



National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Process Work Instruction

NSPWI-3000-0012 Revision 0008

Effective Date: September 27, 2021
Expiration Date: September 27, 2022

Classification Appeals
- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
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Revision	0006	12/17/2014	<ul style="list-style-type: none"> Updated to reflect new template
Revision	0007	05/30/2019	<ul style="list-style-type: none"> Updated Sections 4.1.1, 4.3.1, 4.4.1, 4.5.1, 4.8.1, and 4.9 Removed Section 5.0 Objective and Section 6.0 Roles and Responsibilities as they contained duplicate information contained in previous sections. Updated Appendix A, Acronyms Added Appendix B, Agency Classification Resources
Revision	0008	09/27/2021	<ul style="list-style-type: none"> Updated responsible party for the Agency classification appeal

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			<p>decision to the Director, Human Resources Services Division, NASA Office of the Chief Human Capital Officer</p> <ul style="list-style-type: none"> • Updated process step that allows appellant to e-mail the appeal request rather than submit in writing by postal mail • Updated time period goal for NSSC SP to complete the draft Evaluation Statement from 20 calendars to 25 calendar days per current SDG • In process step 4.9.1, updated time period CS has to deliver the decision package to OCHCO from 25 days to 27 days per current SDG

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1.0 Purpose

- 1.1 The National Aeronautics and Space Administration (NASA) Centers are responsible for properly classifying job positions and addressing employee concerns about job classification decisions. If an employee disagrees with the decision, the employee is encouraged to appeal the decision through first-level appeal process in the Human Resources (HR) Office. Employees may appeal grade, occupational series, and the title of the position.
- 1.2 Once the first-level appeal process has been exhausted or if the employee elects to bypass the first-level process, the employee may appeal the first-level decision to the Agency. Agency-level appeals are received by the Director, Human Resources Services Division, NASA Office of the Chief Human Capital Officer (OCHCO) for review and assignment to the NASA Shared Services Center (NSSC) Classification Appeals Team.
- 1.3 The NSSC Classification Appeals Team will complete the audit, prepare the evaluation including notes and supporting documentation, and forward the documents to NASA Corporate OCHCO for final determination.

2.0 Authority

- 2.1 Code of Federal Regulations (CFR)

3.0 Applicable Documents and References

- 3.1 There are regulations and standards governing the Classification Appeal process. The following references were used in the preparation of the NSPWI-3000-0012 Process Work Instruction (PWI):
 - a. Classification Appeal Decisions Table located at www.opm.gov/classapp/decision/table.asp
 - b. The CFR located at <http://www.gpoaccess.gov/cfr/index.html>
 1. 5 CFR 532 Subpart G located at <http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?YEAR=current&TITLE=5&PART=532&SECTION=&SUBPART=g&TYPE=TEXT>
 2. 5 CFR 511 Subpart F located at <http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?YEAR=current&TITLE=5&PART=511&SECTION=&SUBPART=f&TYPE=TEXT>

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3. 5 CFR 511.202 located at <http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?YEAR=current&TITLE=5&PART=511&SECTION=202&SUBPART=&TYPE=TEXT>

- c. NASA Shared Services Center Classification Appeals Service Delivery Guide
- d. Office of Personnel Management (OPM) The Classifier's Handbook, TS-107, dated August 1991 located at: www.opm.gov/fedclass/clashnbk.pdf
- e. United States Code (USC) Title 5 USC part III subpart D Chapter 51, Classification

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4.0 Process

4.1 An Employee files a Classification Appeal

- The employee appeals a classification decision to OCHCO if not satisfied with his/her first-level review.
- The Agency appeal must be e-mailed to the NSSC (nssc@nasa.gov) by the appellant, and must be addressed to Director, Human Resources Services Division, NASA OCHCO.
- The appeal must include the employee's mailing and work address; office phone; present classification of the position (title, series, grade); organizational unit and location of position; requested position classification (title, series, grade), including the reasoning behind the request; copy of the position description (PD) and either a statement by the employee affirming that it is accurate or a detailed explanation of the inaccuracies and an explanation of the efforts made to correct the PD; any additional information about the position that will aid in understanding it and arguments supporting the requested classification by referencing the appropriate classification standards; and name and contact information for the employee's representative, if designated.
- The employee can bypass the Agency-level appeal process and appeal directly to OPM.

Note: If the employee bypasses the Agency, the NSSC will not be involved.

4.2 Receipt, Review, and Acceptance of Appeal by OCHCO

OCHCO receives the appeal, reviews the appeal to ensure information is complete, accepts the appeal, and forwards the appeal to the NSSC Classification Appeal Team.

