

HRSC-SW Standard Operating Procedure 12337.3

Subj: OPERATING PROCEDURES FOR DELEGATED EXAMINING AND
REQUESTING CERTIFICATION FROM THE DELEGATED EXAMINING UNIT

Ref: (a) 5 CFR 332
(b) Office of Personnel Management (OPM) Delegated Examining Operations Handbook
(c) OPM – Department of Defense (DoD) Delegated Agreement
(d) DoD HRSC-SW Delegated Agreement
(e) Public Law 99-145, “DoD Authorization Act of 1986”, Section 806, “Employment Opportunities for Military Spouses”
(f) SOP 12296.4 – RPA Routing – 30 Apr 02, With CH-1 of 14 Apr 03 Incorporated

Encl: (1) Veteran Preference Passover Procedures

1. **Purpose.** To establish procedures and guidance on initiating recruitment through the Human Resources Service Center, Southwest (HRSC-SW) Region’s Delegated Examining Unit (DEU), Code 521.
2. **Cancellation.** HRSC-SW-OP-12337.2 dated 28 Oct 02.
3. **Scope.** These procedures apply to all activities serviced by the HRSC-SW.
4. **Background.** The OPM has delegated the examining authority to the HRSC-SW to perform competitive examination and certification. Under this authority, the HRSC-SW performs competitive examination for delegated positions in accordance with references (a) through (e).
 - a. Positions will be filled from among the best-qualified candidates available, utilizing appropriate Knowledge, Skills and Abilities (KSAs) that are determined through the Job Analysis process. The KSAs will be consistent with those advertised under Merit Promotion announcements.
 - b. In compliance with reference (b), the HRSC-SW will properly certify candidates in a timely manner in accordance with OPM and DoD regulatory and procedural guidance.
 - c. Normally DEU certificates and referral lists will be issued for a period NTE 30 days. If an extension is necessary, the certificate and referral will be extended in 2-week increments up to a period of 90 days from the initial date of issue. If there are multiple vacancies and all selections have not been made within 90 days of the date of issuance of the first certificate, a vacancy announcement will be issued to solicit resumes from eligible ICTAP applicants. If no ICTAP candidates apply, the certificate may be extended or a new certificate issued for a period not-to-exceed 30 additional days (for a total of 120 days from the date of the first certificate). Selections made after a certificate has expired will not be honored.

5. **Responsibilities.**

- a. **HRSC-SW responsibilities:**

(1) **Staffing Team:**

(a) Verify the position is covered by reference (d). If the position is excluded (e.g., Attorneys, all Administrative Careers With America (AWCA) covered positions at the GS-5 and GS-7 levels (see reference (b)), advise the HRO that the appropriate action would be to expand merit promotion recruitment efforts (i.e., post a career flyer, offer a recruitment bonus, advertise on available e-recruiting sites or in newspapers/professional journals, etc.) and/or consider recruitment via OPM.

(b) Recruit for temporary and term positions through RESUMIX using competitive examining procedures.

(c) If OPM recruitment is requested, complete the DEU Certificate Request form and forward to the DEU, with a copy of the position description, a job analysis and crediting plan.

(d) Determine validity of and forward valid Request and Justification for use of Selective Factor or Quality Ranking Factor Form (SF-39A) to the DEU, as appropriate.

(e) Obtain announcement distribution requirements from the HRO and notify the DEU.

(f) Maintain a suspense system for the DEU certificate and contact the PMA prior to the suspense date on the certificate to ensure timely return, or obtain an extension from the DEU prior to the expiration date.

(g) Review the completed DEU certificate (faxed by the HRO for purposes of making a tentative job offer) and obtain the servicing DEU specialist's concurrence to ensure appropriate documentation and the legality of the selection.

(h) Verify the Priority Placement Program (PPP) is clear prior to extending a tentative job offer.

(i) Extend tentative job offers and request required eligibility documentation from the selectee (i.e., DD-214, transcripts, etc.).

(j) Forward the signed DEU Certificate Request Form and original referral lists, properly annotated certificates, and original resumes (including a copy of selectee's resume) to the DEU upon receipt from the HRO and prior to setting an entrance on duty (EOD) date. Annotate the EOD date on the certificate as "TBD" (to be determined) and return the original documented certificate to the DEU within 24 hours of receipt in Code 53.

(k) Notify the HRO and DEU of the EOD date once it has been established.

(l) Promptly notify the DEU of declinations. If selectee is a 10-point veteran, obtain the declination in writing and forward to DEU for retention in the case file.

