

## Process Applications

# Tutorial – Hiring Manager Access (Panel Chair) & Hiring Manager Review (Panel Member)

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Welcome to QSS Tutorial on accessing applications via the Hiring Manager Access and Hiring Manager Review.

The Hiring Manager reference is a generic term adopted by the developers of the Springboard recruitment solution and is more suited to their private sector clientele rather than that of Queensland Government.

In brief....

**The Hiring Manager Access** functionality would suit the role of the panel chair, giving them greater flexibility in managing applications through the selection process, communications with other panel members and communications with applicants.

**Hiring Manager Review** functionality allows multiple panel members to access applicant details simultaneously without interfering with the integrity of the original data source (Springboard).

The aim of this tutorial is to equip you with the necessary knowledge and skills to effectively manage applications online in a real time environment.

After completing this tutorial you will:

- a) Understand and know the applications process including timeframes
- b) Understand the advanced features and functionality made available through Springboard the Whole of Government recruitment solution

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# 1 Hiring Manager Access Overview

As a panel chair you will receive applications via a link into a Springboard portal. This portal is referred to as Hiring Manager Access (HMA).

You will only be able to access applications relevant to advertisements you have been nominated as Panel Chair in the Request to Hire form submitted by the Hiring Manager.

It is important to note that, should the Panel Chair change at any time after advertising the vacancy, the role of Panel Chair can be reassigned upon receipt of an email to QSS Recruitment, requesting the link be emailed to another nominated officer within your department.

**PLEASE NOTE:** As stated in the email, this link is unique to the recipient, if onforwarded, any actions will be recorded against to your name.

## 1.1 Functionality of Hiring Manager Access

The Hiring Manager Access allows the Panel Chair to:

- view applications online
- add and edit comments
- perform basis shortlisting
- email applicants
- print applications and attachments, either
  - individually, or
  - using the bulk print functionality
- forward applications to other panel members using Request feedback functionality.
- complete Selection Report

## 1.2 Receipt of Hiring Manager Access

The Panel Chair will receive an email with the following subject line: Candidate Review Required – followed by the Position Title.

When opened, the body of the email will contain a brief overview of the review process and reference the JAR number the position was advertised under.

There is also a link to the Dashboard. It is from the Dashboard the Panel Chair will access applicant details and documents.

Click on the Dashboard link to open the dashboard.

**From:** [helen.brain@dsiti.qld.gov.au](mailto:helen.brain@dsiti.qld.gov.au) [<mailto:helen.brain@dsiti.qld.gov.au>]  
**Sent:** Tuesday, 27 February 2018 2:12 PM  
**To:** Kayleen Watson <[Kayleen.Watson@dsiti.qld.gov.au](mailto:Kayleen.Watson@dsiti.qld.gov.au)>  
**Subject:** Candidate Review Required - Senior Consultant

### Springboard Candidate Review

Dear **Kayleen Watson**

Re: **Senior Consultant**

You have been given access to the springboard recruitment portal.

The Jobs that you have been asked to process are listed on the Dashboard home page of the system.

The link to the Dashboard is unique to the recipient, if onforwarded, any actions will still be recorded against you. Therefore it is not appropriate to on forward.

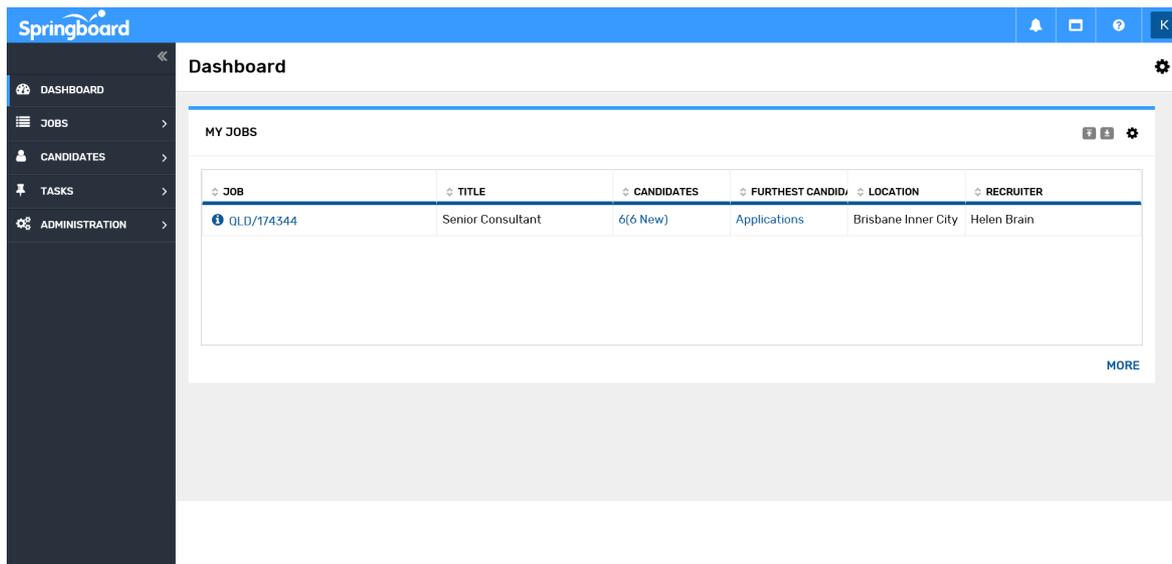
Just click on the "Current" link beside the job number QLD/174344.

Use the following link to view and process your applications.

[Click here to access the Dashboard.](#)

## 2 Understanding the Dashboard

The Dashboard is the first screen the panel chair will see when the link is clicked.



### 2.1 My Jobs

The My Jobs tab contains the following five columns:

- Job
  - The number in this column is the Requisition number and is a link to the actual job requisition for the advertisement. The panel chair can view the requisition by clicking on the link.
- Title
  - This is the title of the position that was advertised.
- Candidates (also known as applicants)
  - This is a count of how many candidates there are for this job. Click the number to view the candidates this will link to the list of applicants and their applications (known as the candidate grid).
    - In the example above there are 6 new and 6 current candidates, this indicates that all six applicants have yet to be reviewed and none have been moved into the folders.
- Furthest Candidate
  - The status visible here indicate where in the process (workflow) the applications are at. In the example above they have not moved from the first stage of the workflow and remain under the Applications folder.
  - QSS Recruitments current workflow includes Applications, Sent to Panel, Offer and Appointed.
- Location –
  - Where the position advertised is located
- Recruiter
  - Is the QSS processor who processed the advertising

All columns can be sorted which may assist if the individual is the Panel Chair for many jobs.

