

**RESIDENT
COORDINATORS &
UNCT MEMBERS
COMPLETING PEER
FEEDBACK**



ASSESSMENT OF
RESULTS AND
COMPETENCIES



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TOGETHER FOR DEVELOPMENT



FOR RC & UN COUNTRY TEAM MEMBERS

COMPLETING PEER FEEDBACK - Reference Guide -

Introduction

The ARC methodology captures results and competencies for the Resident Coordinator (RC), ARC UNCT members, and the UNCT as a team. It aims to ensure mutual accountability allowing for the DSRSG/RC/HC/DO and UNCT ARC members to clearly indicate their contribution to common strategic UNCT Goals.

Providing feedback to your peers is a vital part of the performance appraisal process for RCs and UNCTs and contributes to mutual accountability of UN field leaders. A peer feedback mechanism in the ARC also allows for feedback amongst the ARC UNCT members, including to and by the RC, which is to be shared with their respective managers.

In this document, you will learn the steps necessary to complete the peer feedback process in the Assessment of Results and Competencies (ARC) platform.

Peer feedback to RC

- As UNCT ARC Members, you are asked to provide peer feedback to the Resident Coordinator for the given performance year.
- All UNCT ARC members provide feedback to the RC, and will receive feedback from the RC.

Peer feedback between UNCT ARC members

- As UNCT ARC Member, you are also asked to provide peer feedback to one another for the given performance year.
- Where UNCT ARC Members total up to 5 members, then all UNCT ARC Members should receive feedback from one another.
- Where UNCT ARC Members total is more than 5 members, then a minimum of 5 ARC UNCT members should be given feedback by each ARC UNCT Member.



Peer feedback Reports

- The ARC peer feedback process is not anonymous. Individual reports for the RC and UNCT ARC Members will contain individual feedback attribution.
- Peer feedback to the RC will be shared with the Regional UNDG Performance Management Team
- Peer feedback to individual UNCT ARC Members will not be shared with the Regional UNDG Performance Management Team (PMT). The Regional UNDG PMT does not assess individual UNCT ARC Members and only provides performance assessment to the RC and the UNCT as a team.
- The Peer feedback reports of UNCT ARC Members will be provided to their respective agencies to be considered as an input into their respective agency performance appraisal process.
- Individual Peer feedback reports will be available in the dashboard at the end of the review cycle

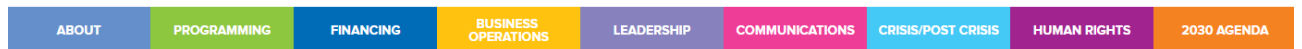
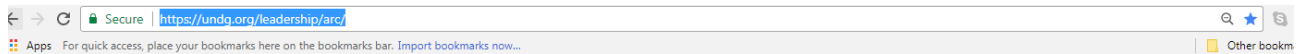
Special Notes:

- 1- UNCT ARC Members are NOT to provide feedback on the Security goal to the RC, and any feedback provided will not be included as part of the RC's peer feedback report, as the DO role can only be addressed by UNDSS USG to ensure the DO's impartiality in decision making. UNCT ARC members will receive feedback from the RC and other UNCT ARC members on their indicators towards the Security goal.***
- 2- RCs are required to have indicators against each goal category, and thus should receive peer feedback against each. However, UNCT ARC Members are required to provide indicators against a minimum of two goals (up to the full 5 goals), and thus should only receive peer feedback on the goals where they have set indicators. Step 7 in this guide illustrates how you can see the indicators for each goal for the staff member receiving feedback.***



Accessing peer evaluation request

1. To access the ARC go to [www.undg.org/leadership/arc/](https://undg.org/leadership/arc/). **Please utilize Chrome or Firefox internet browsers to access the ARC platform. The new internet browser Edge is currently incompatible with the ARC platform.**

