

HR.SOP.III.007

Probation Extension (no change to WIGI due date)

HRD/HPJ

HR Standard Operating Procedure
Target Audience: All Staff

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	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
1.0	17.11.2011	S.E. Amaudruz, HRD/HPJ A. Ankrah, HRD/HPJ		Version 1.0 published in HR eManual
1.1	13.07.2012	S. Ragupathi, GSC/GHR		Reviewed GHR & GSM perspective
1.2	13.07.2012	W. Fallon, HRD/PML		Updated and validated for ePMDS process
1.3	17.07.2012	J. Mousley		Inserted visio
1.4	10.12.2012	S.E. Amaudruz, HRD/HPJ		Final review
1.5	11.12.2012		S.E. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Final approval for publication in eManual

1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure explains the process related to extending a staff member's probationary period if circumstances have not permitted to allow for an adequate evaluation (Performance Appraisal Report and decision on confirmation of appointment) to be completed. An extension of the probationary period to complete the process may be made with explanation as to why the supervisors were unable to complete the process during the initial probationary period.

In this case there is no change to the due date of the within grade increase (WIGI) which will be paid retroactively as of the original due date at the end of the extension period on confirmation of the appointment.

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 two months prior to the end of the initial probationary period, to ensure that the period does not overrun and that the appointment becomes 'confirmed' by default.

A decision to extend the probationary period is approved by the Assistant-Director General for staff members at Headquarters at grade D.1/P6 and below; the Regional Director for all regional staff members at D.1/P.6 level and below (except WHO Representatives, and by the Director General for all staff at D.2 level and above as well as WHO Representatives.

1.3. Reference Material

1.3.1. Staff Rules

- 530 Performance Management and Development
- 540 End of Probation

- 550 Within Grade Increase

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.10 Separation from Service
- III.10.12 Non-confirmation of probationary fixed-term appointment

1.3.3. UPKs

- Personal Information and My Family Members/5.090 Personal and Assignment Details (Staff Member)
- Allowances and Benefits/Global Entitlements/Change in Step (WIGI) / 5.141 Manager Approves WIGI

1.3.4. Related SOP's

- HR.SOP.III.008 Probation Extension – with change in WIGI due date
- HR.SOP.III.006 Confirmation of appointment