The 'MORE' link at the bottom right of the My Jobs tab will open a search screen where the Panel Chair can search for a specific job. As with sorting of columns, this may be useful if the individual is the Panel Chair for many jobs.

## 2.2 Menu options

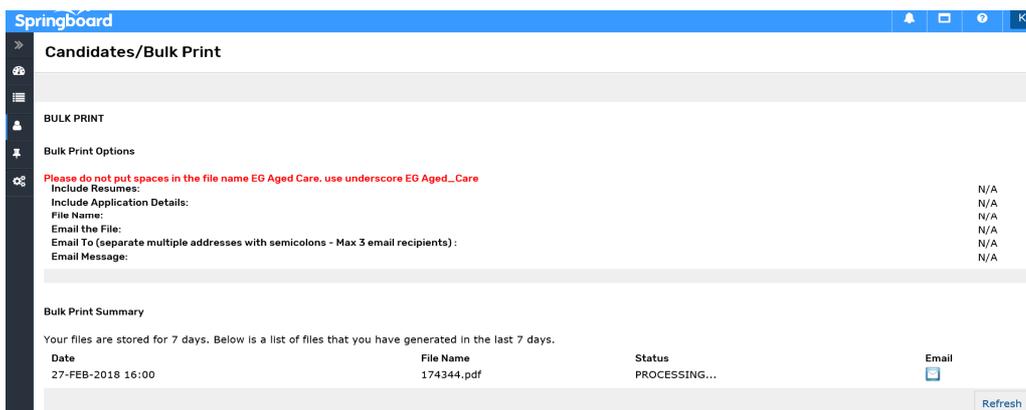
A menu is available at the top left of the Springboard screen. This menu contains four options and is available on each screen throughout Springboard.

- Dashboard option
  - Regardless of where the panel chair is in Springboard, clicking the Dashboard option will take them back to the dashboard.



- Jobs option
  - The jobs option here the Panel Chair can search for a particular advertised vacancy that they are the chair for.
    - ***The panel chair will only be able to access jobs relevant to advertisements they have been nominated as panel chair in the Request to Hire form submitted by the Hiring Manager.***

- Candidates option
  - Should a panel chair click on this option then select Bulk Print this will enable you to track bulk prints you have created.



## 3 Accessing applicant details and applications

Applicant details and applications can be accessed via the My Jobs tab by clicking on the link available in the 'Candidates' column. This will open the applicant grid. The data contained in the 'Candidates' column is explained in the 'Folders' section below.

◇ JOB	◇ TITLE	◇ CANDIDATES	◇ FURTHEST CANDID/	◇ LOCATION	◇ RECRUITER
📌 QLD/174344	Senior Consultant	6(6 New)	Applications	Brisbane Inner City	Helen Brain

[MORE](#)

### 3.1 Candidate Grid

The candidate grid is in two sections.

- The left section contains various folder options.
- The larger right section is the main viewing area, containing details of applicants who have applied for the vacancy.

QLD/174344 - Senior Consultant											
Candidates: Current (6 Results)											
			ST	F	INTERNAL	Q	Q	APPL SO	DAT	DATE RECEIVED OFF-L	COMMENTS
<input type="checkbox"/>	DJ	Davey Jones	Applica			None		Smart Jobs	08-Aug-17	09-AUG-2017	Lacks experience for this roler
<input type="checkbox"/>	EJ	Elton John	Applica			None		Smart Jobs	08-Aug-17	09-AUG-2017	Has previous experience in sin
<input type="checkbox"/>	EW	Emma Watson	Applica			None		GovNet	08-Aug-17		Higher duties is identical role
<input type="checkbox"/>	JD	Jason Donovan	Applica			None		GovNet	08-Aug-17	09-AUG-2017	Lacks experience
<input type="checkbox"/>	KC	Kasey Chambers	Applica			None		Smart Jobs	08-Aug-17		
<input type="checkbox"/>	NK	Nicole Kidman	Applica			None		Smart Jobs	08-Aug-17		

#### 3.1.1 Folders

Folders will give the Panel Chair the flexibility of moving an applicant through various stages of the selection process.

- All – will show all applicants received regardless of which folder they have been moved into.
  - Attempting to move applicants from any other folder into this one will fail, as they are already contained here regardless.
- Current – will show a total of all applicants that are in any of the subfolders.
  - Applications – a subfolder of Current. This is the default subfolder that will contain all applicants when they are first received. The Dashboard refers to these applications as 'New'.
  - Not Shortlisted – a subfolder of Current. The Panel Chair can use this folder to begin the shortlisting process.
  - Sent to Panel – a subfolder of Current. When applicants are forwarded to panel members, the panel chair can moved them into this folder.
  - Offer – a subfolder of Current. If the Panel Chair wants to track how many applicants were offered an interview, they can be moved into this folder.
  - Appointed – a subfolder of Current. The panel chair can use this folder to move the successful applicant into.
- Unsuccessful – ***This folder is for use by QSS Recruitment only. Its primary function is to close unsuccessful applicants' records in smart jobs & careers. The panel chair does not have the access to move applicants into this folder.***

If applicants have been moved into various folders, the 'All' folder still records the total applicants. The 'Current' folder displayed the total of the subfolders. The subfolders and 'Unsuccessful' folder record how many applicants are contained within.

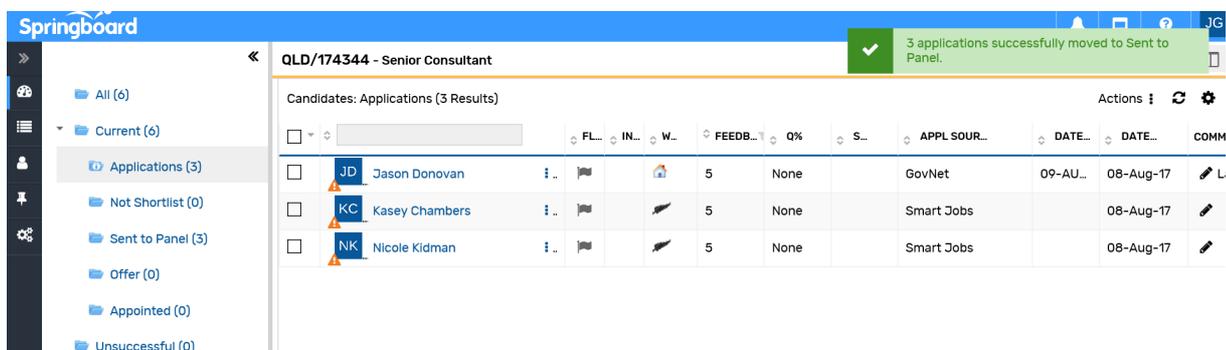
Depending on the folder selected only those applicants will appear on the candidate grid.