(m) Withdraw job offers, as necessary. The selecting official is responsible for providing a valid reason for the withdrawal of the job offer, in writing, to the servicing HRO specialist. Notify the DEU of the need to withdraw a job offer before notifying the selectee.

(n) Provide a copy of selectee's EOD SF-50 to DEU within 24 hours of processing the action.

(2) **DEU Team:**

(a) Provide program guidance, external recruitment strategies, and sample documents (i.e., job analysis, crediting plans) to Code 53 Staffing Team, HRO representatives and/or managers upon request.

(b) Ensure the validity of the DEU Certificate Request form and SF-39A upon receipt.

(c) Ensure the adequacy and effectiveness of the crediting plan as a rating instrument and preserve the confidentiality of the crediting plan and related documents.

(d) Maintain a log of all requests (SF 39s) received. Actions are normally handled on a case-examining basis. Establishment of a standing register is rare and requires Code 50 approval.

(e) Send Optional Form-5 (OF-5) to applicants to determine interest and availability on standing registers, if/when applicable.

(f) Prepare and distribute and/or post vacancy announcements to, as a minimum, the Department of the Navy web page, OPM USAjobs web page, appropriate state offices of Employment Development Department (EDD), the servicing HRO representative, the selecting official and the servicing Code 53 Staffing Team.

(g) Approve/disapprove the nomination of Subject Matter Experts (SMEs), if/when needed for technical guidance, in accordance with the OPM DEU Handbook.

(h) Date stamp resumes, retain envelopes/e-mail transmissions to show date postmarked and/or received, and send all applicants a notice of receipt of their resume.

(i) Rate and rank applicants for all announcements in accordance with the appropriate OPM qualification guides and crediting plans or forward SF 39 request forms to OPM for action on those occupations for which the HRSC has no recruitment authority, e.g., ACWA covered positions at grades 5 or 7).

(j) Notify the Code 521 Branch Head, in writing, of any impropriety or conflict of interest in the examining process. This same notification is required if a DEU team member's close relative, member of household, roommate or friend is an applicant under any DEU announcement.

(k) Certify candidates per OPM and DoD regulatory and procedural guidance.

(l) Maintain a suspense tracking system for certificates to ensure timely return. Follow up on certificates that have not been returned within the suspense date.

(m) Extend the life of the certificate in two-week increments, as provided in paragraph 4c above.

(n) Verify selections from DEU certificates prior to job offers being extended and audit certificates within three days.

(o) Provide all DEU applicants a notice of rating and/or non-selection, as appropriate.

(p) Respond to DEU applicant inquiries within 10 calendar days of receipt of a written request for information or reconsideration.

(q) Maintain statistics and prepare quarterly and annual reports.

(r) Conduct an annual assessment of the DEU program, report results to OPM and DoD, and ensure corrective action is taken whenever necessary.

b. **HRO responsibilities:**

(1) Verify the position is covered by reference (d) and advise management of the options to fill the position through OPM recruitment or through other sources (e.g. noncompetitive).

(2) Assist management in preparing a job analysis and crediting plan. Advise management regarding the confidentiality of the job analysis, crediting plan and related documentation.

(3) Ensure that the crediting plan used in each competitive announcement is complete, is consistent with that which is used to consider applicants under merit promotion, is signed and dated by the selecting official prior to submission to the HRSC-SW, and that the RPA number appears on the crediting plan. These documents may be faxed to the HRSC-SW Staffing Team.

(4) Assist management in identifying information required for a DEU announcement.

(5) Provide the name and phone number for the point of contact (POC) who is knowledgeable about the position when submitting an RPA for recruitment. The POC information will be published in the applicable DEU announcement.

(6) Identify name requests, if any, in the notepad of the RPA or by e-mail and forward the applicant's resume, if available.

(7) Advise management on the following:

(a) Proper order of selection as it relates to the Veteran's Preference Act, prohibited personnel practices, merit principles, Military Spouse Preference procedures, the Code of Federal Regulations, and OPM guidance;

(b) provide management with additional names for the Referral List, as appropriate;

(c) document interest and availability of the candidates who are contacted, on the referral list.

(8) Review, document and sign the certificate of eligibles and ensure selections are made in proper order prior to forwarding the original documents to the HRSC-SW. Final job offers will only be extended after the receipt of these documents.

c. **Management responsibilities:**

(1) Coordinate recruitment actions with HRO representatives to determine the most appropriate source(s) for filling each vacancy.