1.4. Other

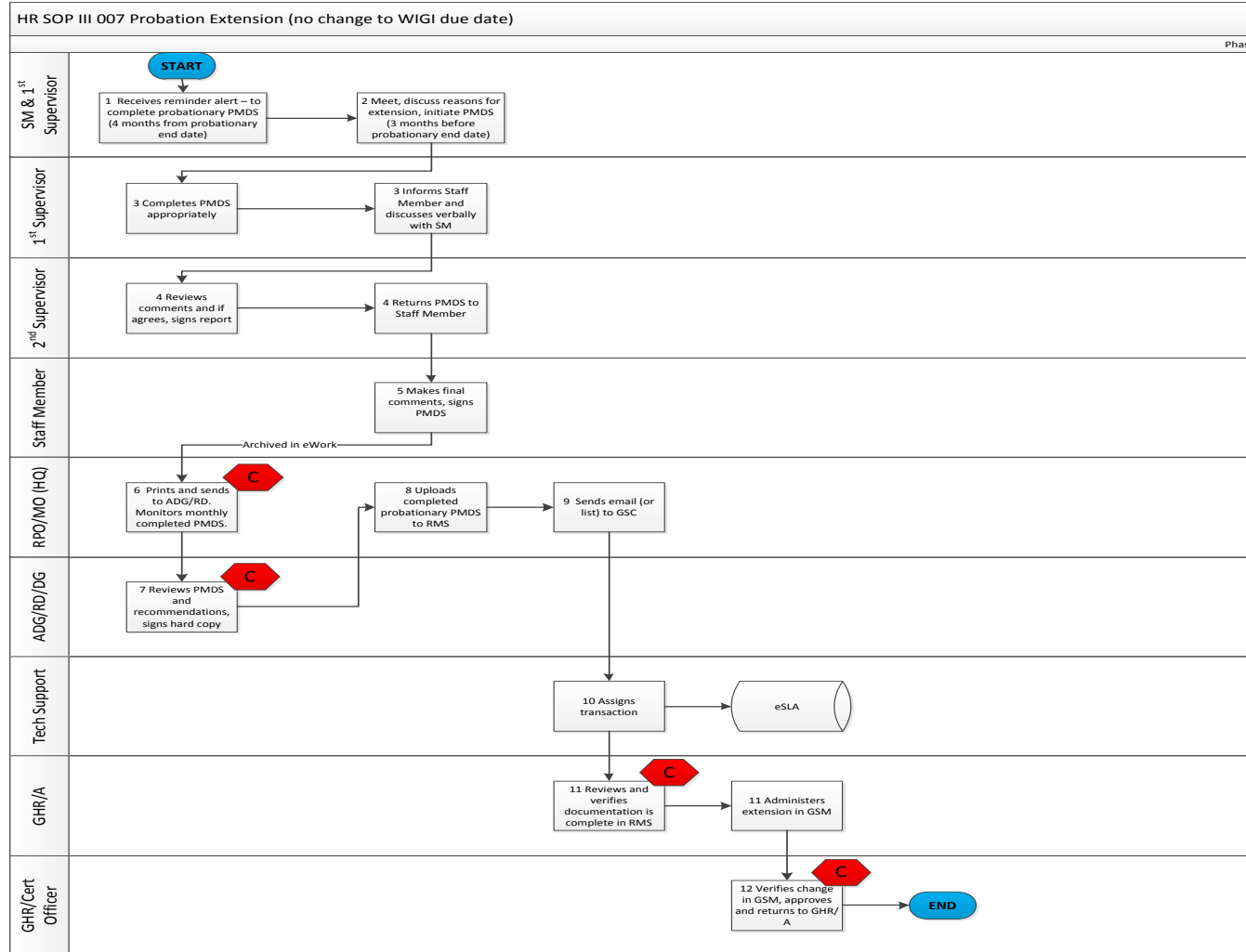
1.4.1. Reference

- 1.4.1.1. PML Intranet Site – guidance on performance appraisals and completion of ePMDS

1.4.2. Definitions

- RD Regional Director
- ADG Assistant Director General
- RPO Regional Personnel Officer
- MO Management Office
- HQ Headquarters
- GHR Global Human Resources
- WIGI Within-grade increase
- PMDS Performance Management and Development System
- SM Staff Member

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1	(C)	e-PMDS	Receives 4 months prior to the probationary end date an electronic email alert informing of requirement to complete Probationary Performance Appraisal Report (ePMDS) for staff member concerned.	Staff member & 1 st level Supervisor
2		e-PMDS	At least 3 months before probationary period ends <ul style="list-style-type: none"> Supervisor and staff member meet, discuss the performance during the probationary period and the reasons relating to the need for extension. Initiates the Probationary PMDS through eWork 	Staff member & 1 st level Supervisor
3		e-PMDS	Completes e-PMDS as indicating : <ol style="list-style-type: none"> the option to extend probationary period and delay in granting the WIGI for this period given that an administrative delay has not permitted adequate time to evaluate this staff member's performance, conduct and suitability for international service, and the period (up to 12 months) for which the probationary period will be extended. The reasons for the deferral should also be indicated on the PMDS, <p>the staff member is informed and can view the PMDS during each step until the second level supervisor signs.</p> <p>All decisions should be verbally discussed with the staff member concerned</p>	1 st level Supervisor

			throughout the process.	
4		e-PMDS	Second level supervisor reviews comments from 1 st level and if he/she agrees with proposal to defer the WIGI, signs to approve.	2 nd level supervisor
5		e-PMDS	ePMDS is returned to staff for final comments and signature. The electronic ePMDS is archived in eWork.	Staff member
6	(C)	Offline	Prints completed Probationary PMDSs and sends recommendation to ADG/RD at least two months before the probationary period ends for review and confirmation decision. Monitors on a monthly basis the completion of PMDS and probationary PMDS.	RPO/MO (HQ)
7	(C)	Offline	ADG/RD/DG reviews the PMDS and the recommendation and takes the decision to extend the probationary period based on the recommendations of the 1 st and 2 nd level supervisors and signs the hard copy of the Probationary PMDS.	ADG/RD/DG
8		RMS input	Uploads completed probationary PMDS in the staff member's file in RMS respecting naming convention :- S012345 PMDS Probationary Extension Date.	RPO/ MO (HQ)
9		Offline	Sends e-mail (or list) to gschrservices@who.int with subject line Extension of Probationary Appointment, attaching the RMS link(s) to the completed PMDS.	RPO/ MO (HQ)
10		Offline	Assigns the transaction to GHR Administrator and creates eSLA	Technical Support Team
11	(C)	GSM input	Reviews request, verify documentation is complete in RMS, and administer the extended probation – Administrative Reasons in GSM. In this process, ensures: request and if in order, administer the Probation Extension in GSM. (i) Verify documentation is complete in RMS (ii) Amend probation end date in system as per PMDS decision and record decision to extend probationary period	GHR Administrator