### 3.1.1.1 Moving applicants into folders

The quickest and easiest way to move applicants between folders is to left mouse click on them (multiples can be moved by selecting the relevant applicants). Once all relevant applicants have been selected, left click on any of the highlighted applicants and 'drag' them into the appropriate folder. Position the cursor over the required folder this will now be underlined to indicate it is the selected folder, release the left mouse button.

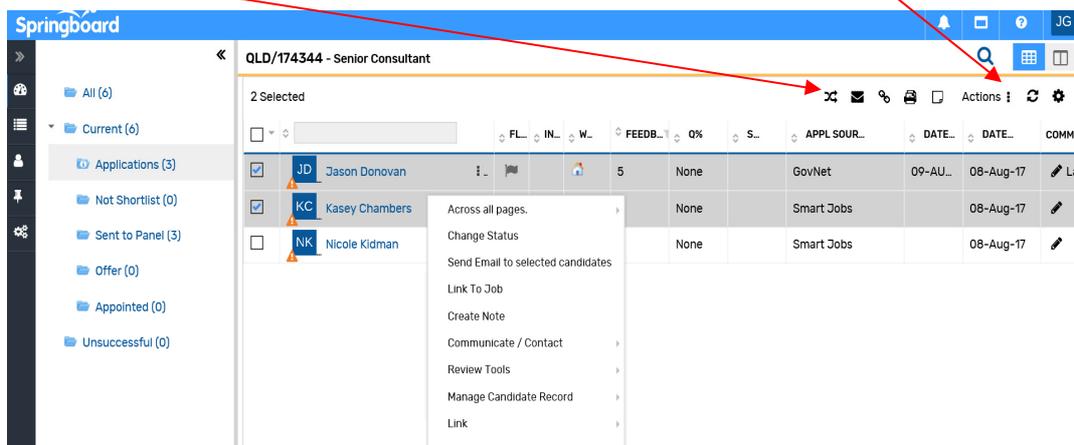
In the example below three (3) applicants are moved from 'Applications' folder and into 'Sent to Panel' folder.

- A message appears to indicate how many candidates are selected (3) and the folder the candidates have been moved into.
- 'Current' and 'All' still appear with the total number of applicants (6), 'Applications' folder now has (3) applicants and 'Sent to Panel' folder has (3) applicants.



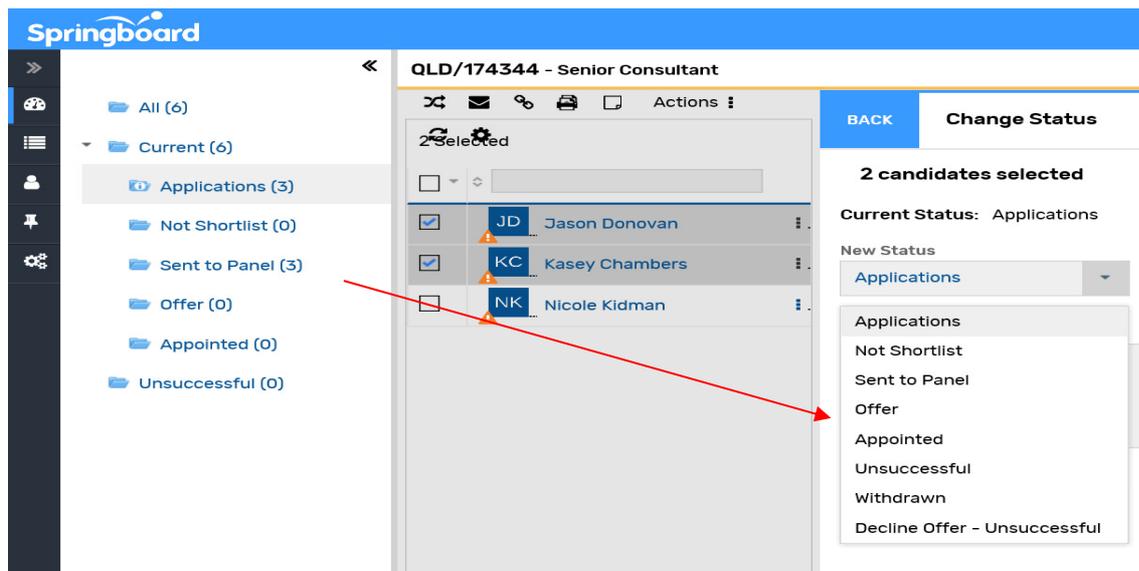
An alternate method for moving applicants between folders is to:

- click in the tick box to the left of the applicants required to be moved
- right click on an applicant to open a list of options
  - the list can also be obtained by clicking on the 'Actions' button
  - or 



- From the list select 'Change Status'
- When the 'Action – Change Status' window appears, click on the 'New Status' drop down list. If multiple applicants are selected, the number of applicants will be displayed rather than the names, if only one selected the applicants name is visible.

