



Human Resource Secretariat
Position Description Questionnaire
Employee User Manual

June 2015

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Solution Overview

Document Overview

This document is the user manual for the Human Resource Secretariat's (HRS) Position Description Questionnaire (PDQ) solution. In this document you will find an outline of all the solution's features and a walkthrough on how to use each one including text descriptions and annotated images.

System Overview

The PDQ solution was developed for the Human Resource Secretariat, Government of Newfoundland and Labrador (the Government) to allow easier access for employees to request a reclassification of their current job. The PDQ solution is supported by the Job Evaluation Framework (JES) Methodology.

Getting Started

Roles within the PDQ Solution

The PDQ solution is built with roles based around the levels within organizations. PDQ is accessible by four different roles – your role in the PDQ solution will be determined by your level within your organization.

Role Title	Description
Employee	Employees are able to fill out a reclassification request form and fill out a PDQ either for their own position, or on behalf of another employee (3 rd party request).
Supervisor	Supervisors are able to fill out reclassification request forms and PDQs on behalf of other Employees, provide comments on the PDQs which are submitted by their Employees and request classification for new or vacant positions.
Human Resources Representative	Human Resources Representatives are able to review and comment on PDQs for Employees and request classification for new or vacant positions.
Permanent Head / Designate	Permanent Head / Designates are able to request classification for new positions and fill out PDQs on behalf of other Employees. Permanent Head / Designates can review the Employee, Supervisor and HR Representative comments, provide additional comments and submit PDQs to HRS for final analysis.

Navigating to the PDQ Solution

The entire PDQ solution is available online at <http://www.exec.gov.nl.ca/exec/hrs/pdq.html>. On this page you will find the link to log into the application, as well as other useful information and documents. It can be accessed 24/7 by logging in via your Internet browser at home or work. The PDQ solution currently supports Internet Explorer 8, 9, 10, 11, Firefox v33 and Google Chrome v38. If you use any browser version other than these, the application may not function properly. Click the “Login to PDQ” link in the Login section of the screen. When you open the link, you will be greeted with the PDQ login screen (shown below).

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Human Resource Secretariat

Position Description Questionnaire - Staging

A A A

Login

Username:

Password:

Reset Submit

[New users click here to create account](#)

[Forgot Username or Password?](#) [Change Password](#)

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[System/Technical Support](#)

Creating Your Account

You can create your account yourself using the self-service tool which is built into the PDQ solution. If you need assistance creating your account, contact [Technical Support](#).

1. Navigate to the PDQ login page (see “[Navigating to the PDQ Solution](#)”).
2. Click the link labeled “New users click here to create account”. When clicked you will be brought to the Create New Account page (shown below).

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Human Resource Secretariat

Create New Account

A A A

First Name:

Last Name:

Username:

Email Address:

Confirm Email:

Password:

Your password must contain 1 upper case letter, 1 lowercase letter, 1 number and be a minimum of 8 characters in length.

Confirm Password:

Secret Question:

Secret Answer:

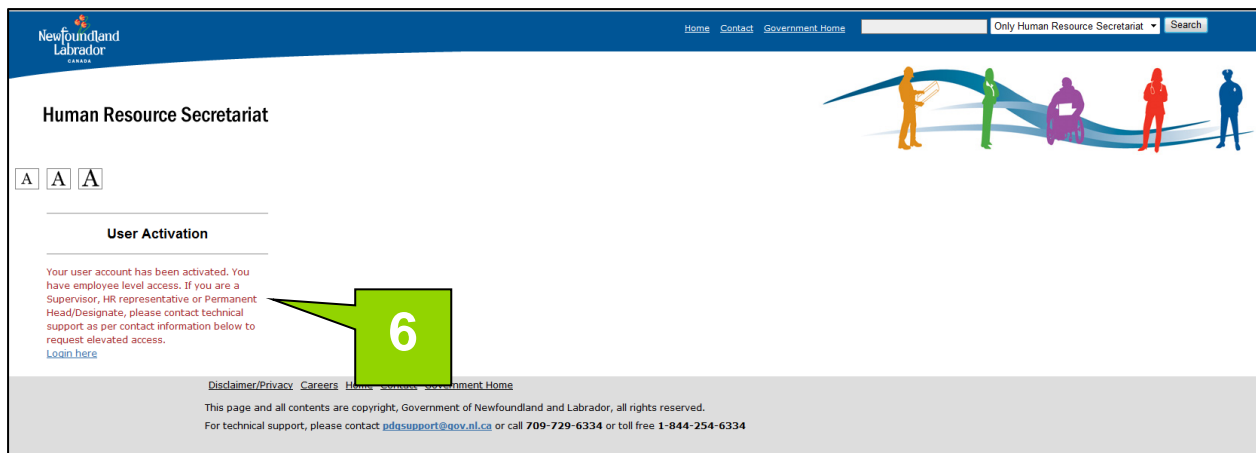
Back Submit

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3. Fill out the form; all fields are required. Make sure you enter your correct email address, or you won't get the email to activate your account.
4. When you are satisfied with the information you have entered, click the "Submit" button. The system will display a confirmation message with a link to the PDQ login page. Don't click this link until you have activated your account.
5. You will receive an email with a link to the PDQ application to activate your account.
6. Click on the link in your email. If you can't click the link, copy and paste it into the address bar of your Internet browser. The system will display the "User Activation" screen to confirm that your account is active. Once you have activated your account, the link from your email will no longer work.



7. Click on the "login here" link and you can enter your new Username and password to login to your PDQ account.

Forgot Username or Password

If you forget the username or password you created to log into the PDQ, you can use the Forgot Username or Password function on the PDQ Login screen.

1. Click the Forgot Username or Password link.

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Position Description Questionnaire - Staging

A A A

Login

Username:

Password:

Reset Submit

[New users click here to create account](#)

[Forgot Username or Password?](#)

1

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Forgot Username

1. If you forgot your username, click the Forgot Username radio button. If you forgot your password, go to the next section "Forgot Password".