		<p>(iii) Insert Reason for Change in Status field.</p> <p>In this process – performs the following steps in GSM:</p> <ol style="list-style-type: none"> 1. Click on HR Administrator GSC responsibility. 2. Click on People : Enter and Maintain function. 3. Enter the appropriate value either in the Full Name field or Employee Number field. 4. Click Find button. 5. Select the staff member's name if you had chosen the full name field and click OK button. 6. Click on Assignment tab. 7. Click on Probation and Notice Period tab to check the end date of the probation. 8. Date track to the effective date of the extended probation start date, which is the day after the end of the ongoing probation end date as recorded in GSM. To date track, click on the 'Alter Effective Date' icon on the toolbar. Click on the three dots (...) on Effective Date field and a calendar will appear. Select the appropriate date, for example "21-NOV-2009". Click on the OK button. 9. Go to the DFF (Descriptive Flex Field). A window called 'Additional 	
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			<p>Assignment Details' will appear. Scroll down to the 'Probation Status'. Click on the List of Values (LOVs), which is represented by three dots (...). Select 'Extended Probation' and click OK.</p> <p>10. A pop-up screen 'Choose an Option' will appear. Click on 'Update' button.</p> <p>11. Go to the 'Miscellaneous' tab. You can find this by clicking the right arrow button in the middle right part of the screen.</p> <p>12. Go to the field 'Reason' and click on the LOVs. In the 'Find' field, type "%Extended%" and click 'Find' button.</p> <p>13. Select 'Extended Probation – Administrative Reasons' from the list of values.</p> <p>14. Click on OK button.</p> <p>15. Click on Save icon in the toolbar.</p> <p>16. Check that the changes 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 'Assignment' tab, and click on the DFF and review if the probation status has been changed to 'Extended Probation' with correct End Date.</p> <p>END</p>	
12	(c)	Offline	Verifies change in GSM, approves action and returns to GHR Administrator	Certifying Officer
13		Offline	Sends standard email to staff member attaching copy of scanned PMDS to notify	GHR Administrator

			probation extension has been implemented with no change in WIGI due date. Inform staff member to run Personal and Assignment details report to see extended Probationary period.	
14		ePMDS	<p>Receives and electronic email alert 4 months prior to the extended probationary end date informing of requirement to complete Probationary Performance Appraisal Report (ePMDS) for extended probationary period.</p> <p>Supervisor initiates and takes decision to:</p> <ul style="list-style-type: none"> (i) confirm appointment (HR.SOP.III.006) (ii) terminate due to non-confirmation of appointment (HR.SOP.III.117) 	Staff member and 1 st level supervisor

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment, Data Error and contravention of WHO Staff Rules if a staff member’s probation period is not extended or not correctly extended in a timely manner.	GHR Administrator and Certifying Officer review and approve after verifying the PMDS remarks and GSM system Administration of extended probation.	Step 10, 11
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	<p>Fixed term staff members and their supervisors receive automated messages/notifications from e PMDS to complete the probationary PMDS well in advance of the end of the probationary period.</p> <p>Management Offices (HQ) and Regional Personnel Offices monitor</p>	Step 1

<p>months probation.</p>	<p>compliance on PMDS and probationary PMDS and remind Managers and staff members to complete the process in good time.</p>	
<p>Increased financial costs if recommendation for extension is not received before end of 12 month probationary period:-</p> <ul style="list-style-type: none"> • 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; • Staff member’s whose probationary period is not extended 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. 	<p>Fixed term staff members and their supervisors receive automated messages/notifications from e PMDS to complete the probationary PMDS well in advance of the end of the probationary period.</p> <p>MOs/RPOs 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 are generated and sent to all RPOs and MOs and GHR for monitoring purposes.</p>	<p>Step 1</p> <p>Step 6</p> <p>HR.SOP.III.025 Change in Step (WIGI)</p>