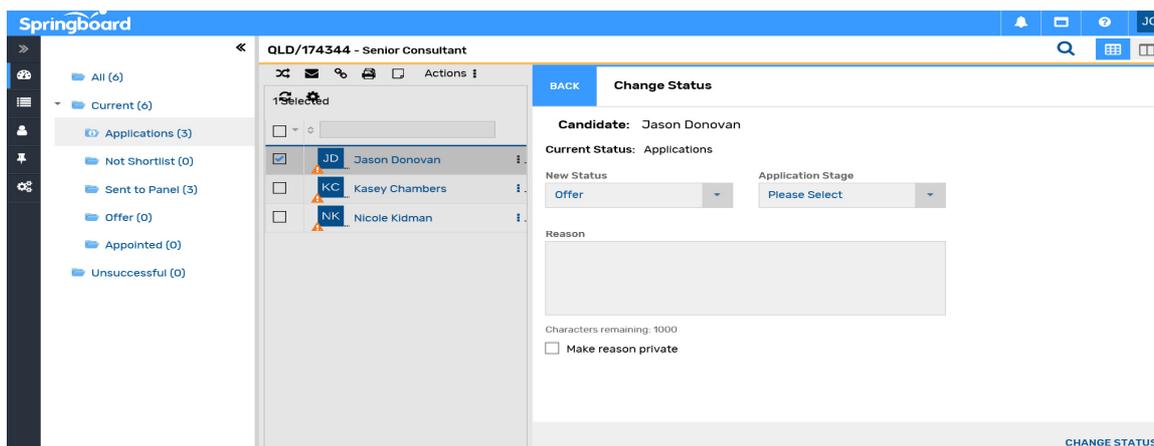
- The terms 'Status' and 'Folders' have the same meaning, as can be seen where the status and folders have the same name.



- Panel chairs can only use the following 'Status':
  - Applications; Not Shortlisted; Sent to Panel; Offer; Appointed
- ***The Hiring manager does not have access to the 'Unsuccessful' folder.***



- Select the required status from the drop down list.
- The 'Reason' field is not mandatory, but may be useful for the panel chair to record some comments surrounding the decision to moved applicant(s) into the new status (folder).
- The 'Reason' field has a 1000 character limit.



- To proceed with the action click on the 'Change Status' button at the bottom right of the 'Action – Change Status' window. This will close the window and return the Panel Chair to the applicant grid. The selected applicant will be moved into the nominated folder.

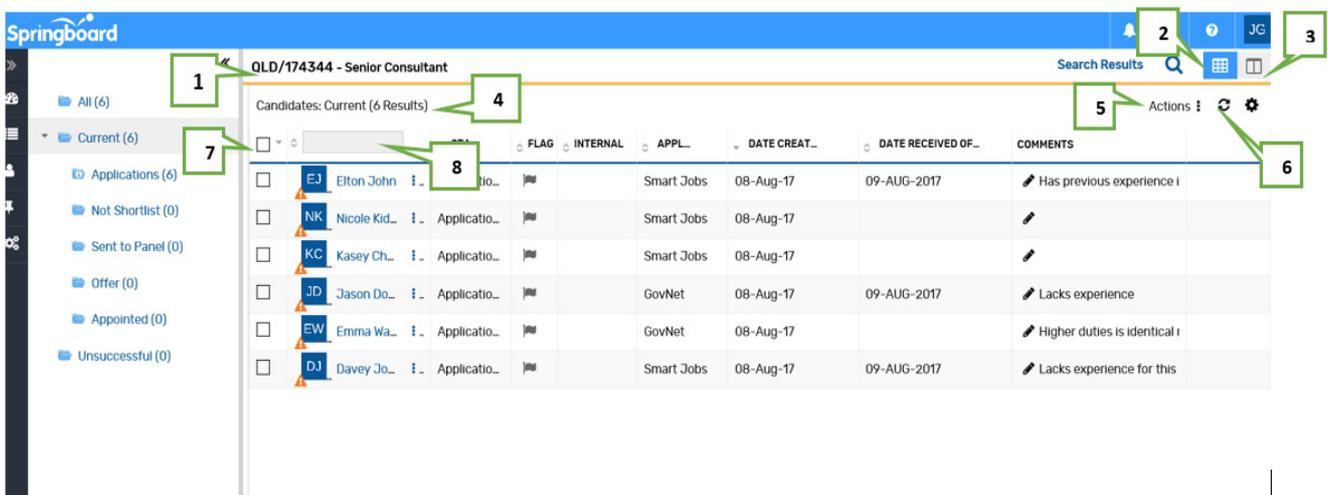
### 3.2 Main viewing area

The section to the right of the folders is the main viewing area and contains the bulk of the data relating to applicants. From here the Panel Chair can:

- view documents submitted by applicants
- conduct basic shortlisting
- flag applicants
- add comments against applicants
- send applications to other panel members using the Request feedback functionality.
- generate a bulk print of applicants and their attachments

This section has two menu bars

- the top menu bars contains
  - 1. Requisition number and position title (the Requisition number is a link to the Requisition)
  - 2.  icon will return to the Candidate list
  - 3.  Candidate review button (to view attached documents)
  - 4. Candidates – refers to folder opened and total number of applicants
  - 5. Actions – a list of options will appear (eg. Bulk print, send emails selected here)
  - 6.  Refresh icon (refresh the candidate list)
  - 7. Tick box (to select/deselect all applicants)
  - 8. Search field (to search by applicant first or last name)
- The column heading are defined in Section 3.2.2 Column headers defined.



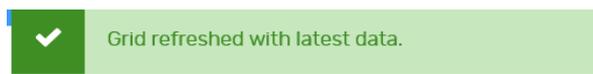
#### 3.2.1 Refreshing the candidate grid

As applicants details are received in real time:

- when applicants apply online via smart jobs & careers website
- when QSS recruitment uploads manual applications into Springboard

Panel Chair can refresh the candidate grid at any time by clicking on the refresh icon  (6) in the menu bar.

Once the refresh is complete a confirmation message will appear.



### 3.2.2 Column headers defined

The column headers, for the main, are constant throughout the folder structure. However, the four subfolders of 'Current' do not show the status column. Status and Folder are interchangeable terms with this purpose. For example, if the Panel Chair is in the Applications folder, only applicants with a status of 'Application' can be seen in this folder.

Similarly, the 'Unsuccessful' folder will have some variation. For example if an applicant withdraws their application on SmartJobs and Careers the applicant will move into the 'Unsuccessful folder'

**Remember, this folder is for use by QSS Recruitment only. The Hiring manager does not have access to the 'Unsuccessful' folder as QSS Recruitment use this folder when completing the appointment process and sending unsuccessful letters.**

**The below message will appear -**



Columns defined left to right as you look at the applicant grid.

In the following table, the definition is what appears when the cursor is places over the column title/icon. It may or may not differ.