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Position Description Questionnaire - Staging

A A A

☒ Forgot Username or ☐ Forgot Password

1

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2. Enter the email address associated with the account and confirm that email address.

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Position Description Questionnaire - Staging

A A A

☒ Forgot Username or ☐ Forgot Password

Email:

Confirm Email:

Cancel Submit

2

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3. The system will send an email to the email address identifying the Username associated with the email address.



Forgot Password

1. Click the Forgot Password radio button.



2. Enter the Username associated with the account and click Submit.
3. Enter the secret answer when prompted and click Submit.
4. The system will send an email to the email address associated with the account. This email will contain instructions on how to change your password. Click on the link in the email. If you can't click on it, copy and paste it into the address bar of your Internet browser. The reset password screen will display as shown below.
5. Enter your Username and copy and paste the temporary password from the email. Click Submit.

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A A A

Reset Password

Username:

Temporary Password:

[Cancel](#) [Submit](#)

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6. The Reset Password screen displays as shown below.
7. Enter the answer to your secret question. Enter a new password and confirm the password. Click submit. If you forget the answer to your secret question, contact Technical Support.

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A A A

Reset Password

Secret Question: Winter2015

Secret Answer:

New Password:

Your password must contain 1 upper case letter, 1 lowercase letter, 1 number and be a minimum of 8 characters in length.

Confirm Password:

[Cancel](#) [Submit](#)

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8. The system will display a message indicating that the password was successfully reset.
9. Click on the link and the PDQ login screen will display.

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A A A

Reset Password

Password successfully reset

[Login here](#)

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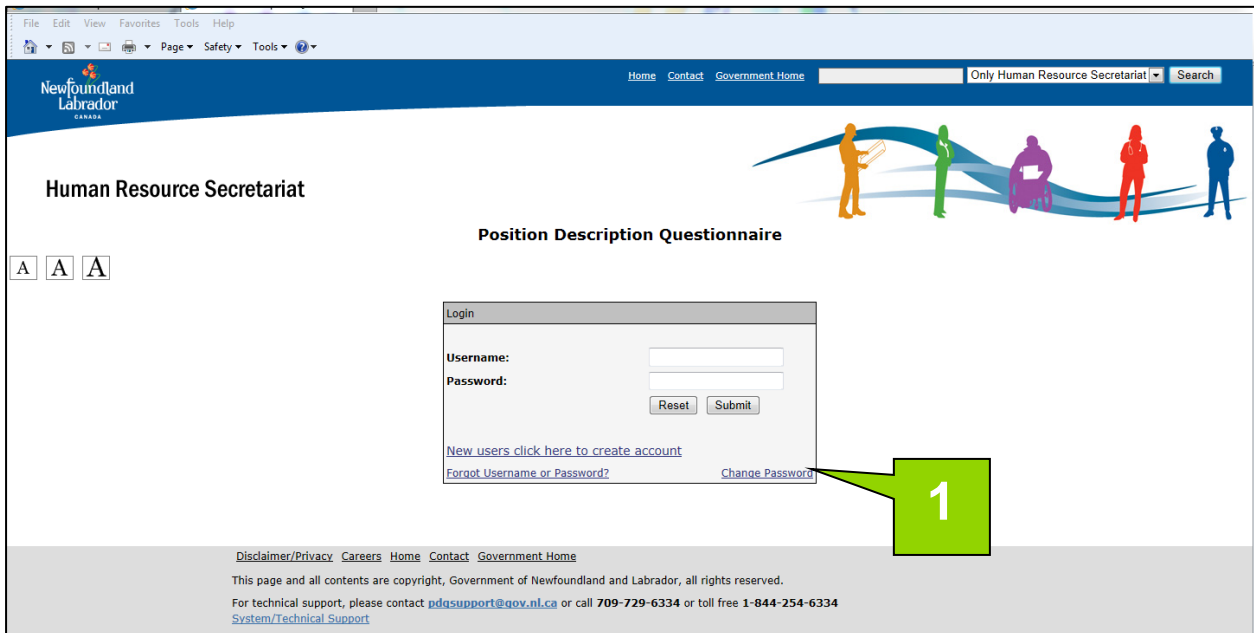
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Change Password

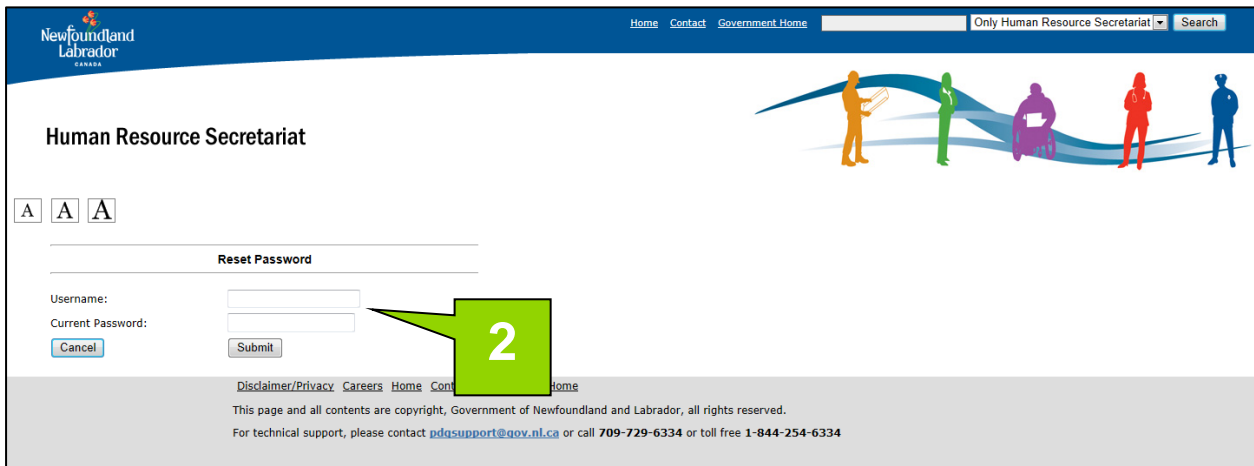
The system allows users to change their password at any time. You can change your password using the Change Password function on the PDQ Login screen.

