DAP Module on ZenLearn

FAQ Document

For Behavioural & Functional Learning DAP

1. **I have completed 'x' hours of Percipio courses/V-Learn sessions etc. from April 2021 till date. Will I receive credit for these hours in my learning KRA?**

Ans. *The new structure of the learning KRA, which was introduced during the goal setting exercise, gives you the opportunity to identify and work on your development areas, which are aligned to business requirements and organizational goals.*

To achieve the KRA, you are required to create your Behavioural/Functional DAPs in consultation with you manager. If the Percipio courses/V-Learn sessions, etc. you may have completed from April 2021 till date are present in your DAP, it will automatically be calculated in your DAP completion within 48hours after your DAP is approved. Percipio courses/V-Learn sessions, etc. which are not part of your DAP will not be considered as part of this KRA.

2. **My Learning hours is showing as zero in Zenlearn and ZenDeavor**

Ans. *As per the new structure of the learning KRA, which was introduced during the goal setting exercise, the learning KRA calculation is based on DAP creation and completion and not on learning hours as done last year.*

Any learning completed from April 2021 till date has been recorded in the learning history of the associate in the system. In case an associate creates a DAP now but has completed the aligned learning earlier in the year, T@Z will mark that completion basis the learning history and the commensurate credit will be provided for the KRA. The learning program completed must be in line with the DAP created. Associates need to create their DAPs first and choose the learning programs which they have completed so far for that need in the DAP for getting the credit.

3. **How do I create a Behavioural & Functional DAP?**

Ans. *Please follow the instructions on the following file to know how to create your Behavioural & Functional DAPs.* Behavioural & Functional DAP – Help File

4. **How many Behavioural DAPs do I need to create?**

Ans. *You are required to create 3 Behavioural DAPs. You need to select a minimum of 5 classroom/online learning programs for each DAP.*

5. **Do I need to select 'On the Job' and 'Peer learning'?**

Ans. *The 'On the Job' and 'Peer Learning' learning options are optional and will not be measured as part of the learning KRA. Only the 'Classroom/Online Learning' will be measured as part of the learning KRA.*

6. **I have created a Behavioural DAP, but it is not getting submitted for approval**

Ans. *You are required to create at least 3 Behavioural DAPs. Until all 3 are created, it will remain in draft stage. It will only be submitted for approval after 3 Behavioural DAPs have been created.*

7. **Do I have to create a Functional DAP?**

Ans. *Functional DAP is required to be created only by associates in Support functions. Below is a list of Support functions.*

Company Units (CU) – Business Enabling (Support)

CAO	CISO
CORP DEV	CORPORATE
FINANCE	HR
ROW SALES	SA SALES
UK SALES	US SALES

8. **I have completed many Behavioural learning programs from April 2021, but I do not know which Competency and Sub-Competency they fall under**

Ans. *The 'Completed Courses' tab on ZenLearn will give you your learning history along with the Competency and Sub-competency for each of the programs you have completed. You can refer to this while creating your DAP to ensure you include the programs, to be able to receive credit for the same.*

9. **Do I have to create a Behavioural DAP?**

Ans. *All associates from grade D1 & Below are required to create Behavioural DAPs.*

10. **I have completed a Percipio course/V-Learn session etc., but it is not reflecting as part of my DAP completion.**

Ans. *It takes 48hours post completion of Percipio course/V-Learn session, etc. for it to reflect in your DAP completion status. Please ensure that the program you have completed is part of your approved DAP for it to be considered for DAP completion.*

11. **I am part of Support function, and the system gives me the option to create a Technical DAP, do I need to create it?**

Ans. *If you are a part of a Support function, creating a Technical DAP is optional.*

12. **Once my DAPs are approved, where can I find the programs that I have shortlisted.**

Ans. *V-Learn programs shortlisted by you, will be visible in 'Recommended tab' once the program is scheduled. Percipio programs shortlisted by you will be visible in 'More recommendations' tab under 'Shortlisted in DAP'. You can access the program from here as well.*

13. **My DAPs are in pending for approval stage. What is the next step?**

Ans. *Your manager is required to view and approve/reject your DAP in Zenlearn on the Talent@Zensar App.*

14. **How do I make changes in Behavioural & Functional DAP after approval?**

Ans. *Once your DAPs are approved by your manager, you can add more programs to your DAP, but you cannot remove programs from an approved DAP. Click on 'My DAP' and click on the edit sign for the DAP you want to add programs to.*

15. **I have completed an external program identified in my Behavioural DAP. What is the process of marking completion in the system?**

Ans. *Please share the certificate/completion confirmation along with your manager's approval with the L&OD team at Learning&Development@zensar.com.*

16. **I am facing technical issues with my DAP on the T@Z App. Who should I reach out to?**

Ans. *Please raise a Service Desk ticket under Talent@Zensar to get your technical issues resolved.*

For Technical Learning DAP

1. **I have completed 'x' hours of Percipio courses from March 2021 till date. Will I receive credit for these hours in my learning KRA?**

Ans. *The new structure of the learning KRA, which was introduced during the goal setting exercise, allows you to identify and work on your development areas, which are aligned to business requirements and organizational goals. To achieve the KRA, you are required to create your Technical DAPs in consultation with your manager. As per the FY21-22 KRA guidelines, training hours are not considered as completion of KRA. It must be internally accredited (use this link) Or external certification as per the approved list from this link.*

2. **We had created DAPs for myself, and my team and these DAPs were submitted, approved by managers and mentors. We upgraded Talent@Zensar app and noticed that the data has been wiped out for all those people who updated this app to the latest version.**

