

# HR.SOP.III.006

## Confirmation of Appointment

### *HRD/HPJ*

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*HR Standard Operating Procedure*

**DISCLAIMER**

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

## DOCUMENT SPECIFICATIONS

Version Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
1.0	18 Aug 2010	S E Amaidruz, HRD/HPJ		As published in HR eManual in 2010
1.1	11 July 2012	S. Ragupathi, GSC/GHR		Incorporate GHR back-office process
1.2	12 July 2012	S E Amaidruz, HRD/HPJ	S E Amaidruz, HRD/HPJ	Review and corrections including PMDs initiation process and links with other processes.
1.3	16 July 2012	J. Mousley		Inserted VISIO
1.4	23 July 2012	S E Amaidruz, HRD/HPJ	S E Amaidruz, HRD/HPJ	Incorporation of MO and HRA comments and adjustment due to no reminder sent 3-4 mths prior to end of probationary period by e-Work. Insertion of risk.
1.5	25 July 2012	System change To include 4 month end of PMDS period reminder for staff on probation.	S E Amaidruz, HRD/HPJ	Incorporated back into the steps.
2.0	26 July 2012		S E Amaidruz, HRD/HPJ M Altmaier, Director, HRD	Approved for publication in eManual.
2.1	9 Apr 2020	J Baron von Puttkamer	S E Amaidruz, HRT/HPJ P Cronin, HRT/HPJ	Update text on delegation of authority

## 1. INTRODUCTION

### 1.1. Overview/Description

This Standard Operating Procedure explains the off-line process related to the confirmation of a staff member's fixed-term appointment. All fixed-term appointments are subject to a minimum of twelve months' probation from the start date of the fixed-term appointment. The probationary period may be extended up to a maximum period of up to two years. The confirmation of appointment confirms the staff member's suitability for international service and satisfactory performance as demonstrated in the Performance Appraisal during the first twelve months of service (or if the probationary period was extended, for the latest appraisal period). The confirmation of appointment decision is taken by the Director-General for all staff members at grade P.6/D.1 and above as well as WHO Representatives; the Assistant Director-General concerned for staff members at Headquarters at grade P.5 and below; the Regional Director for all regional staff members up to and including grade P.6/D.1, except for WHO Representatives.

### 1.2. General Guidance / Business Rules

The staff member and first and second level supervisors must have completed the Performance Management Appraisal through the e-PMDS system (e-Work), normally at least three months prior to the end of the probationary period, to allow for a notice period of one month in the event the appointment is not confirmed and the staff member is separated under Staff Rule 1060. The timing is indicative in order to ensure the full process to confirm (or otherwise) is duly completed at the latest 2 months prior to end of probationary period. The supervisor and staff member receive ePMDS reminders both at 4 months and at 2 weeks before end of PMDS period to complete probationary PMDS and confirm the appointment.

### 1.3. Reference Material

#### 1.3.1. Staff Rules

- 420.7 Appointment policies

- 470.2 Reinstatement upon re-employment
- 480.1.3 Inter-organization transfers
- 530 Performance Management and Development
- 540 End of Probation
- 550 Within Grade Increase
- 1083 Notice of termination
- 1210 Non-Confirmation of Appointment

### 1.3.2. WHO eManual

- III.5 Performance and Change of Status
- III.5.2 Supervision
- III.5.2 Performance appraisal
- III.5.4 Within-grade increase
- III.5.5 Unsatisfactory performance
- III.5.17 Conversion of temporary appointments to fixed-term appointments
- III.12 Appeals and Grievances
- III.10 Separation from Service
- III.10.12 Non-confirmation of probationary fixed-term