1. Click the Change Password link.



The screenshot shows the 'Human Resource Secretariat' login page. At the top, there is a navigation bar with links for 'Home', 'Contact', and 'Government Home'. Below this, the page title 'Human Resource Secretariat' is displayed. A 'Position Description Questionnaire' section is visible. The main content area features a 'Login' form with fields for 'Username:' and 'Password:', and buttons for 'Reset' and 'Submit'. Below the login form, there are links for 'New users click here to create account', 'Forgot Username or Password?', and 'Change Password'. A green callout box with the number '1' points to the 'Change Password' link. The footer contains a 'Disclaimer/Privacy' link, copyright information, and technical support contact details.

2. Enter your Username and current password and click Submit.



The screenshot shows the 'Reset Password' form on the 'Human Resource Secretariat' page. The form has a title 'Reset Password' and fields for 'Username:' and 'Current Password:'. There are 'Cancel' and 'Submit' buttons. A green callout box with the number '2' points to the 'Current Password' field. The footer contains the same navigation and contact information as the previous screenshot.

3. Enter the answer to your secret question, new password and confirmation password and click Submit. If you forget the answer to your secret question, contact Technical Support.

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A A A

Reset Password

Secret Question: Fall2014

Secret Answer:

New Password:

Your password must contain 1 upper case letter, 1 lowercase letter, 1 number and be a minimum of 8 characters in length.

Confirm Password:

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- The system will confirm that the password was reset successfully and provide a login link to the PDQ.

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A A A

Reset Password

Password successfully reset

[Login here](#)

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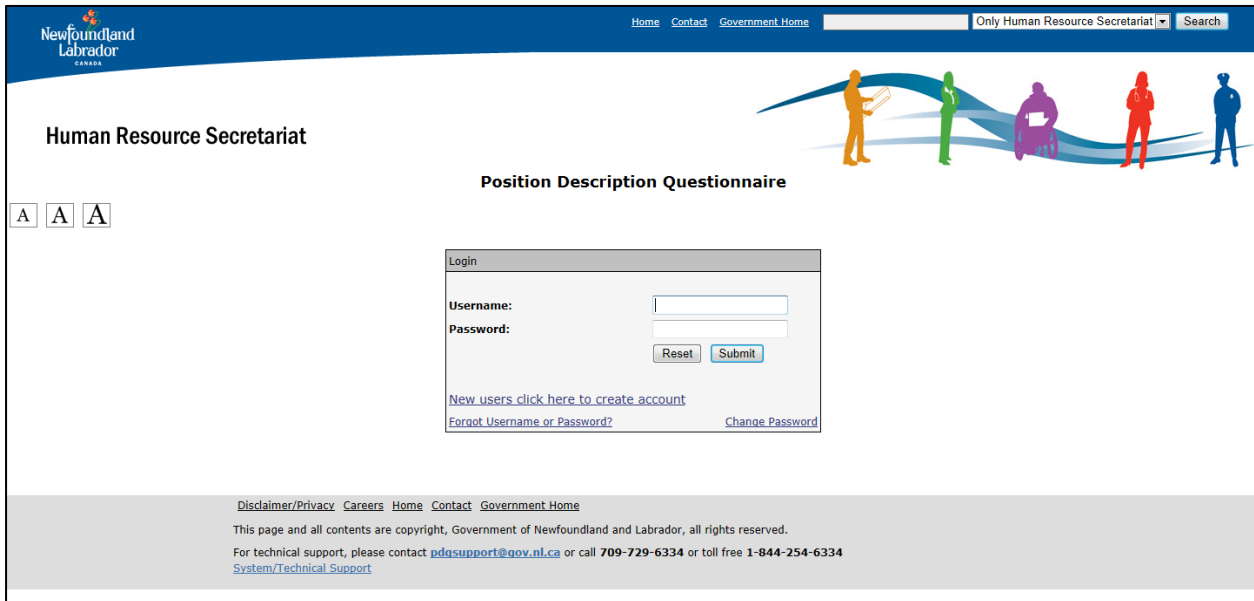
- Click on the link and the PDQ login screen will display.

Note: The system requires that users change their password every 90 days. A message will display on the user's home screen when there are 10 days left to change the password. This message will continue to display until the 90th day. Once the password expires, you will not be able to log in to the system until the password is changed.

Logging In

Once you have set up your PDQ account, you can login simply by entering the Username and password which you created during the "Creating Your Account" step. You can return to the system to login at any time by navigating to the following URL in your Internet browser

<http://www.exec.gov.nl.ca/exec/hrs/pdq.html>. On this page you will find the link to log into the application.



The screenshot shows the login page for the Human Resource Secretariat Position Description Questionnaire. The page has a blue header with the Newfoundland and Labrador logo and navigation links: Home, Contact, Government Home, and a search bar. Below the header, the title "Human Resource Secretariat" is on the left, and a graphic of five stylized human figures in different colors is on the right. The main heading is "Position Description Questionnaire". Below this, there are three small square icons labeled "A". The login form is centered and contains fields for "Username:" and "Password:", a "Reset" button, and a "Submit" button. Below the form, there are links for "New users click here to create account", "Forgot Username or Password?", and "Change Password". The footer contains a "Disclaimer/Privacy" link, copyright information for the Government of Newfoundland and Labrador, and technical support contact details: pdqsupport@gov.nl.ca or call 709-729-6334 or toll free 1-844-254-6334, with a link to "System/Technical Support".



HINT: The PDQ online application will log out after 20 minutes of inactivity. After 15 minutes, a message will prompt Employees to save their work, giving them five minutes to do so before signing them out. To prevent loss of information, Employees should save their work on a regular basis.

Managing Your Account Information

Once you log into the system, you have the ability to manage your account information. You can change your name, Username, email address, secret question and secret answer.

