Cancel an Appointment Prior to Approval

(Advertised and Non-Advertised Appointments)

User Guide

August 2023



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What is Springboard?

Springboard is a Recruitment application used by the Qld Government to manage job advertisements, applications and appointments for Advertised and Non-Advertised positions.

Cancel an Appointment – Prior to Approval

If you need to cancel (or retract) an appointment before the approval has been processed, you can access Springboard for the following cancellations:

- <u>Advertised Appointment</u>
- <u>Non-Advertised Appointment</u>

Cancel an Advertised Appointment

To cancel an appointment prior to sending the appointment to the approving officer for action, access Springboard from unique link in the email that was sent to you at the time the vacancy was created or log into Springboard using Single Sign On (SSO).





pringboard	
Please choose the relevant account as listed below to begin your recruitment activity.	
QLD Appointment form	Log in
QLD	Login
Adventised vacancy	Log III

In the main screen display on your Dashboard, locate the advertised vacancy you want to cancel the appointment for.

On the appropriate line for the relevant vacancy, click on the number of candidates in the 'Candidates' column.

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	Dashboard				
	MY JOBS			<u>+</u> <u>∓</u> :	
	EI JOB		ET FURTHEST CANDIDATE	ET LOCATION	
	Business Support Officer	2(2 New)	Applications	Brisbane Inn	
				MORE »	
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The list of candidates will appear in the next screen. Click in the checkbox to the left of the candidate's name (that is to have their appointment cancelled), to select their record.

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With the record highlighted, right-click in the space beside the candidate's name and from the list that appears, select '*Raise Appointment Request*'.

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	≯	1 Selected	« < > » 1-2 of 2 20 • 🖨 🖻 🚊 🖶	C 🕸
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			Change Status	•
•			Message selected candidates Link To Job	
*			Create Note	
鐐			Request Feedback	
			Communicate / Contact / / Review Tools >	
			Manage Candidate Record >	
			C Raise Appointment Request	
			Link Contemporation Export	

In the 'Raise Appointment Request' section that appears, you will need to complete the reason for the cancellation of the appointment, then click on the 'Click here' link.

RAISE APPOINTMENT REQUEST 1 candidate(s) selected	×
An appointment request has already been raised for this candidate and role. If you wish to cancel the request, please Click here Please include a reason	
Candidate has declined the appointment.	

The following 'Confirmation' box will appear. Click on 'Yes' to confirm the cancellation.

CONFIRMATION		×
Are you sure you want to cancel the appointment request?	NO	YES

You will then be returned to previous screen, where you will notice that a confirmation for the cancellation of the request will appear at the top right of the screen.

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An email confirming the cancellation will be automatically generated and sent to you.



Please note that for an Advertised Appointment, you can nominate a different candidate from the applicants list (if the candidate has been deemed suitable) and submit a new form to the Approver for appointment. Complete the 'Raise an Advertised Appointment' process again to nominate a second candidate from the list.

Log out of Springboard.

Retract an Advertised Appointment

You also have the option of 'Retracting' the appointment after you have sent it to the Approver for action but before the Approver has actioned it (ie. before approval is given).

Access Springboard from the email that was sent to you when the appointment was sent to the approver for action.

Queensland Shared Services
Hi Tina Laws,
Thank you for completing the Appointment form. Your request 2023-1096398 for Business Support Officer role, position number 76030490, is with Janelle Godwin for approval.
View your request
We'll notify you once Janelle Godwin responds.
Regards QSS Recruitment Team.
Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.

In Springboard, on the 'Appointment Requests' page, go to 'Your Pending Appointments' to locate the appointment you submitted for approval.



When you have located appointment to be cancelled, click on the *'Retract'* icon (1) in the 'Actions' column.

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	Your Pending Appointments								Quicklinks		
					1 - 2 of 2 🗾 5	0~					
	Details	Position No	Position Title	Department	Approval History 🗘	Created Date	Created By	Appointee Name	Appt Reference Number	Request Action	Actions
	•	76030490	Business Support Officer	Department of Communities, Housing and Digital Economy/QG Cu	ł	23-Aug-23	Tina Laws	Harry Potter	2023-1096398	Advertised	4, 13
		76019870	Principal Business Support Officer	Department of Communities, Housing and Digital Economy/QG Cu	Ь	17-Aug-23	Tina Laws	Penny Masters	2023-1096372	Non Advertised	1 13
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The following message will appear. Click on 'Retract' to recall the appointment request.



The appointment request will be removed from the list and be placed in the 'Your Drafts' section of Springboard where you can resubmit or delete the record entirely.

Please note that for an Advertised Appointment, you can resubmit (or relaunch) the appointment request for the same candidate if needed. Go to the 'Search Appointments' area and click on the 'Details' icon () and click on 'Relaunch'. Go through the steps (1-4) to review and make any changes. Then click on 'Submit' to resend the approval request to the Approver.

To delete the appointment after you have retracted it, go to the 'Your Drafts' section on the Springboard dashboard.



In 'Your Drafts', locate the advertised appointment record you want to delete and click on the 'Delete' icon (m) in the 'Actions' column.

Cancel a Non-Advertised Appointment

To cancel a non-advertised appointment, as the requester you will need to contact the approving officer and ask them to select the '*Reject*' option in the approval process as shown below:

Approval		
Approval delegation *		
I hold the department Human Resource/Financial delegation to appro	ve this appointment	~
Your Comments		
Candidate has withdrawn from appointment.		
Print	Reject	Approve

After the Approver has rejected the appointment, you (as the requester) will receive an email advising that the appointment is Not Approved and therefore cancelled.

To view the reason for the rejection, click on the 'here' link in the email.

Queensland Shared Services
Hi Sharon Carter,
The following appointment request was Not Approved by Anthony Stark.
Appointment Reference 2023-1097946 Candidate Clinton Barton Position Title: Administrative Officer Hiring Manager: Sharon Carter
The history of the request is as follows: 09/JAN/2023 04:04 PM Not Approve Anthony Stark
Please clicit here to view any comments relating to your request.
If you have any further queries regarding the recruitment process, please contact the QSS Recruitment Team.
This is an automatically generated email, please do not reply.

When Springboard opens, scroll to the end of the appointment form to view the 'Approver Comments' field to view the reason of the appointment rejection.

Log out of Springboard as no further action is required.

Please note that for a Non-Advertised Appointment, you should complete a new 'Raise a Non-Advertised Appointment' process for any new candidates for the position.

Retract a Non-Advertised Appointment

You also have the option of 'Retracting' the non-advertised appointment after you have sent it to the Approver for action but before the Approver has actioned it (ie. before approval is given).

Access Springboard from the email that was sent to you when the appointment was sent to the approver for action. Refer to section <u>Retract an Advertised Appointment</u> for further information on this process.