RESULTS AND COMPETENCY ASSESSMENT (RCA) GUIDELINES – 2006
BUSINESS PROCESS SERIES

# 3: QUESTIONS AND ANSWERS

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QUESTIONS AND ANSWERS

What will happen to the old RCA site?
- The old RCA site will remain open for editing until 31 August 2006, to allow units to complete their CRGs. After 31 August 2006, the site will be closed but can be accessed from the new RCA site.

Where can I find the new RCA Guidelines?
- The RCA Guidelines are located in the HR User Guide > Workforce management > Performance Management. You can also access the Guidelines directly from the link provided in the new RCA site.

I have completed my 2006 Results Scorecard in the old RCA site. Since the old site will be achieved after 31 August 2006, should I re-do my Results scorecard in the new site?
- No. If you have completed your 2006 Results Scorecard in the old RCA site, this Scorecard will be automatically migrated to the new RCA site.

Is there a training tool to help me learn how to use / navigate the new RCA site?
- The OnDemand link on the new RCA site will take you to the OnDemand training tool, which walks you through the system on a step-by-step basis.

When I click on the “VIEW YOUR CURRENT RCA” link on the new RCA site, the system takes me to a screen where I see a RCA format which does not show me all of the sections and the RCA template. What is the reason for that?
- There are two reasons for that: (1) There’s no “RCA template” as we’ve been used to print from the old RCA site; and (2) the screen that you see contains the sections that have been completed only. As the RCA cycle progresses and you complete sections of the RCA (like mid-term review) WITH your supervisor, you will be able to “view” and print those completed sections as well.
When I click on Section 5 (Mid-Term Review), I get the following message: ‘For the time being, this step is not available. Please check back at a later date to take further action on this RCA’, what is the reason for that?

- "You receive that message because your supervisor has not APPROVED Sections 1 through 4 at Section 4.

How can my supervisor "approve" my RCA?

- When you complete the formulation of your Results Scorecard, you will have to give access to your supervisor. The system will send an automatic e-mail to your supervisor if the proper box is checked, as shown below. Note that your supervisor (all supervisors) have an additional menu on their RCA sites entitled "My Supervisees RCAs" enabling them to view or edit RCAs that the supervisees give access to.
I made a mistake in the Results Scorecard, can I change it?

There are two options:

(1) If your supervisor has not approved your RCA on-line yet, you should first make the RCA viewable by you. After this step, using the “Edit This Section” navigation buttons you can edit your RCA. We will strongly recommend to think through substantially before saving any information so that you don’t have to edit your RCA numerously.

(2) If your supervisor has approved your RCA Sections 1 through 4, this means your RCA has been locked already. You can check the approval status by checking whether a lock icon is shown in Sections 1 through 4 or not. This is how it looks in the RCA site:

![RCA site screenshot showing locking icons]

Note the locking icons on the left. These icons mean that your supervisor has approved the RCA already and at the moment, it can only be unlocked by the Headquarters. Please send an e-mail to rcasupport@undp.org if you want to unlock your RCA. In the very near future, we will give access ONLY to HR practitioners in the business units to unlock RCAs.

I have completed my learning plan but it doesn’t show in section 4, Learning Compact

- In order for your Learning Plan to show in Section 4 your supervisor should approve the plan in BMS. Please allow 24 hours for the system to upload your approved plan in the RCA following approval.

My supervisor approved my Learning Plan almost a week ago but I still cannot see it in the RCA site.

- In order for the approved Learning Plans to be uploaded in the RCA, the following fields in the LMS should have been completed: Goal description, goal type, start and due dates, success indicators, objectives, learning activity.
I am in Section 5 (Mid-Term Review) but I cannot change or edit anything, the whole Section is grayed out. Is there a problem?

- If you’re not a supervisor, that is normal because this Section is open for supervisor’s editing only. In order for your supervisor to edit this Section, you should allow access to your supervisor.

I have received an e-mail from my supervisee requesting me to approve his/her RCA. How can I do it in the system?

- When you open the new RCA site, you will see four menu options at the top of the screen. You can either reach the RCAs of your supervisees by clicking the “My Supervisees’ RCA” menu or by chasing the list entitled, “You have been listed as a supervisor on 2 RCAs” list as shown below. On this menu you can open the listed RCAs either by using the “EDIT” button or the hyperlink on the name of the staff member as shown below.
Note that there’s another RCA listed but not ready for your approval yet:
I am a supervisor and when I open my supervisee’s RCA, the system takes me directly to section 5, Mid-Term Review but I don’t see any editing or approval button. Is there a technical problem in the system?

- No. you are taken to this Section because the RCA is ready for your approval. You should review Sections 1 through 4 by clicking the “STEP 4” button shown below. This will allow you to review all Sections before approving the RCA on Section 4:
After you finish your review, you can approve the RCA in section 4 and lock the RCA:
I am a supervisor and I have completed the Mid-Term Review discussion with my supervisee. Who will enter the comments and how can I save these comments? How can my supervisee enter these comments?

- After you complete the discussions on Mid-Term Review with your supervisee and if your supervisee gave access to his/her RCA, you can enter the AGREED comments in Section 5 by accessing your supervisees RCA from the “My Supervisees RCA” menu in the RCA site. In order to save all you have to do is to check the box next to your name and click on “Save and Continue” button:
If, as a result of the Mid-Term review discussions, we’ve agreed that, “Staff member is on target with the results as formulated in the Results Scorecard”, do we still have to formulate comments in the comment box?

- You don’t have to. However, remember that Mid-Term Review is an opportunity to enter into a dialogue on the staff member’s progress. You may want to capture the highlights of that dialogue in this Section.

As a result of the recent arrangements in my unit, my supervisor has changed as of June this year. Should I complete the Mid-term review with my previous supervisor or the current one?
There are a couple of options in this case depending on the validity of your Results Scorecard:

1) If, with the change of your supervisor you will be assigned new functions then you should complete the RCA with your previous supervisor, in consultation with your new supervisor (for his/her information);

2) Thereafter, you should start a new RCA with your new supervisor covering June-December period and formulate new Results Scorecard. In this case, your previous supervisor should complete section 5 (check the second or the third checkbox in Section 5, and explain the reasons in the comment box, indicating that, “....due to change of supervisor the current RCA will be evaluated and the staff member will formulate a new RCA with the new supervisor..”).

3) If on the other hand the Results Scorecard remains unchanged, you should still complete Section 5 with your previous supervisor. The evaluation of the performance for the period January-June will be done at end-year by your previous supervisor, together with your current supervisor.