1. Click on the Manage Account menu item.

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Position Description Questionnaire – Home

To begin a new reclassification request click [here](#)

My Position Description Questionnaires

This page allows you to view and update your position description questionnaires. If you have been notified from HRS to proceed with PDQ completion, click **view** for the appropriate position title below.

Position Title	Status	
	PDQ waiting employee's final comments	View Printer Friendly

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- Update the information you wish to change and click update. To change your secret question and/or answer you will be required to enter your current password.

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Position Description Tool – Edit Account Information

Account Information

First Name:

Last Name:

Username:

Email Address:

Confirm Email Address:

Note: Password required to change Secret Question/Answer

Password:

New Secret Question:

New Secret Answer:

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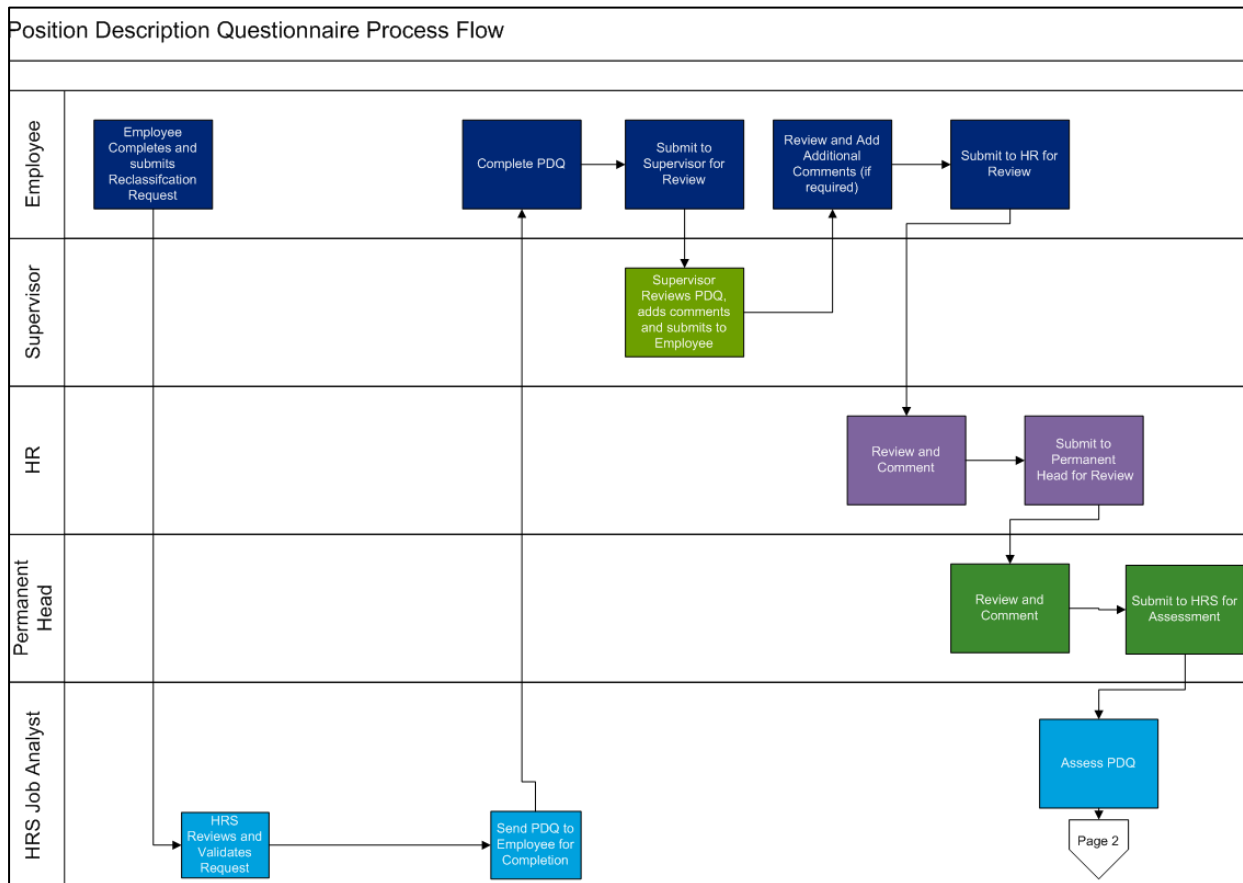


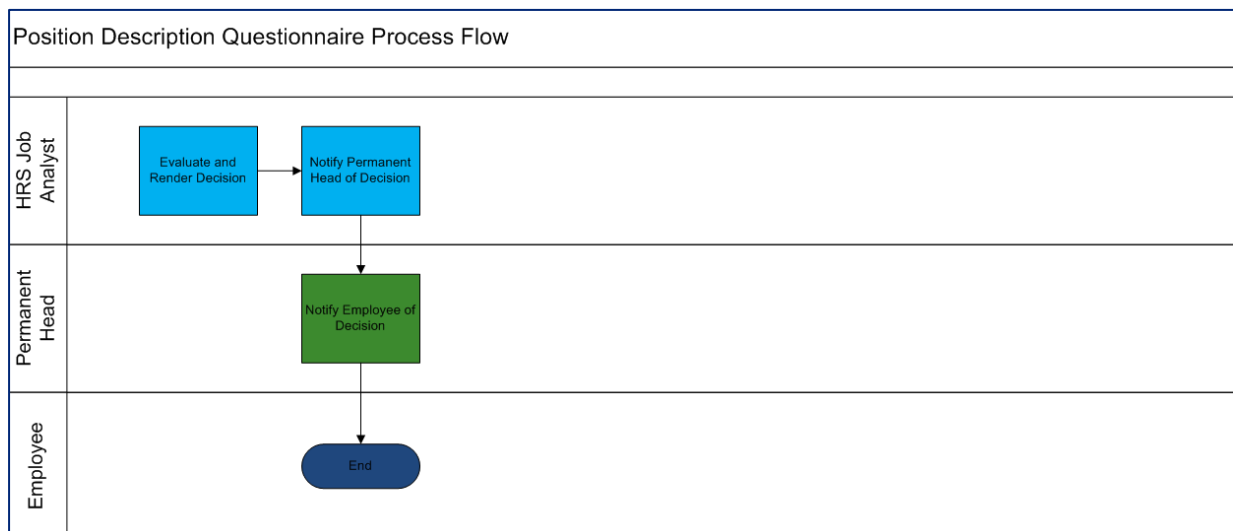
NOTE: You cannot change your password on this screen. To change your password use the Change Password function on the login screen to the system.