Column Title/Icon	Definition	Purpose
	Tick Box	To select applicants prior to carrying any actions, such as moving into folders, or generating a bulk print.
Name	Name	Lists all applicants in alphabetical order by first name. This column is sortable by clicking on arrows beside the search bar above.  Search field is available to search for specific applicants by first, last or full name. Type in the desired name and the grid will refresh to the name(s) requested.
Status Label	Status Label	For the main purposes of panel chairs, this field will identify in which subfolder the applicants have been placed into. The default folder for all new applicants is the 'applications' folder. As the panel chair moves applicants into other subfolders, this will be reflected in the status column.
Flag	Stage Flag	Displays the flag colour allocated by the panel chair when basic shortlisting for suitability is conducted.  <ul style="list-style-type: none"> <li> Pending</li> <li> Yes</li> <li> No</li> <li> Maybe</li> <li> Blue</li> <li> Purple</li> </ul>

	Internal Employee Status	Indicates applicant's response to whether they are internal or external to Government on the application form. If the applicant doesn't respond to the relevant question, this column will show a blank against that applicant's name.
	Working Status	Indicates an applicant's legal working status. For example -  Australian Citizenship  Australian Residency  New Zealand Citizenship  New Zealand Residency
	Feedback Received	Indicates how many panel members have provided feedback to the panel chair.  If a panel chair has forwarded applications to other panel members via the Hiring Manager Review functionality, a record of how many members provided feedback is recorded here.
Q%	Questionnaire Score	Identifies how applicants rate against questionnaire.  Represented as a percentage.  If no questionnaire was attached to the advertisement, this column would record 'None'.
Q P/F	Questionnaire Pass/Fail	Indicates if an applicant has passed or failed on the questionnaire.  Pass/Fail is based on the business rules which must be supplied by the Hiring Manager when the Request to Hire (RTH) is submitted with the Questionnaire attached.
Appl Source	Application Source	Indicates how the applications are submitted.
Date Created	Application Date Created	Is the date the application was submitted.  If application was submitted online (Smart jobs & careers), the date submitted.  If application was submitted manually to QSS Recruitment or directly to the Agency the date the application was entered in Springboard by QSS.
Date Received Off-Line	Date Application received by QSS or Agency	If application was submitted manually to QSS Recruitment, the date the application was received.  If application was received directly by the Agency, then forwarded to QSS Recruitment, the date the application was received by Agency.
Comments	N/A	Panel chair can use this field to enter comments about the applicant in support of their shortlisting.  If the comment is not completely visible, place the cursor over it to recall the full text

All columns are sortable except the comments column.

### 3.2.3 Expanding column with

Columns can be expanded by placing the cursor on the line between two column headers until a double ended arrow appears and dragging to the left or right. Sometimes it may be necessary to narrow one column before another can be expanded.

## 4 Reviewing Applications and Attachments

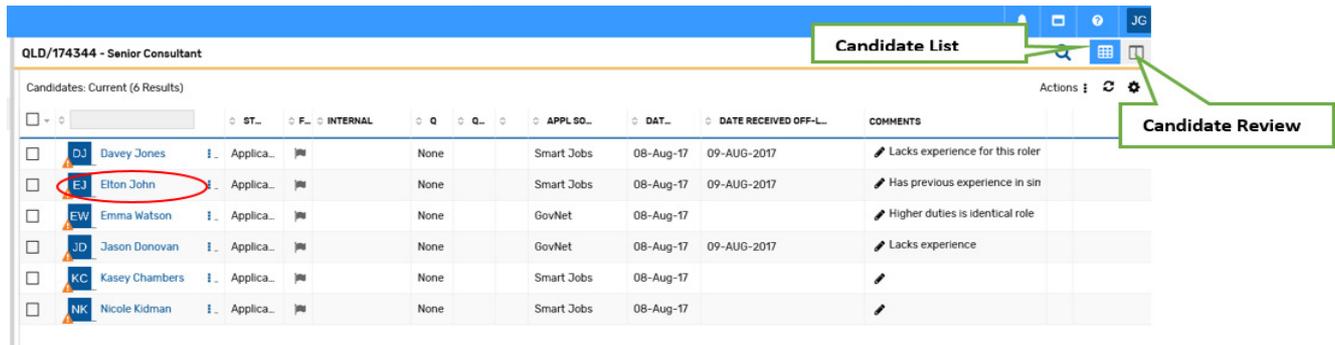
There are two ways to view an applicant's documentation:

1. Clicking on the Candidate Review icon, or
2. Double clicking on the applicant's name.

Clicking these options will open all attachments submitted as separate PDF documents. If no documents were attached a message to that effect will appear in the candidate review section.

If the Candidate Review icon is clicked without selecting an applicant the review will automatically open to the first applicant's review and open all documents (if any).

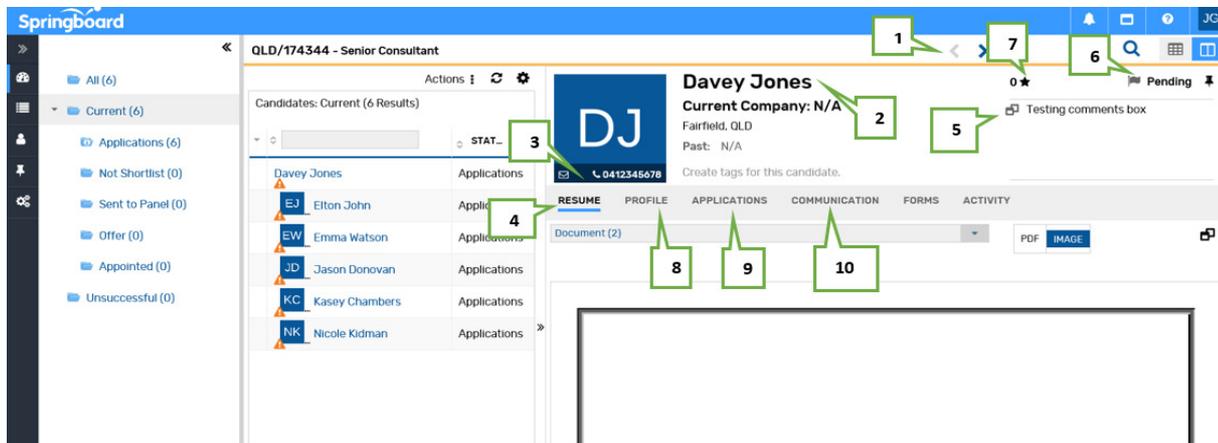
The panel chair can return to the applicant grid at any time by clicking on the Candidate List icon .