(2) If DEU is one of the sources of candidates that is requested, contact the servicing HRO specialist to see if a job analysis and crediting plan already exists in the HRSC-SW library. If one is not available in the HRSC-SW library, the HRO specialist will assist the manager in performing a job analysis and developing crediting plan for white-collar positions for use in the DEU ranking process. For blue-collar positions, identify the job elements necessary for the crediting plan and provide the point value descriptions. The OPM index of approved job elements is found on the OPM web page: <http://www.opm.gov/qualifications/x-118c/index.htm>. [The Guide for Developing A Job Analysis and Crediting Plan](#) provides instructions on developing a GS crediting plan and includes samples. All crediting plans must include the Signature, Typed Name, Title, Series, and Grade, of the selecting official and/or SME and date completed, for each position for which it is used. If the job analysis/crediting plan was signed and dated a year or more earlier, it must be reviewed, re-signed, and re-dated, certifying that it is still valid.

(3) Preserve the confidentiality of the job analysis, crediting plan and related documents.

(4) Initiate the Request for Personnel Action (RPA) for recruitment, and include all relevant information, (e.g. shift work, special physical requirements, travel requirements, permanent change of station reimbursement, recruitment and/or relocation bonuses, etc.), required by reference (f).

(5) Indicate, on the RPA, if the command would like to use the Structured Interview process to rank all qualified candidates. [The OPM Interview Guide and Evaluation Materials for Structured Interviews](#) and paragraph 6 below provides guidance on structured interview procedures.

(6) Identify name requests in the notepad of the RPA.

(7) Coordinate command paid advertisements with DEU announcement opening and closing dates. Provide information on any advertisements (i.e., magazines, newspapers, and/or specific e-recruiting sites) that the command will be using to publicize the vacancy.

(8) Provide names and addresses (i.e., e-mail, Internet, and/or mailing addresses) of organizations, schools, etc., if specific targeted recruitment is desired.

(9) Document and sign the referral list, provide supporting documentation for those contacted but not interested in position and forward all original documents to the HRO representative within the suspense date of the referral.

d. **Applicant Responsibilities.**

(1) Monitor the Navy web site for vacancies and prepare and submit a resume following the guidance on how to file for Navy jobs at www.donhr.navy.mil.

(2) If questioning a DEU rating, request reconsideration of rating within 30 days of Notice of Rating (NOR) date. See guidelines in Section 8 below.

(3) If tentatively selected for a vacancy, applicant will provide all requested documentation and pre-employment paperwork within the requested time frame.

6. **Structured Interviews.** Activities may choose to use a structured interview to assess all qualified candidates and rank candidates by assigning a score based on the candidate's answers. A structured interview consists of questions that are used for all interviews. The questions are based on job-related competencies critical to job performance. It may include questions concerning job knowledge, job samples, work requirements, and how a candidate would handle various situations. Refer to the [OPM guidance in the use of Structured Interviews](#) found on the HRSC-SW web page. When an activity determines they would like to use a structured interview, the following procedures apply:

a. The RPA must reflect that management desires to use the Structured Interview process to fill the position.

b. DEU will rate all applications received under the specific announcement and forward the resumes of those that meet minimum qualification requirements to the servicing HRO.

c. The HRO representative will forward the resumes to the selecting official and advise him/her on procedures for conducting structured interviews.

d. The selecting official will follow the OPM guidance to schedule and conduct the interviews for all qualified applicants.

e. Upon conclusion of the interviews, the selecting official will forward to the HRSC-SW, via the HRO, all applications, evaluation forms, list of interview questions asked of all applicants, and all documentation/rationale used by the panel to determine the final score.

f. The DEU will review the documentation and issue a DEU certificate in proper "rule of three" and Veterans preference order considering the results of the structured interview, and send an official referral list to the HRO and selecting official via the Code 53 Staffing Team."

g. The selecting official will document and sign the referral list, and forward it and all original documents to the servicing HRO representative before the expiration date shown on the referral.

7. **Request for Reconsideration**

a. Rating. Applicants are notified in each announcement that notices of rating are provided only by specific request for that information. Applicants may request reconsideration of their rating if they believe an error has occurred. The request must be made to the HRSC-SW in writing, within 30 days of the date the notice of rating was issued and must indicate why they believe the original decision was not correct (i.e., refer to the specific information in that resume they believe was not considered). New or additional information cannot be considered in the reconsideration process.

(1) The DEU Branch Head or a senior staff member (other than the original rater) will conduct the reconsideration and prepare a written response to the applicant which includes a full explanation of the reason for the decision.

