Frequently Asked Questions (FAQs) – HRS Form Submission

1. **Do I need to sign in or log in to Granicus?**

   No, you do not need to sign in. Please continue without an account when accessing Granicus.

2. **How do I know that a form has been successfully submitted?**

   After submitting a form, you will receive an acknowledgement email at the email address you provided while submitting the form.

   A second email will be sent to confirm the form has been processed.

3. **Can I process multiple processes on one form?**

   No, please submit a separate form for each process.

4. **Can I upload a phased return form?**

   Phased return forms should be submitted through Perspective Lite or sent via secure email.

5. **Why doesn't the New Starter form include next of kin details?**

   The updated New Starter form has been revised and we do not require next of kin information.

6. **Who should I contact if I have any queries?**

   Please send an email to traded@derbyshire.gov.uk or call 01629 535117 option 2. Please have the case reference number which will be found on the top of the submitted form, employee's name and payroll number ready.

7. **Can I save the form to complete it later?**

   No, the form cannot be saved. Please ensure you have all the necessary information ready before you start completing the form.

8. **Can I submit a Headteacher form through Granicus?**

   Yes, if the Chair of Governor's handwritten signature is attached to the form or sent to the Traded Team via a secure email.

9. **Can I access the completed form online?**

   No, the form will not be available online after submission. Please download the form at the time of submission for your records.

10. **Can I submit my own form?**

    Yes, but please ensure you have the Headteacher's approval before submitting your own form.

11. **Will I be able to send a new starter, adjustment and or leaver form through Perspective Lite or secure email?**

    No, please use Granicus for submitting new starter, adjustment and leaver forms, rather than Perspective Lite or secure email.

12. **Can more than one person at the school have access to Granicus?**

    Yes, this is possible. However, we advise sharing the link only with those authorised to submit forms.

13. **Inputting new starter details is increasing my workload compared to previously attaching applicant details. How can I manage this?**

    Previously, forms were submitted with handwritten information that was often difficult to read, leading to delays as we had to verify details with the school. Important fields required for processing were also sometimes left incomplete, further extending the time needed to gather and confirm the necessary information. Additionally, forms were frequently submitted through multiple channels—sometimes more than once—resulting in duplication and added workload for both the school and Traded Services. We understand that transitioning to a new system may initially feel like an increased workload. However, Granicus is designed to streamline the process over time, eliminating the need for manual document attachments and reducing potential errors.

14. **Why don't we need to create accounts with usernames and passwords to secure data? Isn't this a GDPR requirement?**

    Granicus is designed to comply with all GDPR and data security regulations. The system itself provides secure data handling, and there's no need to create separate accounts for each transaction. Please ensure the link is only shared with those that are approved to submit HR forms on behalf of the school.

15. **Currently, the Headteacher does a final check/sign-off before forms are sent to HR. Will this still happen under Granicus, and how does the Head approve the new starter form?**

    Under Granicus, the process has changed. The system does not allow the form to be forwarded to the Headteacher for approval. Schools will need to devise their own internal process for checking before submission. Only one approver can submit the form through Granicus.

16. **The new staff member completes relevant sections on the new starter paper form. How will this be done in Granicus, and how do we get a copy?**

    While paper forms can still be used to gather information, all relevant details must be entered directly into Granicus as part of the new starter form submission. The system itself does not generate paper copies, so schools can obtain the paper form of the starter form under SchoolsNet.

17. **Does the new system trigger the DBS process upon receipt of the new starter form, like the old system?**

    Yes, the DBS process will still be triggered automatically when a new starter form is received through Granicus. This part of the workflow remains unchanged.

18. **How can the Headteacher accept the portability of an existing DBS under the new system, which was previously done on paper?**

    If the Headteacher accepts portability of an existing DBS, and if your school is the named approver, the school must handle the acceptance process directly. This functionality remains under your control.