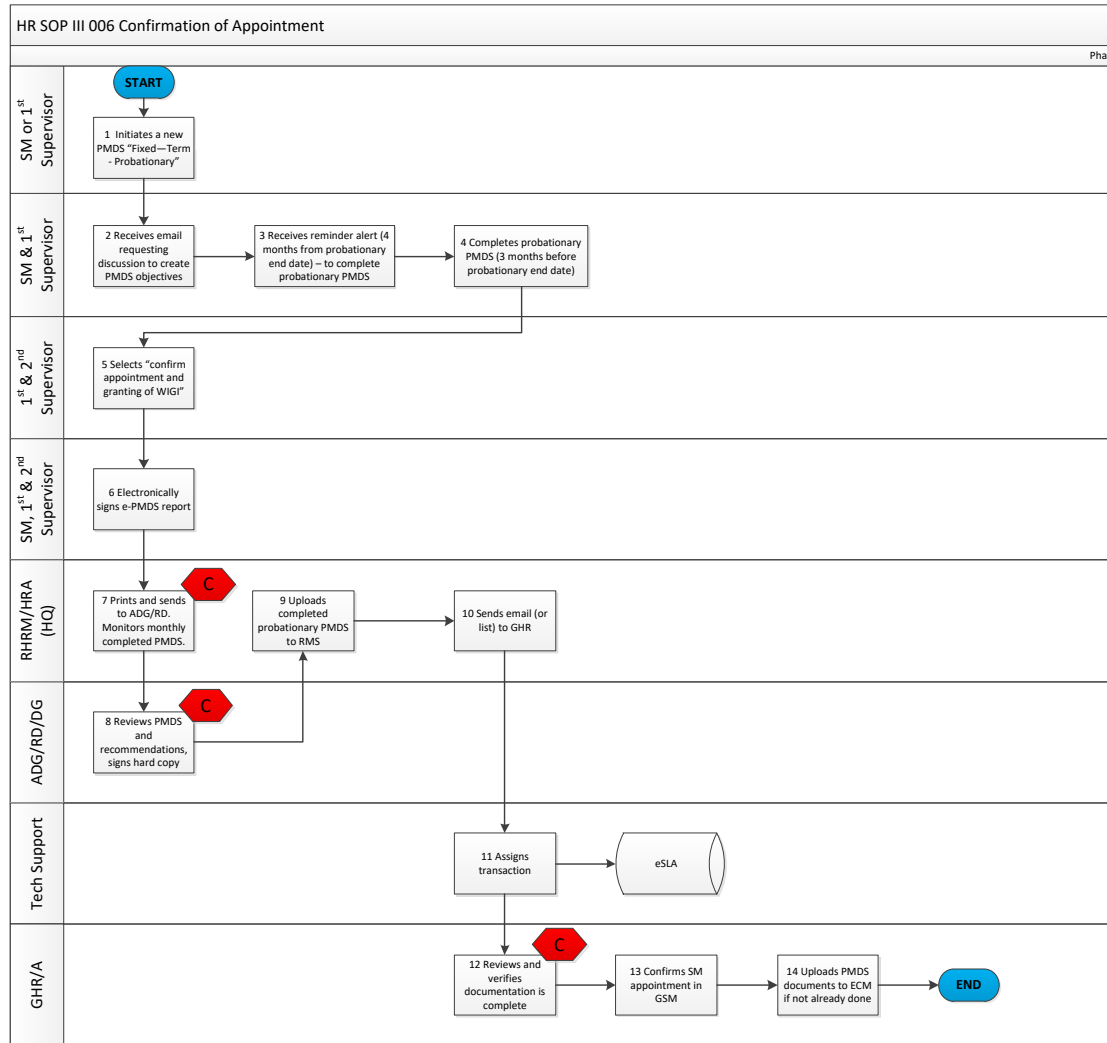
### 1.3.3. Related SOPs

- HR.SOP.III.001 Fixed-term appointment
- HR.SOP.III.025 Change in Step (WIGI)
- HR.SOP.III.007 Probation extension, no change in WIGI due date
- HR.SOP.III.008 Probation extension with change in WIGI due date
- HR.SOP.III.117 Separation due to non-confirmation of appointment

#### 1.4. Other

- RD Regional Director
- ADG Assistant Director General
- RHRM Regional HR Manager
- HRA HR Assistant
- HQ Headquarters
- GHR Global Human Resources
- WIGI Within-grade increase
- PMDS Performance Management and Development System
- SM Staff Member
- ECM Enterprise Content Management

2. PROCESS FLOW



### 3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		e-PMDS	<p>Initiates a new e-PMDS.</p> <ul style="list-style-type: none"> <li>• Selects the e-PMDS type as “Fixed-Term – Probationary”, and</li> <li>• specifies/or amends the start date of the PMDS cycle to correspond to the fixed-term appointment start date and the end date to correspond to 12 months later for a :- <ul style="list-style-type: none"> <li>• newly appointed fixed-term staff member;</li> <li>• newly appointed fixed-term staff member through inter-agency transfer (but excluding PAHO staff);</li> <li>• a fixed-term staff member appointed by conversion of their temporary appointment under Staff Rule 420.</li> </ul> </li> </ul>	Staff member or Supervisor
2		e-PMDS	<p><i>Provided Step 1 has been completed with relevant dates and objective setting, receives an email requesting both the staff member and supervisor to discuss and create the objectives for the initial probationary year in e-PMDS. The PMDS cycle includes a mid-year review and a year end review before the end of the first year of fixed-term service.</i></p>	Staff member & 1 <sup>st</sup> level Supervisor
3		e-PMDS	<p>Upon receipt of an email notification 4-months prior to the end of the 12 months on fixed-term appointment (e-PMDS end date) and at least three months* in advance of the end of the probationary period, initiates the completion of the Probationary e-PMDS. <i>*The timing is indicative in order to ensure the full process to confirm the staff member’s appointment (or otherwise) is duly completed including signature by ADG/RD/DG at the latest 2 months prior to end of probationary period.)</i></p>	Staff member & 1 <sup>st</sup> level Supervisor

