



Personal Development and Performance Review

PDPR Process FAQ's

iTrent and MyHR FAQ's

iTrent FAQ's for Managers

Q: *Where can I find help guidance for setting up my staff member's PDPR's?*

A: Guidance can found on the HR website here: [People Manager User Guide](#).

Further information on the PDPR process for both managers and staff can be found on the P&OD [website here](#).

Q: *I am trying to schedule a PDPR for my staff member, but their job role doesn't appear in the drop-down list.*

A: Simply log out and log back in again, and it will appear. This may be due to a period of inactivity since the iTrent session was originally opened.

Q: *I am a manager, and I cannot find my staff members PDPR that I set up.*

A: If you are searching from the dashboard view for the PDPR please make sure the filter is changed to the relevant position. The filter displays "**scheduled**" PDPR data as the starting point, however the PDPR may be in any of the following stages: "in progress", "submitted" "completed", "abandoned". Use the filter to search each mode to find the related PDPR.

Q: *I have created a duplicate PDPR, how can I delete this?*

A: The duplicate cannot be deleted but it can be "abandoned", simply open the relevant PDPR and use the "abandon" button found at the foot of the form, stating a reason for abandonment as "duplicate".

Q: *When I look at the manager dashboard, my staff members PDPR is not showing as “complete”, even when I have added all my notes as manager?*

A: There could be two reasons for this,

1. When the staff member completed their part, they didn't “submit” the form.
2. When the manager completed their part, they may not have clicked on “submit” immediately followed by “complete” to finish the process, just go back into the form see which stage it is currently at.

Objectives Specific Queries

Q: *I have assigned a new objective, but it will not allow me to save this?*

A: The objective **title** box may have more characters than the system allows. A maximum of 100 characters can be input in the title box.

Q: *I have set my staff members objectives but can't now see them?*

A: There may be a couple of reasons for this.

- In iTrent, check that the
- The “Start Date” on the form is in the future or is blank. If it's in the future, make sure the staff member is searching using the “all” drop-down menu, rather than any other. If it's blank, the manager must put a date in here otherwise it will not look as being assigned.

Q: *My staff member has objectives dating back to 2022 that are still open, what can I do?*

A: Only a manager can “sign off” and objective as “complete”, therefore the manager should go into each objective and complete the objective, using one of four options:

- 0 – objective removed or amended - no longer needed.
- 1 – Not met objective – explain the reason for this in the notes section.
- 2 – Partially met objective – use this if there were numerous parts to the objective, where some have been met and others are still outstanding (consider breaking this objective down to separate parts).
- 3 – Met objective – use this if completed in its entirety.

MyHR (Appraisee) FAQ's

Q: *Where can I find the help guidance for completing my PDPR?*

A: Guidance can found on the HR website here: [MyHR User Guide](#) . Further information on the PDPR process for both managers and staff can be found on the P&OD [website here](#).

Q: *My manager has assigned my PDPR to me, but I cannot find it on my account.*

A: Check with your manager that they have completed the “schedule” box on the initial set-up. If this is blank the PDPR has not been assigned correctly and has not yet been “scheduled” to you.

Q: *Why am I am getting an error message after completing my part, when I try to submit my PDPR back to my manager for review.*

A: There may be different reasons for this, however, it is worth checking that...:

1. All the mandatory sections have an answer in them, and/or
2. There may certain characters that iTrent find incompatible, if for example the text has been “cut and pasted” form a word document previously. The data entry rules for MyHR mean that any free text may only contain: “@”, full stop, colon, semi-colon, hyphen, single or double quotation marks, numbers 0–9 and letters a–z and A–Z or spaces, try and avoid any other characters.
3. If you still have an issue with this not being accepted, try converting the test to Rich Text Format.

Finally, if you still find it is creating an error, please request help [here](#).

Q: *I have written a new objective, but it will not allow me to save this?*

A: The objective **title** box may have more characters that the system allows. A maximum of 100 characters can be input in the title box.