

SOP Template: Staff Scheduling, Attendance, and Time-Off Requests

This SOP details the processes involved in **staff scheduling, attendance, and time-off requests**, including the creation and management of employee work schedules, tracking and recording attendance, handling punctuality and absenteeism, processing time-off requests, and ensuring adequate staffing levels. The objective is to streamline workforce management, promote fairness, and maintain operational efficiency through clear and consistent scheduling and attendance policies.

1. Purpose

To provide clear procedures for staff scheduling, attendance tracking, processing of time-off requests, and maintaining optimal workforce coverage.

2. Scope

This SOP applies to all staff members, managers, and supervisors involved in scheduling, attendance recording, and time-off approvals.

3. Responsibilities

- **Managers/Supervisors:** Create schedules, monitor attendance, address absenteeism, approve or deny time-off requests.
- **Staff:** Review schedules, report attendance accurately, submit time-off requests as per process.
- **HR/Payroll:** Maintain attendance records and process payroll accordingly.

4. Procedure

4.1 Staff Scheduling

1. Prepare and publish work schedules at least **two weeks in advance**.
2. Consider staff availability, skills, and workload requirements.
3. Use approved scheduling software or templates.
4. Share schedules via email, internal portal, or notice board.
5. Update schedules as needed and communicate changes promptly to affected staff.

4.2 Attendance Tracking

1. Require all staff to clock in/out using the designated system (e.g., badge, app, or sign-in sheet).
2. Supervisors review daily attendance and address discrepancies within 24 hours.
3. Document absences, late arrivals, or early departures with reason codes.
4. Escalate repeated attendance issues to HR.

4.3 Punctuality and Absenteeism

1. Track and address infractions according to the disciplinary policy.
2. Require documentation for planned or unplanned absences (e.g., doctor's note, emergency proof).
3. Conduct return-to-work interviews following unplanned absences.

4.4 Time-Off Requests

1. Staff submit requests using the approved form or system at least **two weeks prior** to the desired date.
2. Supervisors review requests based on staffing needs and approve/deny within five business days.
3. Notify staff of decision in writing (email or system notification).
4. Record approved time-off and update schedules accordingly.

4.5 Ensuring Adequate Staffing Levels

1. Review staffing levels weekly to identify gaps due to time-off or absenteeism.
2. Arrange coverage by offering extra shifts or utilizing temporary staff if necessary.
3. Communicate changes in assignments as early as possible.

5. Documentation

- Published Work Schedules
- Attendance Records
- Time-Off Requests and Approvals
- Disciplinary Notes related to Attendance

6. Related Policies

- Attendance and Absence Policy
- Disciplinary Action Policy
- Employee Handbook

7. Revision History

Date	Version	Description	Author
2024-06-20	1.0	Initial SOP template creation	HR Department