			<ul style="list-style-type: none"> <li>Supervisor and staff member meet, discuss the performance during the probationary period and complete the ePMDS (eWork) for the period, including the staff member and 1<sup>st</sup> and 2<sup>nd</sup> level supervisor electronic signatures with time and date stamp.</li> </ul>	
4		e-PMDS	<p>Completes recommendation check box on the confirmation page in the ePMDS form :-</p> <ul style="list-style-type: none"> <li><b>satisfactory</b>, to confirm the appointment</li> </ul> <p><i>If the supervisor does not wish to confirm the appointment, the following recommendations may be made :-</i></p> <ul style="list-style-type: none"> <li><b>not fully satisfactory or if the circumstances have not permitted an adequate evaluation</b>, to extend the probationary period (see HR.SOP III.007 Probation extension, no change in WIGI due date and HR.SOP.III.008 Probation extension with change in WIGI due date)</li> <li><b>not satisfactory or the staff member is unsuited for international service</b>, to terminate the appointment under Staff Rule 1060 (See HR.SOP.III.117 Non-confirmation of appointment)</li> </ul>	1 <sup>st</sup> level Supervisor
5		e-PMDS	Sign electronically the e-PMDS Report including the confirmation page with the decision of the supervisors on the probationary period.	Staff member 1 <sup>st</sup> level Supervisor 2 <sup>nd</sup> level Supervisor
6	C	Offline	Prints completed Probationary PMDS and sends recommendation to ADG/RD at least 2 months before the probationary period ends for review and signature to confirm the staff member's appointment. Monitors on a monthly basis the completion of PMDS and probationary PMDS.	RHRM/Management Office (HQ)

7	C	Offline	ADG/RD/DG reviews the PMDS and the recommendation and takes the decision to confirm the appointment based on the recommendations of the 1 <sup>st</sup> and 2 <sup>nd</sup> level supervisors and signs the hard copy of the Probationary PMDS.	ADG/RD/DG
8		ECM input	Uploads Confirmation of Appointment in the staff member's file in ECM.ECM	RHRM/ Management Office (HQ)
9		Offline	Sends e-mail (or list) to <a href="mailto:gschrservices@who.int">gschrservices@who.int</a> with subject line Confirmation of Appointment.	RHRM/ Management Office (HQ)
10		Offline	Assigns the transaction to GHR Administrator and creates eSLA.	Technical Support Team
11	C	GSM input	<p>Reviews and verifies documentation is complete in ECM, and implements the confirmation of appointment in GSM. In this process, ensures:</p> <ul style="list-style-type: none"> <li>• PMDS has the signature of the approving authority (ADG (HQ), DG (for P6/D1 and above and WHO Representatives), RD (Regions; up to and including P.6/D.1);</li> <li>• PMDS rating is at least “meets most expectations”.</li> </ul> <p>If documentation not appropriate contacts the RHRM/HRA for explanation/supplementary information. Raises issue with GHR Certifying Officer if necessary.</p>	GHR Administrator
12		GSM input	<p>Confirms the staff member’s appointment and ends the probationary period in GSM by performing the following steps:</p> <ol style="list-style-type: none"> <li>1. Click on <b>HR Administrator GSC</b> responsibility.</li> <li>2. Click on <b>People : Enter and Maintain</b> function.</li> <li>3. Enter the appropriate value either in the Full Name field or Employee Number field.</li> </ol>	GHR Administrator