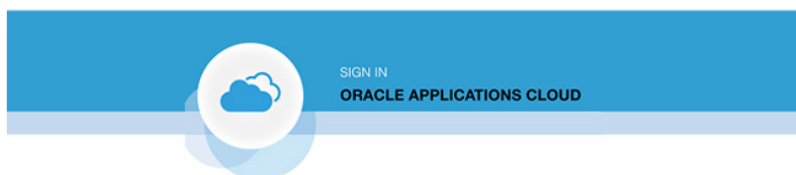


ARC – RESIDENT COORDINATOR & UN COUNTRY TEAM PERFORMANCE APPRAISAL

HOME » LEADERSHIP » ARC – Resident Coordinator & UN Country Team Performance Appraisal

The ARC webpage will link you to the ARC login page:

TO ACCESS THE ARC CLICK HERE:





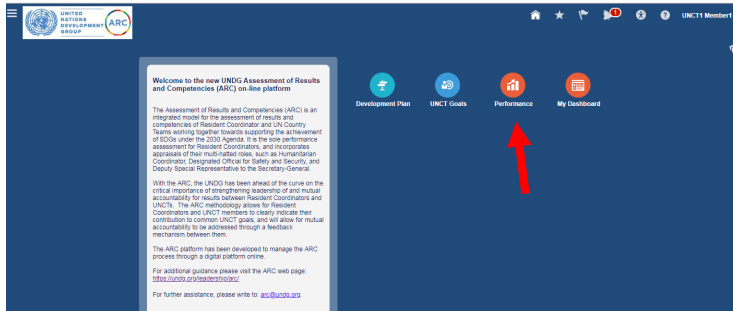
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2. Enter your username and password for the ARC system.

The Oracle Applications Cloud Sign In page. It features a blue header with a white circle containing a blue cloud icon on the left. The text 'SIGN IN ORACLE APPLICATIONS CLOUD' is in white. Below the header, there are two input fields: 'User ID' and 'Password'. A link 'Forgot Password' is below the password field. A blue 'Sign In' button is below the 'Forgot Password' link. At the bottom, there is a language dropdown menu showing 'English'. The Oracle logo is in the bottom right corner.

3. Then, click **Sign In**.
 - This action opens the ARC home page unique to the ARC UN Country Team Member.
 - The page contains information and links that are specific to your privileges in the ARC system.
 - The privileges in the ARC depend on your job function.



4. Click the **Performance** icon, highlighted in the image above.

- The My Evaluations page opens.



5. Click the **second tab** on the far-left side of the screen, where the red arrow is pointed, as shown in the image above.
- This action reveals the My Feedback Requests space.
 - All the pending feedback requests are visible in this space.
 - For this demonstration, there is only one feedback request for the Resident Coordinator in your country.



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Development Plan UNCT Goals Performance

My Feedback Requests

View By Pending

Feedback For	Requested By	Performance Document
UNCT1 RC Resident Representative	TestRegional ARCAAdmin	Begin Due Date: 2/6/18 ARC Performance Assessment - 2017

6. Under the person for whom you wish to provide feedback, click **Begin**.

- The feedback page opens. This area contains four boxes on the left. By default, the page opens to the ARC Goals and Success Criteria tab.

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Task Participant Feedback

Save Submit Cancel

ARC Goals & Success Criteria

Note: Feedback on DO Role

- Please note that feedback from UNCT members cannot be provided to the DO role. This is the sole prerogative of the USG of UNDSS. The USG of UNDSS has been assigned the formal delegated authority to oversee the DO function. Therefore any input provided on the DO function will be deleted.