Position Description Questionnaire

Position Description Questionnaire Workflow

The workflow diagram below outlines the process for completing a PDQ.





The completion of the PDQ is a two-step process for Employees :

1. Submit a reclassification request to HRS with tombstone information identifying the Supervisor and Permanent Head. HRS reviews the data, assigns the appropriate HR Representative to the request and notifies the Employee by email that the PDQ is available for completion. **The Employee will not be able to start filling out the PDQ until this email notification is received.**
2. Complete the PDQ.

PDQ General Information and Navigation

Function Menu

On the left-hand side of every PDQ screen contains the menu options available to you as a user. Every user will have the following menu options:

1. Help
2. Home
3. Manage Account
4. Logout

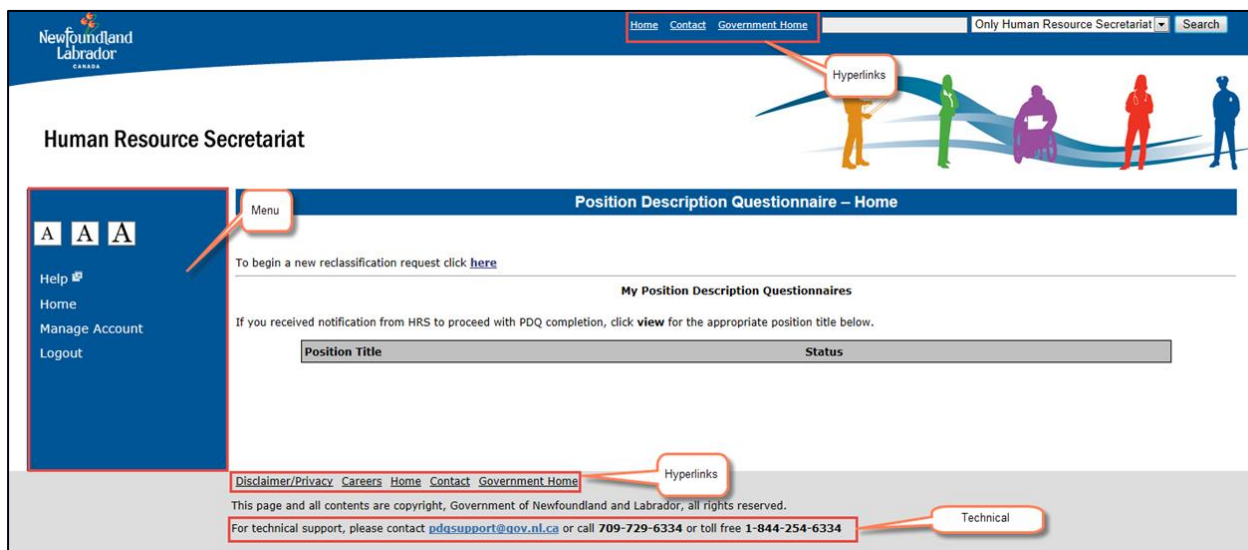
When you log into the PDQ, the home page will display.

Hyperlinks

There are numerous hyperlinks to other government sites on the page. These links will open a new page in your browser. You will not lose your place in PDQ.

Technical Support Information

At the bottom of every screen, technical support contact information is provided.



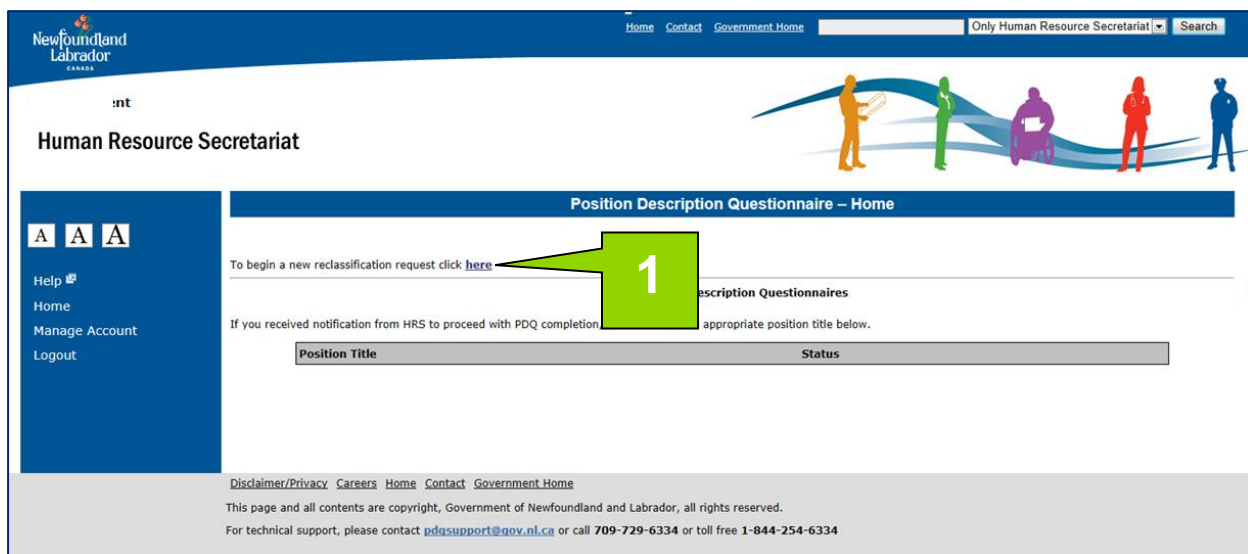
Help

The Help Screen provides information to help users complete the PDQ. It opens in a separate window.

