



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: *Why am I am getting an error message after completing my part, when I try to submit the PDPR.*

A: Please check that all mandatory sections have been completed.

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: *When I try to record where I sit on the nine-box grid I cannot annotate the form?*

A: The manager will annotate the form following agreement between yourself and your manager. In advance of the discussion, we suggest reading the Talent Conversation [framework document](#) and making a separate note of where you feel you sit. This will form the bulk of the conversation about this grid during the PDPR.

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 all the mandatory sections have an answer in them

Objectives Specific Queries

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

A: The objective **title** box wording may be more characters than the system allows. A maximum of 80 characters can be input in the title box.

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

A: The "Start Date" on the form may be in the future or is blank. If it is, 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.