Ans. *We have recently revamped our ZenLearn module, and it is based on the organizational and strategic imperatives. The latest version entails a different format for DAP creation and calculation. Going forward, the learning KRA calculation will be based on the DAP creation and completion and not on learning hours as done previously. We request you and your team to create the DAP once again basis the new philosophy which is explained in the app.*

3. **I am part of the Support function, and the system gives me the option to create a technical DAP, do I need to create it?**

Ans. *If you are a part of a Support function, you are NOT required to create a technical DAP. Instead, you can fill a functional DAP.*

Company Units (CU) – Business Enabling (Support)	
CAO	CISO
CORP DEV	CORPORATE
FINANCE	HR
ROW SALES	SA SALES
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4. **I am part of the Delivery Organization, and the system gives me the option to create a Functional DAP, do I need to create it?**

Ans. *If you are part of the Delivery organization, you are not required to create a Functional DAP.*

5. **I have done some learning programs before creating DAP or in DAP 1.0 version. How do I get credit for the same?**

Ans. *The new learning KRA does not consider learning hours for Technical Learning. All associates need to complete either one internal accreditation or an external certification to complete this KRA (Technical – Skill Accreditation).*

If an associate has filled the DAP 1.0, they need to fill DAP 2.0, get it approved by your manager, and inform the technical training team with all details. You will receive the credits post verification of the details.

However, as the mid-term appraisal is already launched, such changes would be difficult now but will be taken care of before the annual appraisal cycle.

6. **How to create a Technical DAP?**

Ans. *For Technical, you need to fill 2 DAPS. One for <u>Technical – Skill Accreditation</u> and the other for <u>Technical – Informal Learning</u>. Please refer to <u>[this doc (pg. 6)](#)</u> for more details.*

7. **I have done external certifications on my own, how can I get this added to my DAP for credits?**

Ans. *Please fill the same in the DAP in the Talent@Zensar app and get it approved by your manager. Post-approval, fill [this form](#) to notify the Technical Training team about the external certification. The team will mark it as complete after verification. In case the external certification skill is not available in the dropdown list, get an email approval from your manager and select "Others" under the Competency tab. Please share the approval email along with the certified copy to techtraining@zensar.com. The technical training team will then update the same after verification.*

8. **I have completed a certification on XYZ skills, but it is not available under Technical Learning - Skill Accreditation, where can I find it?**

Ans. *In case the certification skill is not available in the dropdown list, get an email approval from your manager and select "Others" under the Competency tab. Please share the approval email along with the certified copy to techtraining@zensar.com. We will update the same after verification.*

9. **How many Informal learnings do I have to do?**

Ans. *As per the guideline, you should <u>select any 3 ways</u> of informal learning from the list given. <u>**Complete any one**</u> mode of informal learning, upload the evidence, and get it approved by your manager. Post-approval, the DAP will be marked as completed.*

E.g., You have selected 'Participate in Hackathons,' 'Publish a Blog' and 'Impart Training' as your 3 types of planned informal learnings. You need to <u>complete any one</u> of these 3 selected. Suppose out of these, you have 'Published a Blog' on the technology selected, you can either upload a screenshot of the blog or provide the URL of the blog post and get it approved by your manager.

10. **I have written a blog on XYZ topic. What should I do know?**

Ans. *You can either upload a screenshot of the blog or share the URL of the blog post and submit it. Once submitted, it needs to be approved by your manager. Post-approval, the DAP will be marked as completed.*

11. **Do I need to fill BOTH Technical - Skill Accreditation and Technical - Informal Learning?**

Ans. *Yes, you need to mandatorily add 2 separate DAPs for each **Technical - Skill Accreditation** and **Technical - Informal Learning** and get it approved by your manager. Once you have completed your learning, upload the evidence as per the guidelines given.*

12. **I have completed my certification in XYZ month, but it is not reflected in my DAP?**

Ans. *To get certification reflected, you need to first fill your DAP and get this approved by your manager. Post-approval, you need to notify the Tech Training team at techtraining@zensar.com about the certification. Post verification by the technical training team, your DAP will get updated.*

13. **I have filled DAP and completed my certification but not reflected in ZenDeavor.**

Ans. *The cut-off date for updating your learning for mid-term appraisal was September 30, 2021. If your data was not updated before that, your accreditation will not reflect. But do not worry, this will be updated before the annual appraisal cycle.*

14. **I have done some certification from online platforms such as Udemy or LinkedIn, can I add these?**

Ans*. No, only certifications done from approved certification bodies, e.g., PMI, Azure, Microsoft, VMWare, etc. will be considered. Refer to [this doc](#) for the approved list of external certifications.*

15. **Technical Accreditation - In case one fails in the test, is a retest allowed? If not, then can one select a new skills accreditation mid of the year again? If external certification was chosen, and could not complete due to some circumstances, will we be able to do another one?**

Ans. While filling the DAP, the associate needs to select just the skill. Later they can do either Internal Accreditation or External Certification. External certification should only be done if your manager approves the cost (in case they wish for reimbursement). Retake of internal test can be allowed, up to 2 times. You can create multiple DAPs for Skill Accreditation (as per project requirement changes), but make sure that you complete at least one by the end of the financial year.

16. **I want to know more about the technical DAP process:**

Ans. *Please refer to [this doc](#) for more details or connect with the technical training team.*

17. **If an associate has created a DAP by mistake and if it gets approved by the manager, can this DAP be deleted?**

Ans. Deletion of previous DAP is NOT possible, associate can go ahead and create another DAP with the desired competency. But if the DAP is approved, associate can always go ahead and create a new DAP.

In case of Technical DAP, associate has the liberty to create as many Technical DAPs as they want, Completion of two – one technical Skill Accreditation and one Informal Learning – will complete Technical Learning, even if other Technical DAPs are not completed.