Completing the HRS Reclassification Request

A reclassification request is the first point in the process of having your position reclassified. A request must be sent in to HRS with identifying information about you, your position, and your Supervisor/Manager and Permanent Head.

1. After logging into the system, the Home page displays. To begin a reclassification request click the link which says “To begin a new reclassification request click [here](#)” (shown below).



2. After clicking the link, a notification window will be displayed with important information regarding the use of personally identifiable information in the PDQ. Please read this message. Clicking Continue acknowledges your acceptance of those terms.
3. Fill out the reclassification request form (shown below). Once you identify your employer, the Supervisors and Permanent Heads associated with that employer will display in the appropriate sections for your selection. **If you are submitting a group PDQ, indicate all the names the PDQ pertains to in the Reason for Reclass section.** Once you have filled out all the required fields and are satisfied with your entries you may click the Submit button. Once you click Submit, you cannot modify your entries.

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Position Description Questionnaire – Position Identification

A A A

Help
Home
Manage Account
Logout

This reclassification request is for a position that is:

☐ classified
☐ new / previously unclassified

This reclassification request is for:

☐ your position
☐ a third party position
☐ a vacant position

Employee

Supervisor/Manager

Last Name: Test
First Name: Employee 1
E-mail Address: employee1@gov.nl.ca

Name: Select Employer
Email:
Position:
Title:
Telephone: (999-9999)
Extension:

Position Information (of position to be reviewed)

Permanent Head/Designate

Classification Title and Pay Level:
Employer: Select...
Branch/Division/Unit/Etc.:

Name: Select Employer
Email:
Position:
Title:
Telephone: (999-9999)
Extension:

Work Address (of position to be reviewed)

Reclass Reason

Mailing Address 1:
Mailing Address 2:
City/Town:
Province: Newfoundland and Labrador
Postal Code:
Telephone: (999-9999)
Extension:

Reason For Reclass:

If your supervisor or permanent head is not listed in the drop down boxes above, please notify your supervisor or your Human Resources Department to have this issue resolved.

Please confirm that the information you have entered is accurate before clicking submit. Once you click submit, this information cannot be modified. Incorrect information will prevent you from successfully completing the PDQ process.

Cancel Submit

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- When you click submit, the form will be sent to HRS for review and validation. You will be notified via email from HRSJES@gov.nl.ca when your reclassification request has been validated.



NOTE: The button marked for a new / previously unclassified position is intended for employer use only. This should not be checked unless you have been instructed to do so by your employer.



NOTE: Your Supervisor and Permanent Head must have a PDQ account set up in order for you to complete your request. If the drop-down list does not include your immediate supervisor, check for a management employee at a higher level within your division/department.



NOTE: If you are filling this reclassification request out on behalf of another Employee, please check the radio button for 'a third party position'. Upon clicking this radio button, additional fields will be displayed on the form. These fields are for contact / identification purposes. The work location information for the position being reviewed is the location of the third party – not the person entering the request in the system. **This is not to be used if you are submitting a group PDQ.**

Third Party Identification

☒ I am completing this survey on behalf of the following employee:

First Name:

Last Name:

New / previously unclassified position

If you have been instructed to complete a request for a new / previously unclassified position, you will only be permitted to do this if the position is filled (i.e. you are in the new unclassified position or you are completing the request on behalf of a 3rd party).

Position Not Vacant

If you are the Employee in this position, complete the request using the process described above.

If the position is not vacant but the request is being completed on behalf of another employee, you must indicate that this request is being completed for a third party.

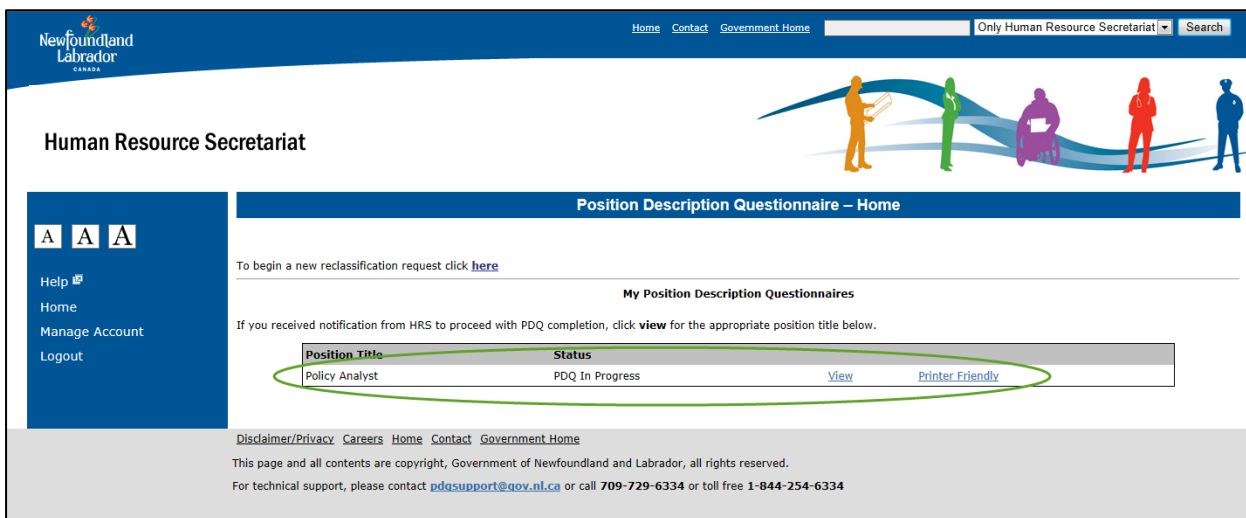
Position Vacant

Employees will not be able to complete a reclassification request for a vacant new/previously unclassified position. These requests can only be completed by a Supervisor, HR Representative or Permanent Head.

