave balance, submit a leave request etc.

- ESS Leave – Employee User Guide
- MSS Leave – Manager User Guide
- Employees with balances in hours

These are available from <https://www.maynoothuniversity.ie/human-resources/employee-self-service-ess>

How do I get set up on Core Time?

Please send an email to ESS queries at essqueries@mu.ie. Please supply your staff number and the manager you report to in the email.

How do I know my leave has been approved?

You will receive an automated email to confirm your leave request. Alternatively, you can look up your leave request on the ESS portal. Please review the ESS Leave – Employee User Guide for more information on this.

Where can I see my annual leave balance?

Your annual leave balance is visible on the ESS portal. Please consult the ESS Leave – Employee User Guide for more information on viewing your balance.



My annual leave balance doesn't look right – what should I do?

Please review your annual leave balance details on the ESS portal.

- Log onto ESS with your username and password
- Select Leave Requests
- Click on the Balance button

Details on your balances can be seen on the following screen:

Balance	Open Period	Type	Appointment	Allowance	Carried Over	Taken	Booked	Balance + Booked
Admin Pre14 AOII - 37Hrs	01-Jan-2020 to 31-Dec-2020	Days	Administrative O...	29.00	2.00	13.00	5.00	13.00

Date	Description	Reserved	Floating	Accrued	Carried	Taken	Balance
01-Jan-2020	Opening Values	5.00	24.00	0.00	5.00	0.00	34.00

- Allowance – Sum of your Floating and Reserved balances
- Carried Over – Leave from a previous year
- Taken – Sum of Leave taken to date
- Booked – Sum of Leave booked for future dates
- Adjustments applied to your balance – Adjustments are applied if your leave has been pro-rated due to your start date, FTE status or Shorter Working Year (SWY) leave etc.

After reviewing these details, you still cannot resolve the issue please contact essqueries@mu.ie with all the relevant details.



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How much leave can I carry over into the next year?

You should use your annual leave within the calendar year, but you can carry a maximum of five days into the following year.

What happens when I move posts?

Your leave balance against your old post is closed off and any outstanding leave balance is moved to the new post. HR will cancel any future booked leave against the old post and move it over to your new post. You will not see the detail of these leave requests in the My Requests section in ESS but they will show up under booked leave and move to taken once the day has passed.

What happens if my leave request is for a day in the past?

Log into the ESS portal and submit your leave request. Your line manager must approve your request before it comes off your balance

What are reserved days?

Every year the university closes for a set period over the Christmas holidays. Staff are required to retain 5 days of their annual leave to cover this closure. These days are called reserved days and you can view these days on the balance detail screen in ESS. There is no need to submit an annual leave request to cover this part of the Christmas closure. Reserved days are removed automatically from your balance once the date has passed.

What happens if reserved days are in the following year?

If a reserved day is in the following year, the unused reserved day in the current year is carried forward into the following year and added to the opening balance. Then as soon as the reserved day passes, the day is taken from the balance – please see example below:

- John has an annual leave entitlement of 29 days
- John has no remaining leave to carry forward to 2019
- Reserved days for Christmas 2018 are 24th, 27th, 28th, 31st December & 2nd January
- Only 4 reserved days were used in 2018
- 1 reserve day carried into 2019 as part of the carried forward balance
- John's opening balance in 2019 is 30 days
- But as soon as 2nd January has passed, the reserved day is taken off the balance and John's balance is reduced to 29 days, which is the correct entitlement for 2019.



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What happens to my annual leave if I opt for the Shorter Working Year?

Shorter Working Year (SWY) does affect your annual leave balance – please refer to the policy, details available on the HR webpage. To see the reduction in your annual leave balance details on the ESS portal. You can see the detail of any adjustment that has been applied here:

Why is my balance in hours?

Annual leave balances for employees who work part of a day as part of their work pattern are managed in hours. This is to ensure that the employee gets all the leave that they are due.

An additional manual is available which provides more information on how the hours are calculated and on how you can review your balance detail, see:

<https://www.maynoothuniversity.ie/human-resources/employee-self-service-ess>

I work part time how does this affect my balance?

If you work part-time your annual leave balance is reduced accordingly. Note this does not apply to employees who are availing of Parental Leave. Your balance detail in ESS gives more information on the reduction applied to your balance.

If you work any day in the week, that is less than a full working day then your balance is managed in hours. This is to ensure that you get your full entitlement of holidays. More details on balances managed in hours can be found at: see: <https://www.maynoothuniversity.ie/human-resources/employee-self-service-ess>

I see an FTE adjustment on my balance what does this mean?

An FTE adjustment is applied to your balance under the following circumstances:

- You work part-time
- You have availed of the Shorter Working Year (SWY)
- You started in MU after 1st January of the leave year

I started work in the University after the start of the year how does this affect my balance?

Your balance will be pro-rated using your start date e.g. if you started work on 1st July you will have 50% of your annual leave entitlement for the year.

I see a manual adjustment of my balance – what does this mean?

Manual adjustments are applied by HR for various reasons, but the the main reason is for Leave moved between posts.

My leave request is not going to the correct manager

Please send an email to ESS queries at essqueries@mu.ie. Please supply your staff number in the email.



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How do I calculate the Christmas Closure?

Christmas Closure is not separate from your Annual Leave, Closure days are part of your balance entitlement.

For those working less than 100% and based on your work pattern you will need to hold 5 days from your Annual Leave entitlement for the Christmas Closure.

Example:

FTE: 0.8 (80%)

2019 Closure days: Mon 23rd / Tue 24th / Fri 27th / Mon 30th / Tue 31st

Shift Pattern: Mon-Thu – days needed 4

Shift Pattern: Tue- Fri – days needed 3

Shift Pattern: Mon-Tue & Thu-Fri – days needed 5

2020 Closure days: Wed 23rd / Thu 24th / Tue 29th / Wed 30th / Thu 31st

Shift Pattern: Mon-Thu – days needed 5

Shift Pattern: Tue- Fri – days needed 5

Shift Pattern: Mon-Tue & Thu-Fri – days needed 3

FTE: 0.6 (60%)

2019 Closure days: Mon 23rd / Tue 24th / Fri 27th / Mon 30th / Tue 31st

Shift Pattern: Mon-Wed – days needed 4

Shift Pattern: Wed- Fri – days needed 1

Shift Pattern: Mon-Tue & Thu – days needed 4

2020 Closure days: Wed 23rd / Thu 24th / Tue 29th / Wed 30th / Thu 31st

Shift Pattern: Mon-Wed – days needed 3

Shift Pattern: Wed- Fri – days needed 4

Shift Pattern: Mon-Tue & Thu – days needed 3