

TCP Manager Self Service

This guide will help you use TCP Manager Self Service to submit your staff's TCP rating

You can enter, view and change TCP ratings for your staff. This information can be amended up to the close of the TCP assessment period.

Accessing the TCP Manager responsibility:

If you are already an Oracle user, when you log in you will see the TCP responsibility 'KCC SSHR TCP Manager'.

If you are a new user, an Oracle account will be set up for you and you will be notified of the log in details.

If you have not been notified of your log in details, please log a call on the Service Now system requesting access to the Oracle Business System Application: TCP Manager responsibility:

If you are a new user, you will be provided with a username and temporary password for HR Self Service. Enter these details in the log-on screen. You will then be required to set a new password, which must be at least 8 characters long, must contain letters and numbers and must not contain repeated characters.

Self Service TCP: Manager:

1. Click on 'KCC SSHR TCP Manager' from the main menu and then click on 'Self Service TCP Appraisals'.
2. You will be taken to the 'Self Service TCP: Manager' screen. Your details will be displayed at the top of the screen. The details of your line manager (who will be the TCP moderator) will also be displayed.
3. In the middle of the screen a table with your assignment/s will be displayed. If you have more than one role each assignment will be listed. Select the relevant assignment by clicking on the 'Enter TCP results' pencil icon.

Note. Information on the top 3 frequently asked questions about the TCP submission process will be given at the bottom of this screen. For further information click on the 'More guidance' button, which will take you to the TCP page on KNet.

Appraisal screen:

The staff that you are required to enter appraisal ratings for will be listed.

Only managers who are on KR9 and above (or equivalent) can submit ratings. So, you may see employees that are not your direct reports. You have been identified as the next eligible manager and are required to submit their TCP rating.

A maximum of 20 rows will be displayed. Above the top right of the table, a box confirms how many rows are available to view. If there are more than 20 you can look at more rows by selecting 'Next 20' or by selecting the range of rows required from the drop-down box.

If required, you can order the table by 'Status', 'OAN', 'Name' or 'Organisation' by clicking on the relevant heading. The table will then be listed in ascending/descending order for the selected heading.

You can search for a member of staff by using the 'Search' area. Refer to the 'Search area' section of this guide for further information.

All ratings for staff are defaulted to 'Successful'.

If the employee is not eligible to receive a rating, 'Not Assessed' will be displayed in the 'Current Rating' column. In the 'N/A Reason' column the reason for the employee being classed as 'not assessed' will be shown. A green tick will be automatically displayed in the 'Status' column.

A red cross in the 'Status' column indicates that the rating for an employee's assignment has not yet been submitted.

To change a rating from the default 'Successful', select the appropriate rating from the drop-down list against the employee's relevant assignment. To save the new rating click on the 'Save for later' button. A message at the top of the screen will confirm that the result has been saved but not yet submitted. A red cross will still be displayed, as this will only change to a green tick once you have submitted all the ratings. To view the history of the changes made to a rating, click on the 'History' icon on the far-right hand side of the screen.

Note. If an employee's rating is remaining as 'Successful' you **do not** need to click 'Save for later'.

Note. If an employee has more than one assignment that reports to you, ensure you select the correct rating for each assignment.

Note. If you are a line manager in more than one of your own assignments, within the appraisal screen you can select the 'Change my assignment' button. You will be returned to the TCP Manager screen where each of your assignments is listed and you can select the relevant assignment.

‘Search’ area:

Search

Please enter your search criteria and select the "Go" button to restrict your records. Searches are case insensitive.

Name OAN

Use the sequence: first name + % + last name Search by a specific employee's OAN

Assignment changes only ?
Display assignments updated after TCP start date only

You can search for a member of staff by entering their name or OAN and clicking on the Go button in the Search area. Search by their name by entering their surname followed by % and their forename e.g. Smith%John. If you wish to only display assignments that have been updated after the TCP start date, tick the ‘Assignment changes only’ box and click on the Go button. These records will then be listed.

Rating Distributions:

On the lower part of the screen pie charts display rating distributions based on the full time and part time staff in your team as well as the total rating distribution for your team. There are also four rating distributions pie charts based on KR grade (or equivalent salary) ranges.

Note: The pie charts do not include ‘not assessed’ rating values. The charts show data relating to saved and submitted ratings only, so will change as you save the ratings for your staff and once you have submitted all the ratings. You will need to return to the main menu and go back to the appraisal screen to see the most up to date rating distribution for your pie charts

Queries:

If you wish to query information for a specific employee, raise a general enquiry on the ServiceNow portal, providing the employee’s name, Oracle Assignment Number (OAN) and your query.

Staff showing incorrectly in your list:

If an employee is showing incorrectly in your list, please use the Change Manager tool within Manager Self Service to transfer the employee to the correct manager.

Note. If you change an employee’s line manager information, the manager they are assigned to won’t be able to see them in their TCP staff list until the day after you make the change.

Note. Only managers who are on KR9 and above (or equivalent) can submit ratings. So, you may see employees that are not your direct reports. You have been identified as the next eligible manager and are required to submit their TCP rating.

Submission and confirmation:

Once you are happy with all the ratings for your staff, click on the 'Submit all to TCP Administrator' button. You will be asked if you are sure you want to submit and the number of ratings to be submitted will be confirmed.

If you need to make any amendments click on the 'Cancel' button to be returned to the input screen.

If you wish to continue with your submission, click on the 'Yes, submit' button. The ratings will be submitted, and a summary screen will be displayed. An Information message at the top of the screen confirms that the results have been successfully submitted for moderation and that your moderator has been notified. In the 'Status' column a green tick will now appear against all the rows. The rating distribution pie charts will also be updated.

You will receive a notification within Self Service and an e-mail to confirm that your TCP ratings have been successfully submitted.

If, after submitting your ratings, you need to make a change to a rating/s, you should make the required change, click on 'Save for Later', then click on the 'Submit all to TCP Administrator' button and click on the 'Yes, submit' button. Your updated ratings will be submitted.

Note. You will receive a reminder e-mail from the TCP Administrator a few days before the submission period closes if you have not completed and submitted your assessments.

Running a report of your assessment ratings:

Once the deadline for entering TCP assessment ratings has passed you will be able to turn the data into a report by clicking on the 'Export Data to Excel' button.

If required, you can restrict the information that you export by using the 'Search' facility first (please see guidance above) and then click on the 'Export data to Excel' button.

A file download box will appear at the bottom of the screen and you will be asked to open or save the file. Click on 'Open'. You can then format the report as required. If you have exported all the information you can filter as required within the Excel spreadsheet.

It is not encouraged that you save the file, but if you do, you must ensure that it is named appropriately, is password protected and is stored in a secure location (i.e. not on a shared drive).

Moderation:

Moderators ('Grandparents') can view but cannot change assessment ratings. Your moderator will receive an e-mail when you submit the TCP ratings for your team. Any change to the assessment rating can only be made by you (the manager who entered the original rating). So, if your moderator wishes a rating to change they will need to speak with you.

Make a change to an assessment rating after the TCP deadline:

If you need to change an assessment rating after the deadline has passed, for example, as a result of moderation, you can enter, save and submit the updated rating/s using the TCP Manager Self Service responsibility, by following the same process as outlined above.

Help and Support:

Further information on the TCP process is available on the TCP KNet page.

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail ICTservicedesk@cantium.solutions and they will raise a request on your behalf.

If you have an HR related query, log into Service Now and raise a call by selecting the 'Human Resources' Service on the left hand side of the screen or alternatively us the 'Chat' function.