(2) If an error was made and the original rating is changed, an amended Notice of Rating will be attached to the written response. In case examining situations, if no selection has been made, the certificate will be corrected and the selecting official notified. If a selection has been made, the applicant will be given Priority Consideration for the next like position and grade at the same duty location of the position filled.

(3) The Division Head, Code 52, or his/her designee will sign the decision letter. This level of review is final. There is no further appeal to the Office of Personnel Management.

b. Structured Interviews. Applicants may request review of their rating resulting from a Structured Interview if that process is used.

(1) Written requests for reconsideration under the Structured Interview process must be made to the HRSC-SW within 30 days of the date of the notice of rating letter. The address for submission of requests for reconsideration may be found in the specific DEU announcement and in the notice of rating letter.

(2) When the Structured Interview process is used, requests for reconsideration will be forwarded to the activity conducting the structured interviews for review by the next higher level management official, above that of the selecting official. That individual is responsible for responding to the requestor and for providing a full explanation of the reason for the rating

within 30 days of receipt of the request for reconsideration. A copy of that reply will be sent to the servicing HRO and HRSC-SW, Code 53 Specialist for retention in the case file. This level of review and decision is final.

8. **Hiring Procedures for Shortage Category Positions.**

a. Special hiring procedures commonly known as “direct hire” are appropriate when agencies are not able to attract enough qualified candidates to fill their positions. The criteria for use of these procedures are that there must be **(1) an open continuous job announcement, (2) active requirement, and (3) an insufficient supply of qualified candidates to fill current vacancies.** Even under special hiring procedures, the rule of three and veteran preference must be applied. This means that applications must be rated and ranked if there are more than three applications, or if there are two or more applications from a combination of preference and non-preference eligibles.

b. Under our delegated examining authority, the HRSC-SW is responsible for determining whether the special hiring criteria for a specific series and grade level(s) are met and for making the decision to use the procedures. When making employment offers under direct hire procedures, selections must meet rule of three and veteran preference requirements. If these requirements are not met because higher-rated applicants or preference eligibles are available, this situation must be reconciled promptly by making a job offer or filing a formal objection.

c. If there are no qualified applicants within two weeks of the opening of a DEU vacancy announcement:

(1) The servicing DEU will notify the DEU Branch Head and recommend Direct Hire Authority to the selecting official.

(2) The DEU Branch Head will verify the criteria are met and notify the Staffing Team Leader, servicing specialist and HRO representative.

(3) The HRO representative is responsible for advising the selecting official that he/she has authority to recruit and make a tentative job offer to the potentially eligible applicant.

(4) The selecting official **must** inform the tentative selectee of the provisional nature of the job offer and explain that filling of the vacancy is still subject to their meeting all OPM qualification and eligibility requirements, and clearance of applicable mandatory placement programs and late filing exceptions. These programs and exceptions include the Priority Placement Program; Reemployment Priority List; any qualified 10-point preference eligibles or other eligible late filers who may have applied in the interim. The availability of such individuals would require withdrawal of the tentative offer.

(5) Once a tentative offer has been made, the selecting official will advise the tentative selectee to file a resume under the open announcement using the Navy Resume Builder, and advise the HRO representative of the tentative selection.

(6) The HRO representative is responsible for communicating, via e-mail, the applicable RPA number, tentative selectee's name and DEU announcement number to the servicing Staffing Team and DEU specialists.

(7) When making offers, selections must meet rule of three and veteran preference requirements. Applicants must be rated and ranked if there are more than three applications, or if there are two or more applications from a combination of preference and non-preference eligibles.

(8) When the DEU receives the resume, the application will be rated. If the tentative selectee meets all eligibility, qualification, and suitability requirements and there are no mandatory placement eligibles, the DEU specialist will prepare a DEU certificate.

(9) The Staffing Team specialist will coordinate with management the signing of the referral and extend a firm job offer to the tentative selectee.

9. **OPM Recruitment**

a. Special direct hire authorities for ACWA covered positions (i.e., outstanding scholar and Bilingual/Bicultural) are used only to supplement (not to substitute for) regular competitive examining. All recruitment for ACWA covered positions will be completed by OPM.

b. To receive an ACWA referral, the manager must submit an RPA, PD, and the name and phone number of the POC who can furnish their credit card number to OPM for their service. The DEU will submit the requirement request to OPM for an ACWA competitive certificate. The DEU will coordinate this effort between OPM and the HRO to facilitate the opening and closing dates of announcements to coincide with college recruiting trips so that applicants can be informed on how to file and can be considered via the competitive process.

c. A certificate for ACWA covered positions will be issued only after the HRO submits a request and receives a competitive ACWA certificate from OPM. If the competitive list of candidates does not provide underrepresented candidates to meet the command's needs in terms of available minority candidates, then the servicing Staffing Team will issue an Outstanding Scholar Referral from the Resumix inventory.

d. To receive a certificate for positions not covered by ACWA follow the procedures in paragraphs 10b and 10c, but include a job analysis and crediting plan with the RPA.