4.3 Receipt and Review of the Classification Appeal Package by NSSC

The NSSC Service Provider (SP):

- Receives the appeal package through e-mail from NASA Corporate OCHCO or our NSSC Civil Servant (CS) counterpart.
- If a ServiceNow case was not already created by the CS or through Document Imaging, creates a HR case in ServiceNow (Category – Classification Appeals, Subcategory - Classification Appeals, Assignment Group-HR – Classification Appeals L2, Customer – Employee/Appellant Name, Short Description – Employee Name, Classification Appeal).

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- Reviews the appeal within 2 days of receipt to ensure required information is included.
- In coordination with the L3 CS counterpart, notifies OCHCO if the appeal is complete via e-mail or what information is missing or needed within 2 days.

IMPORTANT: The 30 calendar-day “clock” for the Agency’s final classification appeal response to the employee does not begin until OCHCO and NSSC determine the appeal package to be complete and OCHCO notifies the employee that the Agency has officially accepted their appeal. OCHCO and the NSSC L3 will notify the SP team when the official clock starts. From that official start date, the SP team’s goal is to complete the desk audit and draft evaluation within 25 calendar days to ensure the Agency’s 30-day deadline is met. (Refer to NSSDG-3513-0001 Rev. 5, Classification Appeals, Metrics section.)

- Sends requests by e-mail for additional supporting documentation concerning the appeal from the Center HR Office or NSSC Classification Services team as needed.

4.4 Verification and Classification of PD

The NSSC SP Team coordinates with NSSC Classification Services or the Center HR Office to verify the official PD of record and its accuracy. If there is any question or discrepancy as to the accuracy of the official PD, the SP will notify OCHCO for determination whether the appeal adjudication should proceed.

4.5 Development of Understanding of Issues Associated with the Position Classification and Appeal

Note: Personnel conducting the appeal should have completed formal Position Classification training to have the knowledge and resources to evaluate the position classification based on OPM classification standards. The evaluation for each position and job family is based on the applicable standard(s); therefore, the steps in determining a specific position classification are not addressed in this work instruction. Refer to Appendix B,

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Agency Classification Resources for general classification guidance and tools.

The NSSC SP:

- Reviews the employee's statements, PD, and applicable classification standards to develop an understanding of the issues associated with the appeal.
- Evaluates the position classification criteria.
- Collects and researches supporting documentation for position classification appeal such as comparable PDs, organizational charts, prior appeal decisions, prior evaluation statements for similar appeals.

4.6 Identify Individuals to Interview for the Desk Audit

The NSSC SP determines who will be interviewed based on the level or extent of the reason for filing the appeal. Possible interview options include:

- Appellant
- Supervisor and/or second line supervisor/other management official
- Employees in similar areas of work
- Employees in areas impacting appellant's job
- Determines the method in which the interview may be conducted:
 - a. Telephone or video teleconference
 - b. Onsite visit - Coordinate travel arrangements with the appellant's HRO (Note: Onsite interviews are uncommon for Agency-level appeals and generally not necessary.)

4.7 Conduct Interview

The NSSC SP:

- Determines interview schedule with all parties, including the NSSC CS oversight if that individual wishes to sit in and participate in the interviews.
- Schedules all interviews.
- Conducts the interview(s). (See Appendix A to refer to available classification resources, such as Desk Audit guidance.)

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- Documents the interviews with detailed notes in a Word file. Saves file in appeal folder for the specific appeal on the N. Drive (N:\SP Human Resources\Classification Appeals).

4.8 Draft Decision Memo for Recommended Classification

The NSSC SP:

- Determines a classification recommendation upon completion of documentation review and interviews. (See Appendix A to refer to available classification resources.)
- Writes a Position Evaluation Statement based on recommendation to include all findings (See Appendix A to refer to available classification resources, including the Factor Evaluation System and FES worksheet.). The Position Evaluation Statement should include:
 - Position Title
 - Present Grade
 - Requested Grade
 - References
 - Information Considered
 - Introduction
 - Position Information
 - Analysis and Findings:
 - Series, Title, and Standard Determination
 - Grade Determination
 - Summary
 - Final Classification Decision
- Assembles the draft Decision Package in a Word document with attachments. (Refer to previous appeal decision packages located in TechDoc: HR\Position Classification Appeals.)