### 4.1 Candidate review view

Accessing the candidate review section adds another section to the applicant grid so that the panel chair can see the folder structure to the far left; a compressed candidate list in the middle and the candidate review taking the bulk of the screen to the right.

The candidate review section contains added features in menu bars.



- The top menu bar contains:
  - 1. Previous and next candidate arrows (to move between the candidates)
  - 2. Name of applicant currently being reviewed
  - 3. Mobile and Home numbers of applicant currently being reviewed
  - 4. Resume tab (is the default tab and opens the first document the currently reviewed applicant has attached)
  - 5. Comments box (used for shortlisting)
  - 6. Flags (used for shortlisting)
  - 7. Star ranking (used for shortlisting)

- 8. Profile tab (displays a basic summary of the applicants details such as Name, Address, etc)
- 9. Applications tab (displays the currently reviewed applicant's completed application form)
- 10 Communications tab (displays actions and communications for selected applicant)

### 4.1.1 Viewing documents

All documents are converted to and presented as PDF documents. The PDF window may differ depending on the version of Adobe Reader being utilised. Regardless of the version, the panel chair will have the basic functionality to print, save, zoom to enlarge or minimise, scroll through pages, etc.

The dropdown bar will display how many documents are attached to the application.



Clicking on the drop arrow will reveal the documents attached and the panel chair can select from the list to view each document.



If the applicant did not attach any documents the screen will display would read 'No Documents available'



### 4.1.2 What if the document has not converted to PDF?

When an attachment is loaded (online by applicant or manually by QSS Recruitment, there is a time lag in which Springboard is converting attachments into PDF documents. If the panel chair should click on the Resume tab before the conversion is complete, a message will appear in the candidate review screen. The panel chair can still open the attachment by clicking the link provided in the message. The next time the panel chair views the attachment, the PDF conversion should have taken place and the message will not appear.



## 5 Shortlisting Applicants

The Candidate Review allows for basic shortlisting of applicants. The panel chair will see that a Comments section appears in the Candidate review section of the screen.

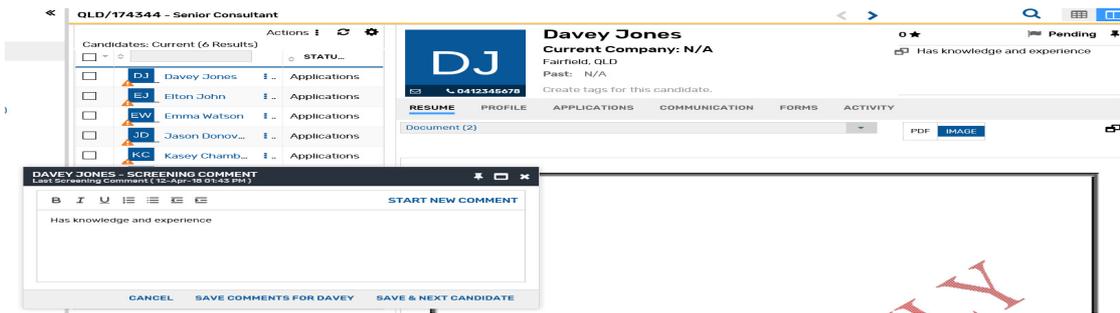


### 5.1 Comments, Flags and Star Ranking

The panel chair can enter relevant information in the comments section for each applicant in support of their decision.

## Comments

Click on the Comments box and this section will expanded, it is advisable however to keep comments short and concise.



Once comments entered click the Save button to save comments. A message will appear to confirm the comments were saved.



If the Save button is not clicked the comments will not be retained or visible in the applicant grid.

**Note: When the candidate review section is closed the full applicant grid is visible.**

When in the applicant grid view, if the comments are too long to be viewed fully, placing the cursor over the comment will reveal the entire text.



## Flags and Star rankings

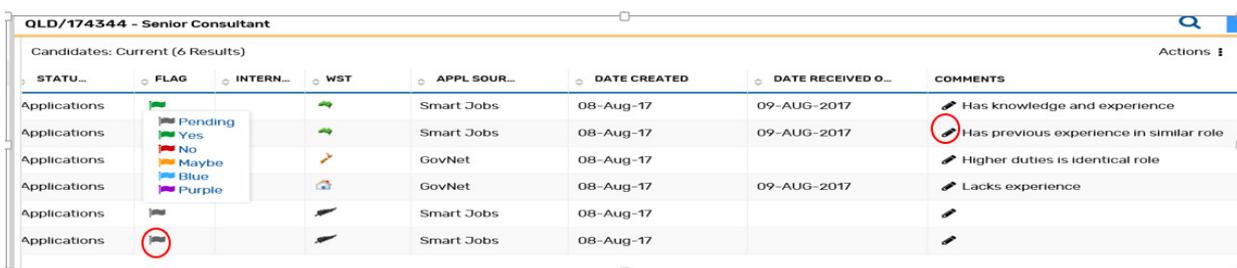
Flags and Star rankings are available and can be used on conjunction with comments to further aid in the rating process.



The selected flag will immediately appear in the candidate review screen against the applicant. Unlike comments which must be saved.

### 5.1.1 Editing comments and flags

Comments and flags can be edited without the need to go back into the comments section. This can be achieved by clicking on the pencil in the comments column and left click on the flag to make changes.



The applicant grid will now reflect the changes.

## 6 Consolidating Documents for Printing (Bulk Print)

We saw in section 4.1.1 Viewing documents, that the applicant's documents can be printed as individual documents.

In this section we will discover how to consolidate documents into the one PDF document. This is commonly referred to as the 'Bulk Print'.

The bulk print allows for multiple or all applicants' documents into the one file for printing. The file can be saved and stored within Springboard for up to 7 days, or emailed directly to other panel members, or other designated officers as per the department's internal policy on recruitment and selection processes. When you need to extract applications from Springboard for external review you can use the Bulk Print functionality.

The panel chair can now generate the bulk print independently.

Click on the link in Candidate Review Required email, this will take you to the dashboard. Click on the number under the Candidates field to open your Candidate list.

The bulk print can be generated from the Candidate Review screen selecting '**Actions**' located in the top right section of the Candidate Grid.