Sort By	Name
1	This is UNCT Goal 1 Development
2	This is UNCT Goal 2 Human Rights
3	This is UNCT Goal 3 Humanitarian
4	This is UNCT Goal 4 Political
5	This is UNCT Goal 5 Security

ARC Competencies / Team Attributes

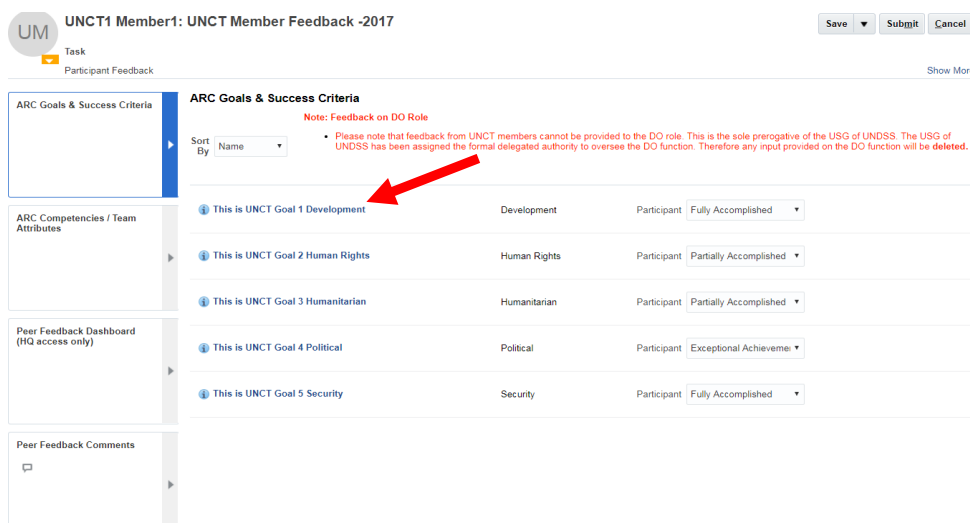
Peer Feedback Dashboard (HQ access only)

Peer Feedback Comments



7. Click each **Goal name** to see indicators.

- When RCs and UNCT Members are giving feedback to other UNCT Members and no indicators appear feedback should not be given because the UNCT Member did not commit to deliver on this Goal.
- For RCs it is mandatory that they have indicators against each goal category and therefore should receive feedback on each Goal
- The indicators are important to view, so you know what you are giving feedback against.



UM UNCT1 Member1: UNCT Member Feedback -2017

Task Participant Feedback

Save Submit Cancel

Show More

ARC Goals & Success Criteria

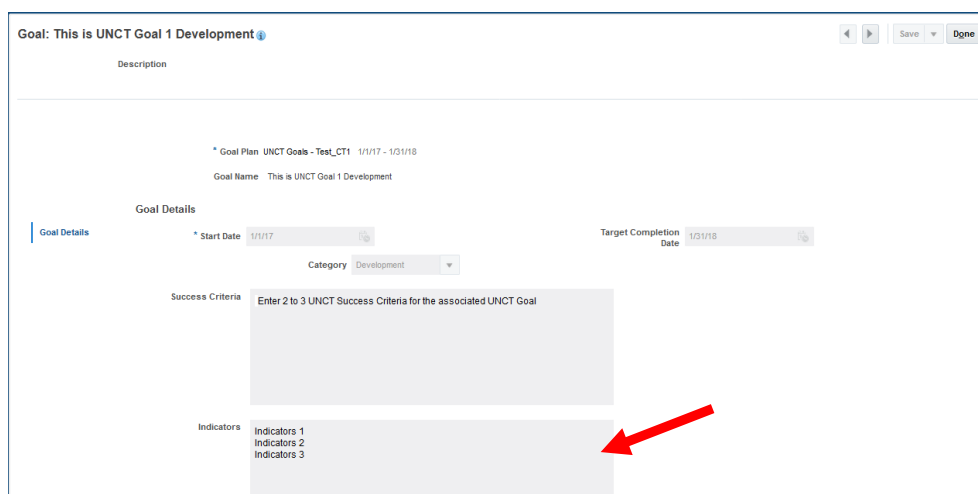
Note: Feedback on DO Role

Sort By Name

Please note that feedback from UNCT members cannot be provided to the DO role. This is the sole prerogative of the USG of UNDSS. The USG of UNDSS has been assigned the formal delegated authority to oversee the DO function. Therefore any input provided on the DO function will be deleted.