19. **Previously, we used a two-tier process where I entered the information, and the Headteacher signed off. Will there be an equivalent in Granicus?**

    No, Granicus operates on a single-tier approval system. Only one individual, the approver, is responsible for submitting the form. The Headteacher will not be required to sign off separately within the system.

20. **We can't save partly completed forms and must ensure all information is available before starting. How can we ensure we have all necessary information before starting the form in Granicus?**

    It is important to have all required details before you begin entering data into Granicus. Completing one of the old paper forms first is a good way to gather all the necessary information, though this is up to your school's process. Some schools may choose to input directly into Granicus, while others may prefer the paper first.

21. **If we forget to download the new starter form before submitting, can we still access it later?**

    No, once the form has been submitted, you cannot download it again. It's important to download the form at the last stage of submission. Granicus does not offer a facility to retrieve the form after submission, nor does it attach the form to the employee's HR record in SAP.

22. **Will it be confusing if some HR forms are processed through Granicus and others, like phased returns, are done via Perspective Lite or secure email?**

    Granicus is dedicated to handling new starters, adjustments, and leavers forms. A phased return is a unique process and will continue to be handled through Perspective Lite or secure email, given the nature of each case.

23. **What is meant by "Headteacher forms"? Does this refer to new starter forms for Headteacher posts?**

    No, Headteacher forms refer to any changes or progressions involving a Headteacher's employment. These forms must be signed by the Chair of Governors and cannot be submitted through Granicus.

24. **We receive a second email once the form has been actioned. Does this mean the school is responsible for following up if we don't receive this email?**

    Yes, the second email is sent as a confirmation that the form has been processed. This should reduce the number of follow-up enquiries to HR for matters such as payroll numbers, but it's important to monitor the process in case the confirmation email is not received.

25. **As I am not an approver, does this mean the Headteacher has to enter all the information on Granicus for a new starter, especially if we wish to accept portability?**

    No, the Headteacher does not need to enter all the information themselves. It is up to each school to decide who will be responsible for submitting forms on the Granicus system. Once a person submits their first form, they become the designated user for future submissions. Therefore, the Headteacher can delegate

this task to another staff member who is approved to submit on behalf of the school.

26. **Since I'm not an approver, does this mean the Headteacher must enter the information for every form under the new system? Isn't this an inefficient use of the Head's time?**

No, the Headteacher does not need to be the one entering information for every form. The school can designate someone else to input and submit the information on the system. This decision should be based on the workflow that works best for your team.

27. **It's concerning that there is only one chance to download the form before it is no longer accessible. In a busy school office, with constant interruptions, what happens if we miss the opportunity to download the form?**

We understand that school offices are busy environments. If the form is not downloaded at the time of submission, it cannot be retrieved later through the system. However, we will have a copy of the form, and if necessary, we can provide it to you. That said, this should not become a regular occurrence, so it's important to ensure that the form is downloaded immediately after submission.

28. **How can we ensure we have access to forms we submit if the download opportunity is missed?**

To avoid missing the download opportunity, it's recommended to make a note or set a reminder to download the form after submission. If you do miss it, we can provide a copy from our system upon request, but this should only be done when absolutely necessary.

29. **How long does it take for the system to time out?**

After 80 minutes of no activity on a partly completed form it will begin a countdown in the background and expire after a further 40 minutes of none interaction with the form. Therefore, the system will time out after 2 hours of none activity.

30. What are the job families for schools?

These are as follows:
* BPS – **Business and Public Services** – mainly admin roles etc.
* STL – **Support for Teaching and Learning** – mainly TA roles.
* CAM – **Construction and Maintenance** – caretaking and cleaning roles.
* CAT – **Catering** – catering and food related roles.
* SUS – **Support for Student Services** – Midday Supervisor and Technician type roles.
* SCI – **Social Care and Inclusion** – Play worker and Family Support Worker type roles.

If you have any further questions or need assistance, please do not hesitate to contact us at traded@derbyshire.gov.uk or call 01629 535117 option 2.