

Missing Information on your Fact Sheet	Documents Needed	Who Records It	Notes/Clarification	Responsibilities/Actions	
<b>SELF-SERVICE</b>	<b>Languages</b> <i>(apart from mother tongue)</i> <b>Language Certificates</b> <i>(apart from UNLPE and recognized external language certificates)</i>	N/A	<b>S/M:</b> via <b>MSRP Self-Service</b>	<b>S/M:</b> To record self-assessed language knowledge (apart from mother tongue) in <b>MSRP Self Service -&gt; Learning and Development -&gt; Languages</b> (the evaluation date is the current date or the date on which you obtained a certificate) To enter data regarding a language certificate click on <b>Edit</b> .	
	<b>Academic Background</b> 1) <i>University degree:</i> <i>(BA, BBA, BREVET, BS, DEAA, DES, DEUG, JURIS DOCTOR, LICENCE, LLB, LLM, MA, MBA, MS, PhD, etc.)</i> 2) <i>High School Degree</i> 3) <i>Other Diplomas/Degrees/ Certificates which were obtained at recognized/accredited institutions (i.e universities) AND needed a minimum of 140 hours of coursework (net study time) AND were assessable (there should be proof that you were rated)</i>	<b>G/NO staff:</b> A copy of the completed Diploma/Degree/Certificate <b>duly certified</b> by local HR/Admin. Officer and for Geneva staff by the Admin. Assistant in the Section/Bureau/Division. <b>P Staff:</b> a copy of the completed Diploma/Degree/Certificate <b>reference checked</b> and <b>duly certified</b> by TOAS	<b>S/M:</b> via <b>MSRP Self-Service</b>	1) "duly certified" means that all copies are made out of originals and then stamped, dated and signed by the relevant admin staff 2) "reference checked" means that TOAS will contact the institutions to verify the validity of the documents 3) it is mandatory to upload also a filled in and duly certified <b>Standard Learning Form</b> (in French or English) in case the copy of the Diploma/Degree/Certificate is reflecting another language than French or English: <a href="https://intranet.unhcr.org/intranet/unhcr/en/home/staff_resources/administrative_forms/fact-sheet-update.html">https://intranet.unhcr.org/intranet/unhcr/en/home/staff_resources/administrative_forms/fact-sheet-update.html</a> <b>Please note the following:</b> Upon conversion from the G/NO to the P category all Academic Background is reference checked by TOAS.	<b>S/M (G, NO and P Staff):</b> To record in <b>MSRP Self Service -&gt; Learning and Development -&gt; Degree/Education</b> .
	<b>Professional Experience outside UN</b> (minimal 2 months, else not recordable)	N/A	<b>S/M:</b> via <b>MSRP Self-Service</b>	Based on your duly signed P11 or ticked PHP form valid at the time of your recruitment	<b>S/M:</b> To record in <b>MSRP Self Service -&gt; Personal Information -&gt; Professional Exp. Outside UN -&gt; Add Work experience</b> .
	<b>Training Certificates</b> <i>(not Learn &amp; Connect related)</i>	Copy of certificate (scanned)	<b>S/M:</b> via <b>Learn &amp; Connect</b>	Please refer to "The UNHCR Learning Policy and Guidelines" - IOM/094-FOM/095/2012 <a href="https://intranet.unhcr.org/intranet/unhcr/en/home/executive_direction/official_policies/iom-foms/2012_iom_foms/iom09412.html">https://intranet.unhcr.org/intranet/unhcr/en/home/executive_direction/official_policies/iom-foms/2012_iom_foms/iom09412.html</a>	<b>S/M:</b> To upload certificate within "Learn & Connect" under "My Learning", click on "Options" in the top right corner and then select "Add External Training". <b>GLC:</b> Once approved/rejected an automated notification will be sent out to S/M
	<b>Training Certificates (UNHCR courses via Learn &amp; Connect)</b>	N/A	<b>S/M:</b> needs to complete the on-line evaluation of the course in Learn & Connect <b>GLC:</b> automatically if training is Fact-sheet recordable		<b>S/M:</b> Needs to complete the on-line evaluation of the course in Learn & Connect <b>GLC:</b> Automatic approval of the successful completion of the course <b>only after s/m completed the on-line evaluation</b> .
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<b>NON-SELF-SERVICE</b>	<b>Mother Tongue(s)</b>	Duly signed <b>P11</b> at the time of recruitment	HRSS/Fact Sheet Update Team	<b>S/M:</b> To contact Fact Sheet Update Team by e-mail and send copy of the signed P11.	
	<b>A: UNLPE Certificate</b> <b>B: Recognized external language certificate</b>	<b>A:</b> UNLPE Certificate <b>B:</b> Recognized external language certificate	<b>A:</b> HRSS/Fact Sheet Update Team <b>B:</b> HRSS/Fact Sheet Update Team	<b>B:</b> To view the list of the selected recognized external language certificates please check : <a href="https://intranet.unhcr.org/intranet/unhcr/en/home/policy-and-guidance/dhrm.html">https://intranet.unhcr.org/intranet/unhcr/en/home/policy-and-guidance/dhrm.html</a>	<b>A: S/M:</b> To inform Fact Sheet Update Team if data is not correctly reflected. <b>Fact Sheet Update Team:</b> To record/edit UNLPE on adhoc basis. Once a year there will be a mass upload after the UNLPE results are known. <b>B: S/M:</b> To send the certificate to DHRM GLC Language Certificates (HQGLCLGC@unhcr.org) responsible for the verification
	<b>United Nations Experience</b> <i>related to UNV, UNDP, UNOPS, UNICEF, UNHCR Consultancy, etc.</i>	Copy of contract or attestations with all <b>relevant data</b> (type of contract, Duty station, Job Title, Start-End date)	HRSS/Fact Sheet Update Team		<b>S/M:</b> To contact Fact Sheet Update Team and send a copy of the contract or an attestation with all relevant data.