1 This is UNCT Goal 1 Development	Development	Participant	Fully Accomplished
1 This is UNCT Goal 2 Human Rights	Human Rights	Participant	Partially Accomplished
1 This is UNCT Goal 3 Humanitarian	Humanitarian	Participant	Partially Accomplished
1 This is UNCT Goal 4 Political	Political	Participant	Exceptional Achievement
1 This is UNCT Goal 5 Security	Security	Participant	Fully Accomplished

- Below is the Goal page that will appear to view the indicators. When you are ready to input the rating you will have to return to the above screen by clicking **DONE**.



Goal: This is UNCT Goal 1 Development

Description

* Goal Plan UNCT Goals - Test_CT1 1/1/17 - 1/31/18

Goal Name This is UNCT Goal 1 Development

Goal Details

* Start Date 1/1/17 Target Completion Date 1/31/18

Category Development

Success Criteria

Enter 2 to 3 UNCT Success Criteria for the associated UNCT Goal

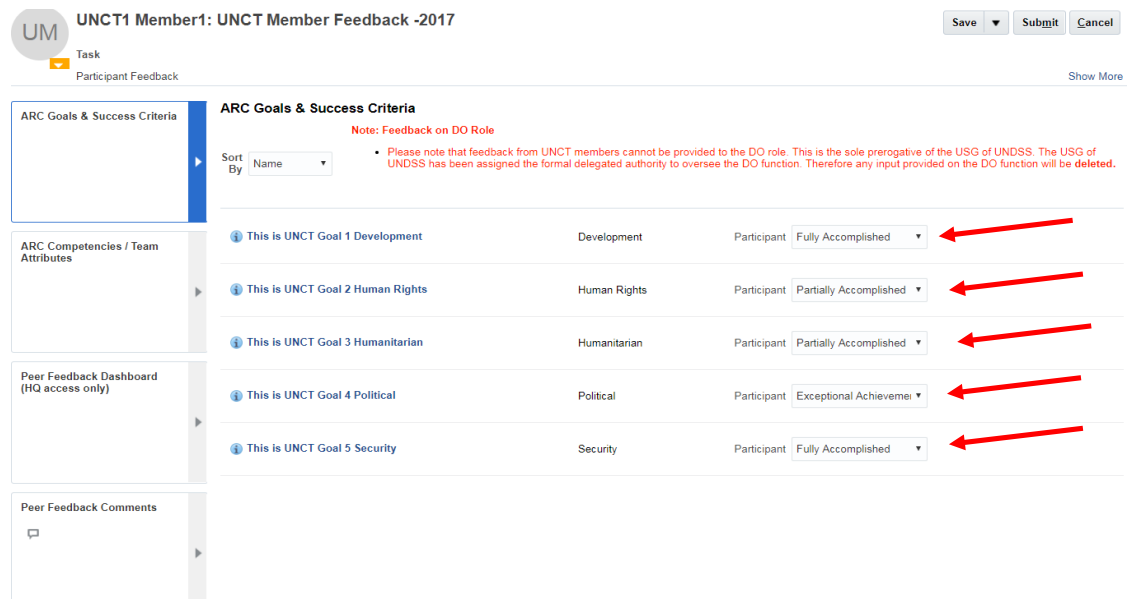
Indicators

Indicators 1
Indicators 2
Indicators 3

Done



8. For each Goal, click the Participant **dropdown list** and select the appropriate feedback rating from the dropdown list.
- Repeat steps 7 and 8 to provide appropriate feedback ratings for the remaining Goals.
 - It is optional to provide a rating for every Goal



UM UNCT1 Member1: UNCT Member Feedback -2017

Task
Participant Feedback

Save Submit Cancel

Show More

ARC Goals & Success Criteria

Sort By Name

Note: Feedback on DO Role

- Please note that feedback from UNCT members cannot be provided to the DO role. This is the sole prerogative of the USG of UNDSS. The USG of UNDSS has been assigned the formal delegated authority to oversee the DO function. Therefore any input provided on the DO function will be deleted.