10. **Use of Subject Matter Experts.** The HRSC-SW specialist will contact the HRO to request a SME to assist in the ranking process if/when such technical advice and guidance is deemed necessary. The selecting official cannot serve as an SME for a position for which he/she is in the chain of command. Ranking panels will normally be held at the HRSC-SW or in an on-site servicing HRO.

11. **List of related web sites:**

a. List of excluded positions covered under the HRSC-SW Delegated authority (ACWA Covered positions):

<http://www.donhr.navy.mil/HRSC/southwest/localnews/code50/sop/List%20of%20Excluded%20Positions.doc>

b. HRSC-SW Guide for Developing a Job Analysis and Crediting Plan:

http://www.donhr.navy.mil/HRSC/southwest/localnews/Code50/SOP/Guide_for_Developing_a_Job_Analysis_Crediting_Plan.doc

c. OPM Interview Guide and Evaluation Material for Structured Interviews:

<http://www.donhr.navy.mil/HRSC/southwest/localnews/code50/sop/Structured%20Interviews.doc>

d. OPM Delegated Examining Operations Handbook (DEOH): <http://www.opm.gov/deu/>

e. Job elements prescribed by the Office of Personnel Management (OPM) Job Qualification system for Trades and Labor Occupations: Handbook X-118C

<http://www.opm.gov/qualifications/x-118c/index.htm>

f. HRSC-SW SOPs:

<http://www.donhr.navy.mil/HRSC/southwest/localnews/Code50/SOPLISTING.htm>

12. **Effective date:** 08 December 2003

OBJECTIONS AND PASSOVERS

THESE INSTRUCTIONS ARE USED WHEN PROPOSING TO OBJECT OR PASSEVER AN ELIGIBLE ON A
COMPETITIVE CERTIFICATE OF ELIGIBLES ISSUED UNDER DELEGATED EXAMINING
PROCEDURES.

THE PROPOSED ACTION:	THE ISSUE IS:	THE OFFICE WITH AUTHORITY TO ADJUDICATE IS:
Objection: All adverse determinations of non-preference eligibles when the preference eligible is not being passed over in favor of a non-preference eligible.	Qualifications	Agency (HRSC-Southwest)
Passover: All adverse determinations of 5-point (TP) and 10 point (XP, CP) eligibles who are being passed over in favor of a non-preference eligible.	Qualifications	Agency (HRSC-Southwest)
Passover: All adverse determinations of 10-point, compensably disabled, 30% or more (CPS) eligibles who are being passed over in favor of a non-preference eligible.	Qualifications	OPM (San Francisco)
Objection: All adverse determinations of non-preference eligibles (NV).	Medical	Agency (HRSC-Southwest)
Passover: All adverse determinations of preference eligibles (TP, XP, CP, CPS).	Medical	OPM(Washington, DC)
Objection: All adverse determinations of non-preference eligibles (NV).	Suitability	Agency (HRSC-Southwest)
Passover/Objection: All adverse determinations of preference eligibles (CP,XP,TP).	Suitability	Agency (HRSC-Southwest)
Passover/Objection: All adverse determinations of preference eligibles (CPS).	Suitability	OPM(Boyers, PA)

Send requests for suitability determinations of
CPS eligibles to:

**OPM-FIPC
SUITABILITY ADJUDICATION BRANCH
PO BOX 618
BOYERS, PA 16018-0618
TELEPHONE: 724-794-5612**

Send requests for passovers of preference eligibles
based on **medical** issues to:

**STRATEGIC HUMAN RESOURCE POLICY
US OFFICE OF PERSONNEL MANAGEMENT
1900 E STREET, NW, ROOM 6500
WASHINGTON, DC 20415-0001
TELEPHONE: 202-606-0830**

Send requests for passovers of 30% or more disabled (CPS) veterans based on qualification issues to:

**US OPM
SAN FRANCISCO SERVICE CENTER
120 HOWARD STREET, ROOM 735
SAN FRANCISCO CA 94105
TELEPHONE: 415-281-9094**

Enclosure (1)