Package should include:

 - Position Description
 - Appeal Request

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- Evaluation Statement
- Enclosures used in developing the evaluation statement:
 - Copies of OPM Classification Standards and other guidance can be listed, but do not include hundreds of pages as physical enclosures.
- d. Submits a draft of the Decision Package to the NSSC CS for review no later than 25 calendar days after receipt of the complete classification appeal.
- e. Updates the ServiceNow case work notes consistently during the entire process.

4.9 Completion of the Package

4.9.1 The NSSC CS:

- a. Reviews and concurs with the draft Decision package.
- b. Returns the package to the NSSC SP for modifications, if revisions are required. (The NSSC SP will route the modified package back to NSSC CS for review again until full concurrence is obtained.)
- c. Approves the package and forwards to Director, Human Resources Services Division, OCHCO for review and final position determination.
- d. Refers the recommendation decision to OCHCO no later than 27 calendar days after the completed appeal (with required information).

4.9.2 The NSSC SP:

- a. Archives the final recommended Decision package TechDoc (Folder HR\Position Classification Appeals), along with appellant's original appeal request and any revisions of the final Decision package.
- b. Sends the completed Decision package to NSSC CS electronically for delivery to OCHCO.
- c. Documents notes in ServiceNow and closes case.

4.10 Final Decision

The OCHCO completes the following steps:

- a. Issues the final decision on the appeal in writing to the employee within 30 calendar days.

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- b. Notifies participants of the final decision. (Note: OCHCO usually copies the NSSC CS on delivery of the final appeal package and as a courtesy, the CS forwards that to the SP for knowledge of final appeal decision.)

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5.0 Records

There are no official records

6.0 Cancellation/Supersession of Previous Documents

This document supersedes NSPWI-3000-0012, NSSC Classification Appeals Process Work Instruction, Revision 0007.

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Appendix A – Acronym List

Acronym	Meaning
CFR	Code of Federal Regulations
CS	Civil Servant
FAX	Facsimile
HQ	Headquarters
HR	Human Resources
ID	Identification
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
OCHCO	Office of Chief Human Capital Officer
OPM	Office of Personnel Management
PD	Position Description
POC	Point of Contact
PWI	Process Work Instructions
SDG	Service Delivery Guide
SP	Service Provider
USC	United States Code

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Appendix B – Agency Classification Resources

OCHCO maintains a [Position Management and Classification Web site](https://hr.nasa.gov/manage-positions-classification) (<https://hr.nasa.gov/manage-positions-classification>) within the NASA Human Resources Portal (<https://hr.nasa.gov>) that contains tools and guidance regarding classifying PDs and Desk Audits. It is strongly recommended to use this site as a resource throughout the process of adjudicating a classification appeal.

Topics and tools include:

- Overview
- Considerations
- Basic Steps
- Classifying AST v. Non-AST
- Conducting Desk Audits
- Sample Desk Audit Questionnaire
- Factor Evaluation System (FES)
- FES Factor Concepts
- Blank FES Worksheet
- Blank Supervisory Evaluation worksheet
- Blank Team Lead checklist
- Definition of Grade Levels (Title V and working definitions)
- Comparison of GS-14 v GS-15 type duties
- Narrative Comparison of GS-13, 14, and 15 (Senior GS Grade-level Characteristics)
- Training materials
- Classification Policy, Guidance, and Tools
- Types of Positions

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Appendix C – Sample Decision Memo

The sample below represents the memo OCHCO sends to the appellant once a final classification determination is made regarding an Agency-level appeal:

TO: Mr. John Doe
Mechanical Research Engineer, Materials and Production Branch,
Research and Development Directorate, NASA Any Space Center

FROM: Jane Doe
Director, Agency Human Resources Division

SUBJECT: Classification Appeal

Dear Mr. Doe:

As a result of your classification appeal, we have conducted a position classification review of your official duties and responsibilities in the Research and Development Directorate, NASA Any Space Center. Fact finding interviews were conducted with you and your supervisor, Name Here, during the review process.

Based on the findings of our review, your position was properly evaluated as Materials Research Engineer, GS-0806-13. Enclosed you will find our classification report consisting of the following:

1. Research and Development Classification Process (RDCP) package dated February 30, 2008
2. Re-evaluation Report issued September 31, 2009
3. Your request for classification appeal dated December 25, 2009
4. Our written analysis and evaluation of the duties and responsibilities of your position.

This constitutes the final agency classification decision. If you are dissatisfied with this decision, you may appeal the classification of your position to the Office of Personnel Management (OPM) as outlined in NPR 3510.5B.

If you have any questions regarding this matter, please call Name Here of my staff at (555) 555-5555.

Jane Doe
Director, Agency Human Resources Division

Enclosures