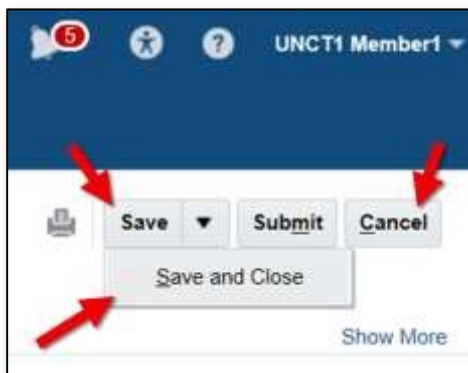
This is UNCT Goal 1 Development	Development	Participant	Fully Accomplished
This is UNCT Goal 2 Human Rights	Human Rights	Participant	Partially Accomplished
This is UNCT Goal 3 Humanitarian	Humanitarian	Participant	Partially Accomplished
This is UNCT Goal 4 Political	Political	Participant	Exceptional Achievement
This is UNCT Goal 5 Security	Security	Participant	Fully Accomplished

ARC Competencies / Team Attributes

Peer Feedback Dashboard (HQ access only)

Peer Feedback Comments

Here is a useful tip:



On the feedback page, you can save your work during your session by clicking **Save > Save and Close** in the top-right corner of the screen at any time during the completion of the peer feedback.

You can also use this if you need to leave the session and return to complete the peer feedback later.

Click **Cancel** to exit the form without saving your work.



9. After you have finished providing all the ratings, as appropriate, click the small triangle on the right of the second box named **ARC Competencies / Team Attributes** box (red arrow in below image is pointing to it), as indicated in the image below.

- This action opens the ARC Competencies / Team Attributes tab.
- The tab shows a list of competencies along with a dropdown list corresponding to each competency.
- Here, you provide participant feedback ratings as you just did in the ARC Goals & Success Criteria tab.
- **Competencies differ for RCs and for UNCT Members. Please see screen shots below.**

A. View for UNCT MEMBER

Competency	Participant
UNCT_Member Communicating and Engaging	Exceptionally Demonstrated
UNCT_Member Delivering Results	Fully Demonstrated
UNCT_Member Impact and Drive	Partially Demonstrated
UNCT_Member Managing Complexity	Partially Demonstrated

B. View for Resident Coordinator

Competency	Participant
RC Delivering Results	
RC Impact and Drive	
RC Leading and Engaging	
RC Managing Complexity	



10. For each competency, click the Participant **dropdown list**.

11. Select the appropriate feedback rating from the dropdown list.

- Repeat steps 10 and 11 to provide feedback ratings for the remaining competencies.
- It is optional to provide a feedback rating for every competency.
- Remember to save your work periodically.
- The next box is the Peer Feedback Dashboard box and is for UN HQ access only. It should be skipped.

UM UNC I1 Member1: UNC I Member Feedback -2017 Save Submit Cancel

Task
Participant Feedback Show More

ARC Goals & Success Criteria

ARC Competencies / Team Attributes

Note: Feedback on DO Role

- Please note that feedback from UNCT members cannot be provided to the DO role. This is the sole prerogative of the USG of UNDSS. The USG of UNDSS has been assigned the formal delegated authority to oversee the DO function. Therefore any input provided on the DO function will be **deleted**.