<input type="checkbox"/>	S...	F...	L...	'	☺	Q...	APPL S...	DA...	DATE...	COMMENTS
<input type="checkbox"/>	DJ	Davey Jones	Applic...			No...	Smart Jobs	14-Aug-17	14-AU...	
<input type="checkbox"/>	EW	Emma Watson	Applic...			No...	Smart Jobs	14-Aug-17		
<input type="checkbox"/>	JD	Jason Dono...	Applic...			No...	GovNet	14-Aug-17		
<input type="checkbox"/>	KC	Kasey Cham...	Applic...			No...	Smart Jobs	14-Aug-17		
<input type="checkbox"/>	NK	Nicole Kidman	Applic...			No...	GovNet	14-Aug-17		

### 6.1 Selecting applicants for Bulk Print

**Individual applicants** can be selected by clicking on the tick box in the column to the left of the applicant's name. If there are multiple pages of applicants for the role, use the page arrows at the bottom right of the grid to move to the next page.

**All applicants on a page** can be selected by placing a tick in the tick box in the first column of the candidate grid on the header line. This will place a tick against all applicants displayed on this page only.

**All applicants across all pages** can be selected by clicking on '**Actions**' on the top right of the candidate grid. Position cursor on (or click on) '**Across all pages**', then '**Select All Candidates**'

Select All Candidates	Deselect All Candidates	
<input type="checkbox"/>	No...	Smart Job
<input type="checkbox"/>	No...	Smart Job
<input type="checkbox"/>	No...	GovNet
<input type="checkbox"/>	No...	Smart Job
<input type="checkbox"/>	No...	GovNet

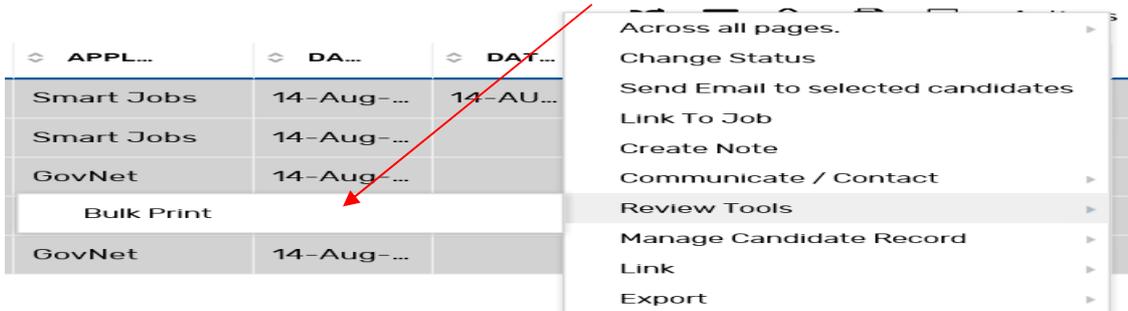
- Across all pages.
- Change Status
- Send Email to selected candidates
- Link To Job
- Create Note
- Communicate / Contact
- Review Tools
- Manage Candidate Record
- Link
- Export

Once selected a confirmation message is received.



## 6.2 Generating a Bulk Print

The bulk print can be selected by clicking on **'Actions'** on the top right of the candidate grid, position cursor on (or click on) **'Review Tools'** then **'Bulk Print'**.



Once all applicants have been selected, click on the bulk print link in the list to open the 'Action – Bulk Print' window.

This window will display the number of applicants selected and give the panel chair some flexibility in what to include in the bulk print. Some fields will already be selected by default.

There is a "Cancel" button available to close the window and a 'Bulk Print' button to generate the file once panel chair is satisfied with fields selected.

The following fields automatically default

- **Application Form** (default field) – Candidate application form for the selected job.
- **Documents linked to an application** (default field) – Candidates documents linked to the selected job. This includes the resume and response to criteria/key attributes, qualifications, etc.
- **Contact Details** (default field) – A summary page containing key personal contact details [applicant's name, phone number, email address, internal status and notes] for each included candidate.

For each Bulk Print, include the follow available fields:

- **Filename** – The bulk print must be given a filename. A useful identifier would be the JAR number the position was advertised under and the position title.
- **Email the file** – Enter the recipients email address. If sending to multiple addresses should be separated with a semi-colon
- **Message** – A free text field is useful to include instructions to other panel members or other nominated officers if emailing Bulk Print directly (this field is not mandatory).

The other tick boxes available are not required when completing a Bulk Print -

- Candidates Details
- Primary Resume Only
- Onboarding Documents
- Reference Checks Docs
- Other Documents
- **Screening Details** – This box would be ticked if the Panel Chair entered comments against candidates. A summary page containing useful screening details [applicant’s name, stage flag, internal status and screening comments obtained from the panel chair’s rating of applicants] for each included candidate.

Click on '**BULK PRINT**' button to generate the file once the panel chair is satisfied with fields selected, a confirmation message will be received after the bulk print button has been clicked.



The intended recipients will receive an email like the one below, containing a link to the bulk print. In the example the email is from a test address. In production it will have "Request to Hire" in the 'From' section.

Click [here](#) to download the file



The PDF document will open containing applicant data

**Candidate Summary**  
**QLD/174366 - Purchasing Officer**

Filename: 174366.pdf  
Date Generated: 06-Dec-2017 13:57  
Produced by: Janelle Godwin  
Total Candidates in Report: 5  
Candidate Resumes included: Yes  
Reference Check Documents included: No

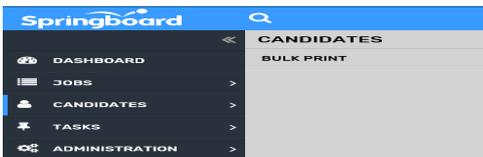
### 6.3 Saving the Bulk Print

The bulk print link will stay active for **7 working days only**. The bulk print can be saved, printed or emailed to nominated officers. Click on the bulk print link and save the applications file in a secure and confidential location on your computer, e.g. personal drive or USB, as soon as the email is received.

**Note: as the bulk print is available for only 7 days, it is advised to save it to a networked drive. If the link is not saved the Panel Chair can generate another bulk print using the process above.**

### 6.4 Retrieving a generated Bulk Print

Whether the bulk print is emailed or not, it is stored in Springboard for up to 7 days. To access the bulk print after it has been generated click on the 'Candidates' tag in the left side menu, this will contain a link to the Bulk Print section.



