**FAQs - General:**

Why is UNDP making this change?

For several reasons, but mainly for filling an existing gap in hiring international expertise specifically for project-funded activities in all locations, including in HQs, as well as for improving the conditions and simplifying the administration of its personnel, and to add to UNDP’s effectiveness and agility in the implementation of our projects. It is a first step towards an inclusive personnel management. In addition, this attractive modality will help fill a gap in the broader management services it provides to its partners, all of which contribute to positioning UNDP as a central resource for services to the effectiveness of the wider UN globally.

What is an IPSA?

An IPSA is the international version of the PSA modality, for hiring international expertise in any location to work on project-based activities. In other words, it could be seen as the future international version of the Service Contract. The IPSA brings along several benefits to the individuals, in contrast to the currently used IC. This change will serve both, the individuals hired and the organization at the same time.

I have also heard of an NPSA, what is this?

The NPSA is the new and improved Service Contract, which will be discontinued and replaced with the PSA, with a national and an international version. The NPSA is the national version, similar to the Service Contract, but with enhancements made to the conditions and benefits, with alignment of benefits globally for fairness, and simplicity in administration. In the policy you would see that entitlements have been improved and aligned, that the salary surveys will be discontinued, the pay scales will be referenced to the same levels globally, and that further alignments on the levels have been introduced to enable exchanges and career opportunities. This change will serve both, the individuals hired and the organization at the same time.

What is a PPSA?

The PPSA is the partner PSA and it has been developed to serve partners who are seeking to outsource the contract administration and payroll of the personnel who would work under their supervision and responsibilities. For partners, UNDP offers both the NPSA and IPSA versions of the PSA, a modality that will grow UNDP’s business services and open windows for further collaborations in the future, and help generate revenue contributing back to UNDP’s backbone support. It is a service line that may expand into further HR business lines in future, such as recruitment and others. Partners may also build the PSA the way they see fit for their own operational need. So they can decide to pay differently than the UNDP scales, apply new or adjust to the benefits packages that UNDP applies to its own personnel. It is built with this flexibility in mind. The PPSA is covered under a separate [policy](https://info.undp.org/gssu/SiteAssets/PSA/PPSA/PPSA%20Policy.docx).

What will happen to the IC modality and can I still hire on IC after the rollout of the IPSA?

The IC will remain as a procurement modality, however, only limited to lumpsum-based work arrangements. As of 15 February, for all recruitments or IC extensions for work that is not lumpsum-based, the hiring would have to be on IPSA (either short-term or regular). All types of work which is based on regular pay, that is, daily or monthly, will be on IPSA. All work that is being paid by a lump sum against a specific deliverable will remain on IC. To allow for a gradual implementation, all current ICs (hired before 15 February 2021) may remain on their ICs up to 31 December 2021 or until their next extension is due, whichever is earlier.

What effects do we expect corporately with this new modality?

First, we expect individuals on the PSA to benefit from the improvements made to their conditions. We also expect that the administration of UNDP’s personnel will become easier with an almost single set of aligned entitlements when it comes to leave, for example, as well as classification learning and development, and career opportunities. With the IC being open for lump-sum based deliverables only in future, we expect that the majority of those on ICs to convert to the PSA. Starting with the international ICs in February and later the national ICs once the NPSA has been rolled out mid-2021, where we expect that all Service Contracts will be converted to NPSAs as the default modality. We also expect that other contractual modalities which may have been used in the past only because they were the only available option, such as the Temporary Appointment, that these will be used less in future. So corporately we expect this new modality will grow exponentially into the PSA within 2021 with project-funded functions across all offices globally.

When will the PSA be rolled out?

The IPSA for UNDP personnel, as well as the PPSA for partners (national and international) will be rolled out on 15 February 2021. The NPSA for UNDP personnel is expected to be rolled out on 1 June 2021. The reason for different rollout dates for IPSA and NPSA is because the IPSA is a new modality, whereas the NPSA will require transitioning Service Contracts and their benefits/pay scales to the new NPSA, and also to ensure a smooth gradual transitions without pressures.

What happens to partners to whom we provide HR services locally?

It depends what the nature of the service is. For Service Contract administration, partners will have to switch to the new contract within 2021 from the launch date of the NPSA. Partners will have the flexibility to build their own contractual packages for their personnel, including the pay and the benefits to the way it suits their needs. The transition from SC to PSA could happen as one of an equal package, or partners may choose to review their packages and make adjustments.

How will the PSAs be administered?

All PSAs (national and international, UNDP and partners) will be administered out of a central unit in the GSSU. This is part of the clustering project. You can see the entire administration process in the link provided under the same page on GSSU PSA site ([link](https://info.undp.org/gssu/SiteAssets/PSA/IPSA/Master%20Process%20Overview.xlsx)).

How will the hiring/selection work?

The administration of the recruitment process will be with the GSSU. For IPSAs, the recruitment administration is also expected to be out of Istanbul through the recruitment unit, and initiated at the request and with close coordination throughout the process with the hiring Business Unit. For NPSAs, the same will be applied, except that this will be administered out of the regional locations of the GSSU. This is planned for Q3 of 2021. For partner PSAs, the vast majority of the business is based on pre-selection by the partner, where UNDP would be provided with the name and details of an individual already selected by the partner.

GSSU will help in advertising and coordinating the applications’ lists with the hiring business unit. The latter will maintain the decisions on classifications, pay, assessments and final selection.

What is the difference between a short-term and a regular PSA?

Regular PSAs are those with expected durations of 6 month or longer. Short-term PSAs are for use intermittently as needed, and could be for up to 6 months. Both regular and short-term PSAs can be applied to IPSAs and NPSA the same way. The difference is mainly in the recruitment process, which is lighter for the short-term PSAs, but also in the package of benefits. The regular PSA receives additional benefits such as the different types of leave, more comprehensive performance management, among others, which the short-term PSA does not. See the table of benefits annexed to the policy papers.

Can a PSA work from home?

Yes, both as a remote-working arrangement within the regular corporate telecommuting arrangements applicable to all personnel, but also and specifically as a ‘home-based PSA’ as the standard working arrangement throughout the entire contractual period. Home-based PSAs receive a similar benefits package to office-based, except that the cost of living component of the remuneration calculation is based on their hometown.

What is the legal status of a PSA Holder?

A PSA Holder is not considered a staff member of the UN, and does not fall under the UN staff regulations and rules, but a member of UNDP’s personnel. As such, PSAs do not fall under the privileges and immunities extended to UN staff members by the member states. In some countries, the host country may consider them as ‘experts on Mission’ at their own consideration.

What are future plans on PSA?

The first of the PSAs for UNDP’s own personnel will be the IPSA and is planned to be rolled out on 15th February 2021. On 1st June 2021, the NPSA will follows which will eventually replace the Service Contract altogether. Building on the existing benefits, we expect that the PSA modality will continue to evolve corporately, and allow for more flexibility to the users in form of optional benefits to be procured and administered by the PSAs themselves. For example, UNDP would like to negotiate agreements with service providers and provide optional benefits for its PSAs to opt into at their choice and cost.