UNCT_Member Communicating and Engaging Participant Exceptionally Demonstr

UNCT_Member Delivering Results Participant Fully Demonstrated

UNCT_Member Impact and Drive Participant Partially Demonstrated

UNCT_Member Managing Complexity Participant Partially Demonstrated

Peer Feedback Dashboard (HQ access only)

Peer Feedback Comments



12. After you have finished providing participant feedback ratings for competencies, go to the final box on the left called **Peer Feedback Comments** and open it by clicking on the small triangle on its right side.
- The Peer Feedback Comments page appears.

UM UNCT1 Member1: UNCT Member Feedback -2017 Save ▼ Submit Cancel

Task
Participant Feedback Show More

ARC Goals & Success Criteria

ARC Competencies / Team Attributes

Peer Feedback Dashboard (HQ access only)

Peer Feedback Comments

Peer Feedback Comments

Comments 2

B I U



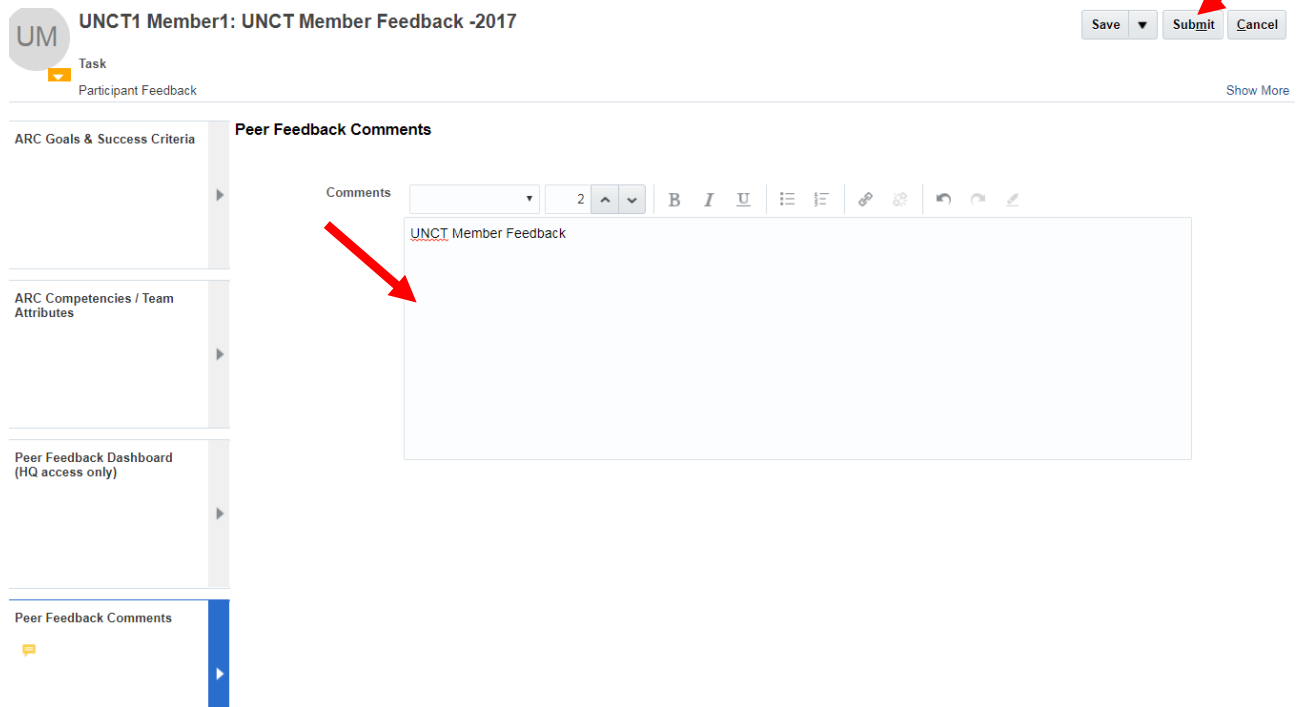


13. Enter any narrative feedback in the Comments field.

- Entering comments in the field is optional.

14. After you have finished entering your comments, click **Submit**.

- A Confirmation window appears indicating that the feedback was submitted.