	<b>UNHCR Experience before September 2006</b>	Copy of contract or attestations with all <b>relevant data</b> (type of contract, Duty station, Job Title, Start-End date)	HRSS/Fact Sheet Update Team		<b>S/M:</b> To contact Fact Sheet Update and send copy of the contract or an attestation with all relevant data.
	<b>UNHCR Experience from September 2006</b>	Copy of contracts (PAAs or your local HR should already be in possession of it) or other proofs (memos, attestations, etc.)	Personnel Administration Associate (PAA)/Local HR		<b>G/NO staff:</b> To contact local HR in charge of personnel administration. <b>P staff:</b> To contact PAA.
	<b>Mission</b>	- Copy of Settled Travel Claim (with Travel Authorization attached) - Any relevant correspondence related to performed functions during the mission - ToR for the mission (if any), or if mission was organized by the Emergency Section (DESS), the memo issued about the deployment	<b>Fact Sheet Update Team:</b> missions undertaken before September 2006 <b>HRSS (PAA) or local HR:</b> missions undertaken from September 2006	1) The minimum duration of the Mission must be two months. 2) All ERT Missions are Facts Sheet recordable . 3) A mission taken by an unplaced s/m is also Fact Sheet recordable. 4) <b>However:</b> Missions carried out as part of the regular functions (i.e. that do not imply a change in the reporting lines) are only to be reflected in the e-PAD.	<b>S/M:</b> - For missions undertaken before September 2006 which are not yet recorded in the Fact Sheet and MSRP HR data, please provide the needed documents to the Fact Sheet Update Team. - For missions undertaken from September 2006 please provide the needed documents to your PAA or local HR.
	<b>Secondment/Loan Experience</b>	<b>A:</b> Secondment/Loan <b>from UNHCR</b> to another U.N. agency: UNHCR template for performance appraisal ("Secondment PAR" - Word template) <b>B:</b> Secondment/Loan from another U.N. agency <b>to UNHCR:</b> Documentation about Secondment/Loan (if not already in possession of PAA or Local HR)	<b>A:</b> PAA or local HR records the Secondment/Loan under <b>U.N.H.C.R. Experience</b> and the experience at the other U.N. agency is recorded by the Fact Sheet update Team under <b>United Nations Experience</b> . <b>B:</b> PAA or local HR records the Secondment/Loan under <b>U.N.H.C.R. Experience</b> .		<b>While on Secondment/Loan to another agency</b> <b>S/M:</b> To provide performance appraisal related document (PAR) to PMU on a yearly basis to: CMS PAR In Box . <b>PAA:</b> To inform Fact Sheet Update Team that S/M proceeded on Secondment/Loan.
	<b>Performance</b> <i>(e.g.: e-PADs)</i>	<b>A:</b> <b>Staff on Secondment/Loan from UNHCR</b> have to complete the Performance appraisal during <b>Secondment/Loan to another organization:</b> "Secondment PAR" template (Word) <b>B:</b> UNHCR Staff and Staff on Secondment/Loan to UNHCR have to complete the e-PAD	<b>A: PMU:</b> uploads the performance evaluation (PAR) after receiving it filled in from the s/m <b>B:</b> S/M		<b>S/M:</b> To contact GSD in order to obtain an incident number for reference. Please indicate "e-PAD" in the subject field of the e-mail. <b>PMU:</b> To respond to the concerned incident and assist further.
<b>Contacts:</b>					
<b>GSD:</b> <a href="mailto:hqussd@unhcr.org">hqussd@unhcr.org</a>	<b>DHRM GLC Language Certificates:</b> <a href="mailto:HQGLCLGC@unhcr.org">HQGLCLGC@unhcr.org</a>	<b>Fact Sheet Update Team:</b> <a href="mailto:factsheetupdate@unhcr.org">factsheetupdate@unhcr.org</a>	<b>CMS PAR In Box:</b> <a href="mailto:HQPARIN@unhcr.org">HQPARIN@unhcr.org</a>	<b>GLC:</b> <a href="mailto:hqtr06@unhcr.org">hqtr06@unhcr.org</a>	
<b>Definitions:</b>					
<b>GLC:</b> Global Learning Center	<b>HRSS:</b> Human Resources Staff Services	<b>TOAS:</b> Talent Outreach & Acquisition Section	<b>GSD:</b> Global Service Desk	<b>TO:</b> Terms of Reference	
<b>S/M:</b> Staff Member	<b>P11/PHP:</b> Personal History Form	<b>PAA:</b> Personnel Administration Associate at PAPS	<b>PAPS:</b> Personnel Administration and Payroll Section	<b>PMU:</b> Performance Management Unit	
				<b>UNLPE:</b> UN Language Proficiency Examination	