		<ol style="list-style-type: none"> <li>4. Click <b>Find</b> button.</li> <li>5. Select the staff member's name if you had chosen the full name field and click <b>OK</b> button.</li> <li>6. Click on <b>Assignment</b> tab.</li> <li>7. Click on <b>Probation and Notice Period</b> tab to check the end date of the probation. Makes an adjustment if necessary to ensure data quality.</li> <li>8. Date track to the effective date of the confirmation, which is the day after the end of the probationary period. To date track, click on the '<b>Alter Effective Date</b>' icon on the toolbar. Click on the three dots (...) on <b>Effective Date</b> field and a calendar will appear. Select the appropriate date, for example "21-NOV-2009". Click on the <b>OK</b> button.</li> <li>9. Go to the <b>DFF ( Descriptive Flex Field )</b>. A window called '<b>Additional Assignment Details</b>' will appear. Scroll down to the '<b>Probation Status</b>'. Click on the List of Values (LOVs), which is represented by three dots (...). Select '<b>Confirmed</b>' and click <b>OK</b>.</li> <li>10. A pop-up screen '<b>Choose an Option</b>' will appear. Click on '<b>Update</b>' button.</li> <li>11. Go to the '<b>Miscellaneous</b>' tab. You can find this by clicking the right arrow button in the middle right part of the screen.</li> <li>12. Go to the field '<b>Reason</b>' and click on the (LOVs). In the '<b>Find</b>' field, type "<b>%confirmed%</b>" and click '<b>Find</b>' button.</li> <li>13. Select 'Confirmed' from the list of values.</li> <li>14. Click on <b>OK</b> button.</li> <li>15. Click on <b>Save</b> icon in the toolbar.</li> <li>16. To confirm that the changes you have made have been captured in GSM, go back to query the staff member's record by following steps 1 to 6 above. Then click on '<b>Assignment</b>' tab, and click on the DFF and review if the probation status has been changed to 'Confirmed'.</li> </ol>	
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			Upon the confirmation of the staff member’s appointment the process for approval of the within-grade increase will be automatically triggered. See HR.SOP.III.025 Change in Step (WIGI).	
13		ECM	Uploads the PMDS document if not already available in ECM.	GHR Administrator
14	C	e-PMDS	<p>Receives final electronic email alert 2 weeks prior to the probationary end date informing of requirement to complete Probationary Performance Appraisal Report (ePMDS) for staff member concerned.</p> <p>If upon receipt of the reminder, the probationary period confirmation process has not been completed, takes immediate action and follows from Step 3 with the knowledge that if the staff member’s service has not been satisfactory, it is too late to separate the staff member for non-confirmation of appointment – (see HR.SOP.III.007 Probation extension, no change in WIGI due date and HR.SOP.III.008 Probation extension with change in WIGI due date).</p>	Staff member & 1st level Supervisor

### 3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment, data error and contravention of WHO Staff Rules if a staff member’s appointment is confirmed in GSM without appropriate approving authorities sign off on PMDS.	GHR Administrator checks the relevant authority, DG/RD/ADG, has approved the confirmation of appointment of a staff member and that the minimum performance rating for confirmation of appointment in the PMDS is respected.	Step 11

<p>Increased financial costs if recommendation for confirmation is not received before end of 12 month probationary period:-</p> <ul style="list-style-type: none"> <li>• Staff rule obligation requiring an extension of the appointment beyond initial 12 month period if probationary decision on confirmation not received before end of probationary period;</li> <li>• Staff member’s whose probationary period is not confirmed within the maximum 24-month period become by default “confirmed” fixed term staff members. Therefore, the notice period to separate the staff member increases to three months’ notice.</li> </ul>	<p>Fixed-term staff members and their supervisors receive automated reminder from e PMDS both at 4 months and at 2 weeks before the end of the first year probationary period PMDS to complete the probationary PMDS.</p> <p>Management Office (HQ)/RHRMs monitor on a monthly basis the end of probationary periods and take appropriate follow-up action with the Supervisors.</p> <p>In addition, the automated process for within-grade increases, sends advance electronic messages to both the staff member and supervisor 2 months prior to the due date of a staff member’s first within-grade increase, reminding the WIGI is due but the approval process cannot be initiated because the staff member’s status is “probationary” and requesting completion of the process. Automated monthly reports on the results of the WIGI process are generated and sent to all RHRMs and MOs and GHR for monitoring purposes. Staff members who are due a WIGI which has not been initiated due to their status being “probation” are clearly indicated.</p>	<p>Steps 6, 14</p> <p>Step 6</p> <p>HR.SOP.III.025 Change in Step (WIGI)</p>
<p>Retention of underperforming or staff unsuitable for international civil service due to non or late completion of the probationary PMDS reports during the maximum period of 24 months probation.</p>	<p>MOs and RHRMs monitor compliance on PMDS and probationary PMDS and remind Managers and staff members to complete the process in good time.</p> <p>Fixed-term staff members and their supervisors receive automated message from ePMDS 2 weeks prior to the end of the probationary period requesting to ensure completion of the probationary PMDS and confirmation of the appointment or otherwise.</p>	<p>Steps 7, 14</p>