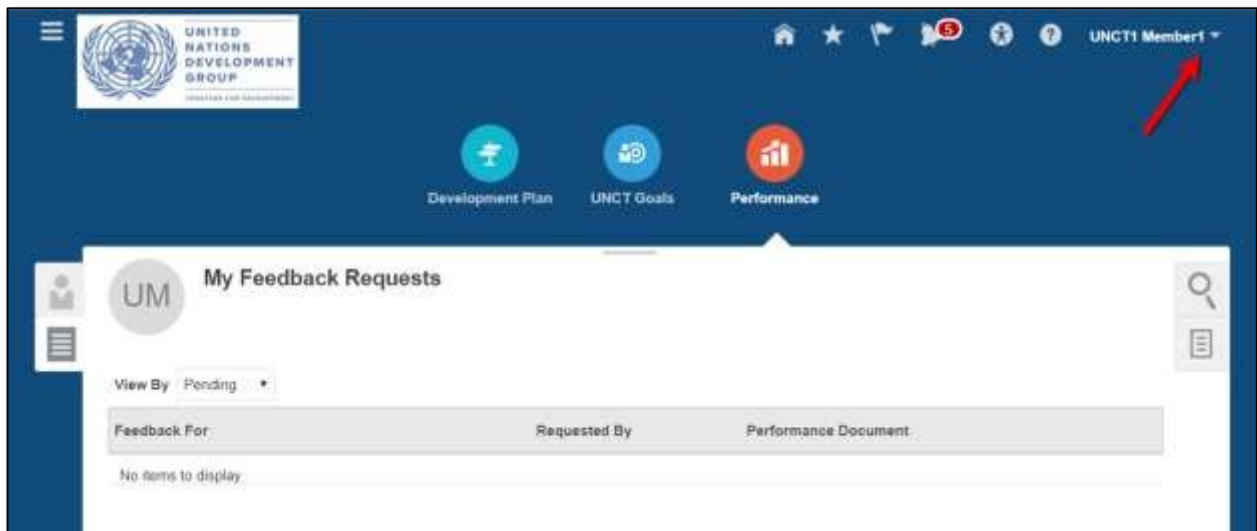


The screenshot shows a web interface for providing feedback. At the top left is a user profile icon with the letters 'UM'. To its right is the title 'UNCT1 Member1: UNCT Member Feedback -2017'. On the far right are three buttons: 'Save', 'Submit', and 'Cancel'. A red arrow points to the 'Submit' button. Below the title bar, there is a 'Task' section with a dropdown arrow and a 'Participant Feedback' section with a 'Show More' link. On the left side, there is a vertical sidebar with four items: 'ARC Goals & Success Criteria', 'ARC Competencies / Team Attributes', 'Peer Feedback Dashboard (HQ access only)', and 'Peer Feedback Comments'. The 'Peer Feedback Comments' item is highlighted with a blue bar and a right-pointing arrow. The main content area is titled 'Peer Feedback Comments'. It contains a 'Comments' label, a dropdown menu, a text count '2', and a rich text editor toolbar with icons for bold, italic, underline, list, link, and other formatting options. Below the toolbar is a large text input area containing the text 'UNCT Member Feedback'. A red arrow points to this text input area.



15. Click **OK**.

- You return to the My Feedback Requests page.
- Repeat steps 6-15 for each of the remaining feedback requests until you have completed all of them or the minimum number required based on the number of ARC UNCT members participating (see page one of this guide to determine the number of feedbacks you need to provide.)
- You will be provided access to your peer feedback report upon conclusion of the 2017 ARC process. Your UNCT ARC Administrator will be informed when this is the case. Your agency will also receive a copy of your peer feedback report.



16. When you are ready to exit the ARC, click on the **down arrow** next to your name.



17. Click **Sign Out**.

- You have now completed peer feedback and exited the ARC system.