Completing a Position Description Questionnaire

Once your reclassification request is completed and validated by HRS you will receive an email confirmation with a link back to the PDQ system. Click on the link which will bring you back to the login page and enter your Username and password. When you login, you will be brought to your Home page. In your PDQ dashboard you will see that your reclassification request has turned into a PDQ (shown below).

You have 90 days from when you start filling out your PDQ to complete it and submit it to your Supervisor before it expires. If your PDQ expires, you will get a message the next time you try to access the PDQ. If you wish to reactivate an expired PDQ, you must contact the PDQ System Administrator to have your PDQ reactivated. See contact information in [Technical Support](#).



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Position Description Questionnaire – Home

To begin a new reclassification request click [here](#)

My Position Description Questionnaires

If you received notification from HRS to proceed with PDQ completion, click **view** for the appropriate position title below.

Position Title	Status		
Policy Analyst	PDQ In Progress	View	Printer Friendly

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HINT: The PDQ can be completed in multiple sessions. Employees can save the current completed page and return to the PDQ at a later time.

1. Click the “view” link to the right of your PDQ title and status.
2. You will automatically be brought to the first page of the PDQ. Following the on-screen instructions, complete each page of the PDQ and click the Save button at the bottom of each page; your work will be saved and you will be advanced to the next page in the questionnaire.



NOTE: You must fill out each required field on the page or the system will not allow you to save your work and advance. You must save the entire page; partially filled out pages cannot be saved.

Note: If you get a message “**Cannot save form information. Please Note: you cannot save a completed copy of this form on your computer**”, click the button “Don’t show again” and click Close. You can disregard this message.

- As each section is completed, the font in the blue bar menu on the left hand side will change to yellow (shown below).

Position Description Questionnaire – Factor 1: Knowledge

Note: This section focuses on the knowledge and skills required to do the job rather than the position holder’s academic credentials or experience.

For assistance in completing this section, consult with your Supervisor/Manager or Human Resources Unit.

This section collects information about the minimum level of job knowledge (skills, expertise, know-how and ability) required to perform the work. It looks at aspects of work that require training and practice, and varying levels of skills, taking into account breadth and depth of knowledge.

1. Indicate which statement best applies to the knowledge required for your position. (Select only one statement below.)

- ☐ Need knowledge of clear, straightforward one or two step procedures that are well defined, explained and easily executed.
- ☐ Need knowledge of methods, techniques or procedures that are clear, well documented and that generally involve a number of different steps to achieve a given outcome.
- ☐ Need knowledge of a specialized or technical field (requiring preparation in terms of formal or informal training and/or experience). Others are generally available to provide me with advice and guidance on difficult or unusual problems.
- ☐ Need knowledge of a specialized or technical field to provide advice. I work in a field which is evolving and which requires me to keep abreast of trends and developments by reading publications, attending seminars or courses and exchanging ideas with others.
- ☐ Need knowledge of a number of specialized or technical fields which are evolving and which require me to keep current of trends and developments.

For the statement selected above, explain or provide examples.

- Once you have filled out all pages of the questionnaire, you will be presented with a page which asks you to check your responses and submit your PDQ to your Supervisor/Manager for their review and comments (shown below). Once you are satisfied with your PDQ responses you may click submit. **If you want to collaborate with your Supervisor/Manager prior to submitting the PDQ, you can print what you have completed so far, or save a copy to your computer (so you can email it as an attachment).** Go to the next section [Printing/Saving a Copy of the PDQ](#) below. You must do this prior to hitting Submit.

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Position Description Questionnaire – Submit PDQ

Thank you for completing your Position Description Questionnaire (PDQ). Clicking submit will forward your PDQ to the Supervisor/Manager which you had identified on your reclassification request form.

Once you submit your PDQ you will no longer have the ability to edit it. The Supervisor/Manager will add their comments and forward the PDQ back to you so you can respond. Once you sign the PDQ to acknowledge seeing the Supervisor/Manager comments, the PDQ will automatically forward to the HR Department for comments and signature. The PDQ will then go to the Permanent Head/Designate which you identified on the reclassification request form. Once reviewed, the Permanent Head/Designate will forward your PDQ to Human Resource Secretariat for review.

If you would like to review/edit your PDQ before submission, click on the home button on the left-hand menu, then click view next to your PDQ.

If you have any questions during this time, please contact your Supervisor/Manager.

Email Address: supervisor2@gov.nl.ca

[Submit](#)

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NOTE: Once you click submit, you are unable to make changes to your answers – please make sure you are satisfied with your entries before you click the Submit button.

Printing/Saving a Copy of the PDQ

1. You may print or save a copy of your PDQ at any time during the PDQ process by clicking the “Printer Friendly” link on the dashboard next to your PDQ.

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Human Resource Secretariat

Position Description Questionnaire – Home

To begin a new reclassification request click [here](#)

My Position Description Questionnaires

If you received notification from HRS to proceed with PDQ completion, click **view** for the appropriate position title below.

Position Title	Status		
Policy Analyst	PDQ In Progress	View	Printer Friendly

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2. You can also print or save a copy of your PDQ while you are working on it by clicking the “Printer Friendly” link on the left menu.

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Human Resource Secretariat

Position Description Questionnaire – Comments

People associated with this Position Description Questionnaire

Employee: Employee 1 Test : employee1@gov.nl.ca
 Supervisor/Manager: Supervisor 2 Test : supervisor2@gov.nl.ca
 HR Rep: HR Rep 4 Test : hrrep4@gov.nl.ca
 Permanent Head/Designate: Permanent Head 2 Test : permanenthead2@gov.nl.ca

Supervisor/Manager Comments

Overall Purpose of Your Position Supervisor Comments

Show Section

2

A A A

Help
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 Printer Friendly
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When you click on either of these print buttons you will be presented with the area selection screen which allows you to select a specific section of the PDQ you want to print or allows you to print or save the complete PDQ. (Shown below).

