

# Performance Appraisal System

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# Introduction / Purpose

- Supervisor's Responsibility
- Appraisal Reports
- TPAR Preparation
- Performance Counseling
- Unacceptable Performance
- Appeals
- Review & Wrap-up

# Introduction & Purpose

- “Two-tier” system to provide a meaningful and efficient method to determine and evaluate a Technician's performance
- Used to establish Critical Job Elements required for the position
- Used to measure continuing performance of the technician in their assigned duties

# Supervisor's Responsibilities

- Establish written Critical Job Elements and Performance Indicators for each position
- Inform technicians of the level of performance to achieve a fully successful Technician Performance Appraisal Report (TPAR)
- Appraise performance on a continuing basis and provide performance counseling

# Supervisor's Responsibilities continued...

- Ensure each technician receives a TPAR annually and in a timely manner
- Coordinate with the Approving Official for signature
- Ensure technicians are informed of their appeal rights and the process for filing an appeal based on performance

# When should an appraisal report be accomplished?

- Establishing the critical job elements
- Annual review
- When the technician moves from one position to another
- When the supervisor moves from one position to another
- When a technician is officially detailed to or from another supervisor for 180 days or more

# Timeline

Initial employment	Annual review
<ul style="list-style-type: none"><li>■ Establish critical job elements and performance indicators</li><li>■ Probationary period— End of 4<sup>th</sup> month to the end of 10<sup>th</sup> month.</li><li>■ Official review- 12<sup>th</sup> month of employment</li></ul>	<ul style="list-style-type: none"><li>■ Progressive review- 6<sup>th</sup> month progress check and performance discussion</li><li>■ Official review- to be completed by the last day of the Technician's birth month</li></ul>

# Preparation of the TPAR

- Preparation of the appraisal report is an ongoing process
- Supervisors may keep notes and documents to show performance
- The technician may keep records of achievements or other evidence to show their level of performance during a rating period

# Preparation of the TPAR continued...

- CAL NG Form 430 dated May 98
- Part I. Critical Elements
  - No more than five areas for applicable elements
  - Identification of Critical Elements is accomplished through analysis of duties and responsibilities of the technician's job

# Part I. Critical Elements

- Identify the Position Description and organizational goals and objectives
- Identify specific duties and responsibilities
- The official Position Description will be used to help determine the Critical Elements
- Other sources: job descriptions, mission and function statements, inspection reports, or locally developed performance requirements
- Job elements may be added, deleted or changed, in consultation with the technician, during a rating period

# Performance Indicators

- There are three generic “areas” of performance indicators: quality, teamwork, and customer service
- They are identified and applied to the Critical Elements
- They identify what is important to the successful performance in each critical element
- End of the Rating Period- rating official evaluates performance
- Additional Performance Indicators may be added

# Part II. Progressive Review

- Documents the performance discussion between the supervisor and the technician
- Reviews and/or updated the critical elements
- Used to improve communications between the rating official and the technician concerning performance expectations and results

# Part IIa. Probation Report

- During the Probation/Trial period, supervisors must provide specific training, assistance, and guidance to new technicians
- This area is used to determine retention or non-retention of a new technician
- Must be completed no earlier than the end of the 4<sup>th</sup> month and no later than the end of the 10<sup>th</sup> month of employment

# Part III.

## Summary Rating

- The rating official will assign a rating of Fully Successful or Unacceptable
- A Fully Successful rating indicates the technician has met or exceeded the performance expectations for each critical element

(Narrative comments are not required, but are suggested in the area provided)

# Part III.

## Summary Rating

- A rating of Unacceptable indicates the technician has not met the performance expectations outlined by the Critical Elements
- Unacceptable ratings require a written explanation specifically describing performance deficiencies
- A rating of Unacceptable cannot be given without a Performance Improvement Plan (PIP)

# Part IV. Certification

- Critical Elements/Performance Indicators -  
Must be signed when the TPAR is  
created/established by the Technician and  
the Rating Official
  
- Technician Performance Appraisal Report -  
Is signed at the end of the appraisal period  
by the Technician, Rating Official, and the  
Approving Official

# Presentation of the TPAR

- Select a suitable location
- Rating Official and technician only
- Discuss technician's general performance for the rating period
- Discuss specific issues covered by the TPAR
- Allow the technician to read the report
- Allow time for questions and comments

# Presentation of the TPAR continued...

- When all issues are reviewed, the technician should sign the TPAR
- The Rating Official and the technician should review the new TPAR for the next rating period
- One copy of the new TPAR will be furnished to the employee and another sent to HRO

# Submission of the TPAR

- The TPAR should be submitted to HRO, Attn: Employee Relations, no later than 30 days after the end of the rating period

# Refusal of Signature

- Explain to the technician that signing the report only acknowledges receipt and discussion of the report. It does not indicate concurrence
- Explain the appeal process
- Suspend counseling until a witness can be found to document refusal of signature by a written statement

# Performance Counseling

- Supervisors should praise good performance and assist those who may need help in meeting objectives
- Counseling will be done a minimum of twice a year
- Counsel informally as much as possible
- All counseling sessions will be documented on the NGB Form 904-1
- Limit subjects covered during the counseling to performance issues

# Unacceptable Performance

- Technicians will be informed when their performance is unacceptable through counseling and a written Performance Improvement Plan (PIP) which will include supervisory assistance and additional training
- All efforts should be in writing and documented on the NGB Form 904-1 during a counseling session

# Actions Based On Unacceptable Performance

- If there is no improvement during the PIP, a warning letter of unacceptable performance can be issued
- If no improvement after 90 days on a PIP, an unacceptable performance appraisal will be rendered
- The technician may be reduced in grade, reassigned, or removed

# Actions Based On Unacceptable Performance

continued...

- No personnel actions initiated until all elements have been identified in writing, a copy of the appraisal given the technician, and an opportunity for improvement given
- Minimum 30 day advance written notice of what action will be taken (reduction in grade, reassignment, or removal)
- This period is after the PIP period and 90-day warning letter

# Actions Based On Unacceptable Performance

**continued...**

- Technicians are allowed to respond orally or in writing to the Appeals Board and to submit a request to their supervisor to change an unacceptable TPAR
  
- Careful consideration will be given to the request and the Technician will be advised in writing whether the unacceptable TPAR will be sustained or changed

# Appeals

## ■ Filing-

Normal TPAR– NLT 30 days after receipt.

For unacceptable TPAR– within the 30 day advance written notice

- Reviewed by HRO for possible informal resolution
- State Review and Appeals Board – 15 calendar days

# References

- Title 5 CFR, Parts 430, 451, and 531
- Civil Service Reform Act of 1978  
(Public Law 95-454)
- Office of Personnel Management (OPM)  
regulations
- NGB Technician Personnel Regulation 430 dated  
1 October 1997
- CNG FPR 430 & 431

# Questions ?

If one does not ask, one will never know