



**FAQ:
CONCLUDING 2017
PERFORMANCE
APPRAISAL
IN THE ARC
ONLINE
PLATFORM**



ASSESSMENT OF
RESULTS AND
COMPETENCIES



UNITED
NATIONS
DEVELOPMENT
GROUP

TOGETHER FOR DEVELOPMENT



FAQs – February 2018 CONCLUDING 2017 IN THE ARC ONLINE PLATFORM

The Assessment of Results and Competencies (ARC) is an integrated model for the assessment of results and competencies of Resident Coordinator and UN Country Teams working together towards supporting the achievement of SDGs under the 2030 Agenda. It is the sole performance assessment for Resident Coordinators, and incorporates appraisals of their multi-hatted roles, such as Humanitarian Coordinator, Designated Official for Safety and Security, and Deputy Special Representative to the Secretary-General.

The ARC was approved by the UNDG in 2015, and first used for the performance appraisal cycle of 2016 of RCs and UNCTs. While initially the process was paper based, an online platform has been developed to manage the ARC process digitally. By combining both results assessment and competency assessment in one platform combined with a conceptual framework that supports mutual accountability, the ARC process and platform provide the following:

- Competency assessment of RC, and team attributes assessment of UNCT
- Results performance assessment of RC and UNCT as a team and separately
- Peer feedback between RCs and UNCT Members, and between UNCT Members
- Mid-term review
- Developmental plan for both RC and UNCT separately

1. Now that the ARC process is being conducted online where do I start? How do I login and begin?

The link to access the ARC can be found at: <https://undg.org/leadership/arc/>. You will receive an email from the ARC providing you with a username and details on setting up your password. Once you have entered the ARC platform you will notice the following:

- The 2017 UNCT ARC member list for your country
- The 2017 UNCT Goals and UNCT Success Criteria for your country
- The 2017 RCs Indicators are populated to their performance document

At this point in time the following tasks need to be completed:

- UNCT members need to login to the ARC and enter their indicators
- The RC and UNCT members need to complete their self-assessments
- The UNCT ARC Administrator needs to upload the self-assessment on behalf of the UNCT as a team
- The RC and UNCT members need to complete their peer feedback

Training handouts for each of these steps can be found here:
<https://undg.org/leadership/arc/>.



2. I am a UNCT member, and want to upload my self-assessment but do not have access.

The first step for a UNCT Member is to enter their indicators against the UNCT Goals and UNCT Success Criteria. Once uploaded, the HQ ARC Administrator will acknowledge receipt in the ARC Platform. The acknowledgement then also allows for the self-assessment to be entered into the ARC platform.

Also, a reminder that UNCT Members need to share their self-assessments with their supervisors by email, as presently their supervisors do not have access to the ARC.

3. How come I, as a UNCT member, cannot access the peer feedback portion of the platform?

It is important that you upload your indicators ASAP and before the deadline, so that they can be acknowledged by HQ ARC Admin – which then allows for the peer feedback process to begin. The acknowledgement then also allows for the self-assessment to be entered into the ARC platform. If you have not entered your UNCT indicators into the ARC you will not be able to provide nor receive peer feedback. For further guidance on how to enter your indicators please visit <https://undg.org/leadership/arc/>.

4. Why have UNCT ARC members been removed from the 2017 UNCT ARC member lists that we provided? Why have some UNCT ARC members not been given access to the platform and have not been assigned a username and password?

The 2017 UNCT ARC member lists that were provided by RCs went through a vetting process at HQ. Those that are not on the platform were removed either because they did not meet the eligibility criteria to participate in the ARC or the contact information of the UN staff member provided was incomplete.

Defining clearly who is eligible to participate in the ARC at the country level, and who is not, is key to the effectiveness and credibility of the ARC. This is also important to ensure that performance feedback is directed to the staff member who is actually accountable for leadership of their agency in country. UNCT member eligibility in the ARC follows the principle of UN leadership and comparable accountability.

To participate in the ARC, the UNCT member must be the Resident Coordinator or a UNCT member who meets specific eligibility criteria as defined in the [2017 ARC Interim Technical Guidance](#). UNCT member eligibility must be confirmed in writing to the Resident Coordinator. Of particular importance amongst the criteria, is that the UNCT member be accountable to their organization both programmatically and financially with direct decision making authority. Consequently, in some countries this may mean that only a select number of UNCT members will participate in the ARC. For more details on ARC participation we encourage you to read the [2017 Interim Technical Guidance](#) and the [FAQs on ARC Participation](#).



5. As RC, I have determined that a UNCT Member should be added to the 2017 ARC, as they meet all the ARC criteria, what do I do?

Please send the full information as previously requested to arc@undg.org with a clear subject line. UNDOCO will add them to your country's UNCT ARC participation list.

6. Why do some UN agencies not meet the ARC eligibility criteria?

As per the ARC eligibility criteria only staff from agencies that are current members of the UNDG participate. Staff members must meet the remainder of the ARC eligibility criteria as well. The current members of the UNDG for 2017 purposes are: FAO, IFAD, ILO, IOM, ITU, OHCHR, UNAIDS, UNCTAD, UNDESA, UNDP, UNECA, UNECE, UNECLAC, UNEP, UNESCAP, UNESCO, UNESCWA, UNICEF, UNIDO, UNFPA, UNHABITAT, UNHCR, UNODC, UN OHRLLS, UNOPS, UN OSAA, SRSG/CAC, UN Women, UNWTO, WFP, WHO and WMO.

7. If I, a UNCT Member, am part of more than one UNCT how do I participate in the ARC?

UN staff members that meet all the ARC criteria for more than one UNCT will need to choose one country that they are engaged in most for their participation in 2017 and 2018. Please inform arc@undg.org should there be a change. The ARC is a performance management system, and thus a HR system where performance management is managed as a one to one relationship with a staff member – meaning that each staff member has one performance record per year. Therefore currently the platform only allows for each staff member to have one performance record attached to their name for a performance year.

8. The current UNCT ARC Administrator can no longer fill this role. What is the process to give authorization to a new staff member to access the ARC platform?

The RC, in consultation with the UNCT, needs to agree on a newly designated RC Office staff member to take on the role of UNCT ARC Administrator. The UNCT ARC Administrator should be a UN staff member from the RC Office and must have a UN email address and UN Index Number. This UN staff member is then officially communicated to the Deputy Director of UNDOCO by the RC and the associated access rights in the ARC platform is provided by UNDOCO to the designated staff member.



9. What about the 2018 ARC process?

The 2018 ARC process should be initiated in country by the RC with the UNCT to determine the UNCT Goals and UNCT Success Criteria that the UN leadership in country will be targeting for 2018. This starts as a dialogue and discussion. Once agreed, the RC and each UNCT member will indicate their individual indicators against these, which will then be utilized in their respective performance appraisal processes. Once completed these are uploaded into the ARC online platform. Further instructions on how the UNCT ARC Admin uploads the UNCT Goals and UNCT Success Criteria will be available in March.

10. If I have additional questions on the ARC where do I go?

First check the guidance and training material provided which can be found at <https://undg.org/leadership/arc/>. For any further questions email arc@undg.org and you will receive a response within 5 business days.