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[Back to Comments](#)

☐ Position Identification
☐ Overall Purpose of Your Position
☐ Regular and Periodic Activities
☐ Factor 1: Knowledge
☐ Factor 2: Interpersonal Skills
☐ Factor 3: Physical Effort
☐ Factor 4: Concentration
☐ Factor 5: Complexity
☐ Factor 6: Accountability and Decision Making
☐ Factor 7: Impact
☐ Factor 8: Development and Leadership of Others
☐ Factor 9: Environmental Working Conditions
☐ Your Comments
☐ Review Comments
☐ Complete PDQ

Go

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3. Select the section you wish to print or "Complete PDQ" and click the "Go" button. The program will render a "print friendly" view of the information in your browser window. Use the print icon at the top of the screen to print the PDQ section you selected. You may also save the document to your computer by using the Save icon.

File Edit Go to Favorites Help
Page Safety Tools

3

Position Description Questionnaire - Your Comments

Make any additional comments you feel should be considered when your job is evaluated.

test

Fill & Sign Comment

▼ Fill & Sign Tools

- T Add Text
- ✓ Add Checkmark
- LM Place Initials
- Place Signature

► Send or Collect Signatures

► Work with Certificates

PDQ Review Process

Once you have completed your PDQ and clicked submit, it goes to the Supervisor you originally identified on your request. That Supervisor will provide comments on your PDQ and return it to you for final comments. You will receive an email from HRSJES@gov.nl.ca once your Supervisor has completed his/her review notifying you that you can enter your comments to the Supervisor Comments.

(Employee) Reviewing and Commenting on Supervisor's Comments

Once the Supervisor has commented on the Employee's PDQ, the Employee will have the option to make his / her own comments. The Employee will receive a notification email alerting them that their Supervisor has finalized their comments and that the PDQ is now ready for the Employee's comments.

1. Login to the PDQ solution (see [logging in](#) section for instructions).
2. Click the "view" link next to the PDQ you want to comment on. The status of your request will show that your final comments are required.

The screenshot shows the 'Position Description Questionnaire – Home' page. At the top, there's a navigation bar with links for Home, Contact, and Government Home, along with a search bar and a dropdown menu set to 'Only Human Resource Secretariat'. Below the navigation bar is a banner with the Newfoundland and Labrador logo and a graphic of five stylized figures. The main content area is titled 'Position Description Questionnaire – Home'. It includes a link to 'begin a new reclassification request' and a section titled 'My Position Description Questionnaires'. This section contains a table with one entry: 'test' with a status of 'PDQ waiting employee's final comments'. To the right of the table are links for 'View' and 'Printer Friendly'. A sidebar on the left contains links for Help, Home, Manage Account, and Logout. At the bottom, there's a footer with a disclaimer, copyright notice, and technical support contact information.

Position Title	Status
test	PDQ waiting employee's final comments

3. You are able to view your Supervisor's comments on this screen as well as your original PDQ answers by clicking on the "Show Section" button (shown below).

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Development

Human Resource Secretariat

Position Description Questionnaire – Comments

People associated with this Position Description Questionnaire

Employee: Employee 10 Test : employee10@gov.nl.ca
 Supervisor/Manager: Supervisor 3 Test : supervisor3@gov.nl.ca
 HR Rep: HR Rep 1 Test : hrrep1@gov.nl.ca
 Permanent Head/Designate: Permanent Head 3 Test : permanenthead3@gov.nl.ca

Supervisor/Manager Comments

Overall Purpose of Your Position Supervisor Comments

test comments

Show Section

Regular and Periodic Activities Supervisor Comments

test comments

Show Section

4. You will be able to enter your comments in a field at the bottom of the page. The intent is to capture your thoughts about your Supervisor's comments before the PDQ is submitted to your HR Representative, Permanent Head / Designate and ultimately HRS.
5. You can save your work at any time by clicking on the "Save Comments" button. When you are ready to submit your comments to your HR Representative and Permanent Head / Designate click on the "Submit to HR Rep" button. Once the HR Representative has reviewed the PDQ, it will be forwarded directly to the Permanent Head/Designate as identified on your reclassification request.
6. To monitor the status of your request as it goes through your Supervisor/Manager, HR Representative, and Permanent Head, you can view the PDQ at any time. As it progresses through the various reviews, the status of the request will reflect the stage of the review. Once the PDQ is submitted to HRS for evaluation and decision, the status of your request will reflect that it has been submitted to HRS for review and analysis. The progress of the PDQ will no longer be able to be tracked beyond the date it was submitted to HRS. At this point you may want to print or save a copy of the complete PDQ with Supervisor, HR Representative, and Permanent Head Comments. Refer to the section [Printing/Saving a Copy of the PDQ](#).

(HR Representative) Reviewing and Commenting on PDQ

Once the Employee has commented on the Supervisor's comments, the HR Representative for the employer will receive a notification email alerting them that the Employee has finalized their comments and that the PDQ is now ready for the HR Representative comments.

(Permanent Head / Designate) Reviewing and Commenting on PDQ

Once the HR Representative has reviewed the Employee's PDQ and provided comments, the Permanent Head / Designate will receive a notification email alerting them that the PDQ is now ready for the Permanent Head / Designates comments.

Once the Permanent Head/Designate has reviewed the PDQ and submitted to HRS, the Employee, Supervisor and HR Representative will receive an email indicating that the Permanent Head has completed their review and submitted the PDQ to HRS.

HRS PDQ Evaluation and Decision

Once HRS receives the completed PDQ, it will evaluate the PDQ and make a decision on the reclassification request. Once the results are determined, the Permanent Head/Designate will be notified of the outcome. The Permanent Head is responsible for communication of the results to the Employee.

Appeals Process

Appealing Your PDQ Decision

As an Employee, if you are not satisfied with your final PDQ decision, you have the option to appeal it. An appeal can be made regardless of the rating assigned to your PDQ.

To initiate the appeal process, you must contact the Classification Appeal Board, Public Service Commission.

Technical Support

Contact Information

HRS provides PDQ System Support via the pdqsupport@gov.nl.ca during government business hours: 8:00 a.m. – 4:00 p.m. daily. Telephone support is also provided by calling 709-729-3383 or toll free 1-888-729-7690.