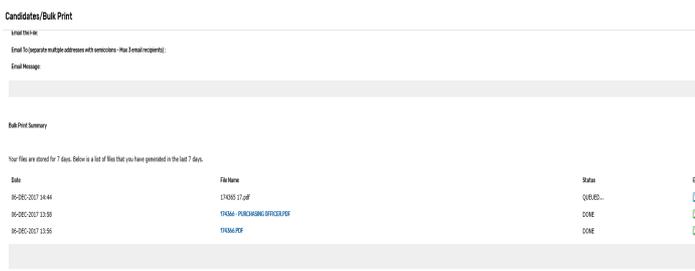
Click on the Bulk Print link to enter the bulk print options and summary page.

The Bulk Print Summary section will contain a history of bulk prints generated by the panel chair. In the example below there are three bulk prints in the summary section. Two appear completed and the other is in the process (queued) of being generated.

The completed bulk print is in fact a link to the PDF document.

The '**Refresh**' button can be used to update the progress, but as it can take longer to generate large bulk prints, it may be some time before the status changes to 'Done'.

The emailed bulk print is identified with a green envelop symbol in the email column. Bulk prints not emailed will have a blank space in the email column.



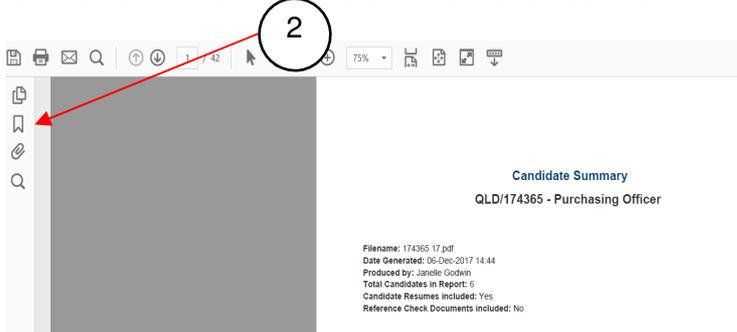
### 6.5 Reviewing Job Applications via Bulk Print

To assist in viewing the bulk print or navigating to specific pages, you can display the document's bookmarks.

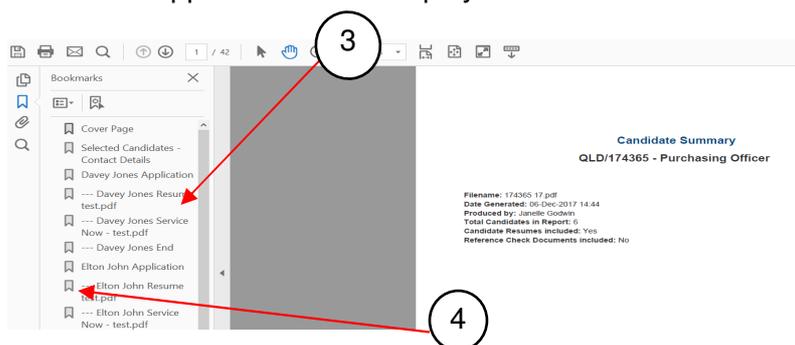
1. Check the Candidate Summary page to ensure the correct JAR has been produced and the correct numbers of applications have been identified (refer example below).



2. Click on the second icon to the left of the document.



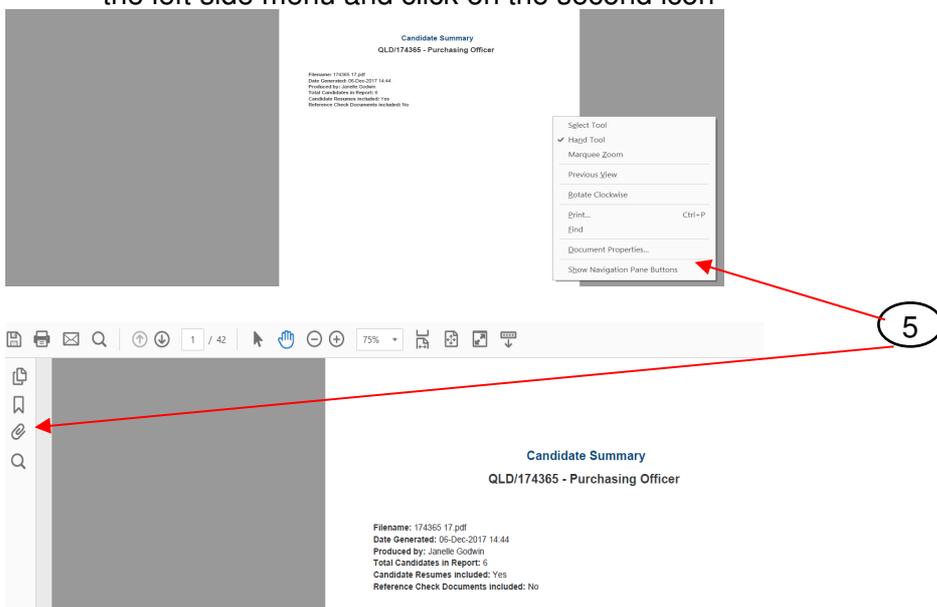
3. A list of the applicants will be displayed in the bookmark's window.



4. Click in the column on the left to view documents

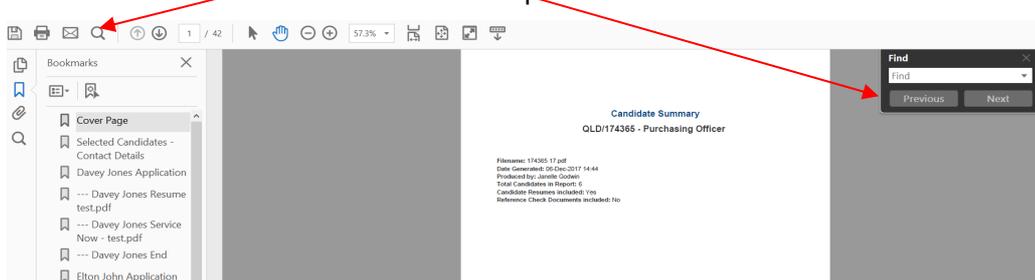
5. If the bookmark is not available:

- right click on the PDF document and select “Show Navigation Panel Buttons” to reveal the left side menu and click on the second icon



You can also use the Find function in the toolbar to search for applicants.

Click on the search button this will open a search field.



### 6.5.1 Applicants applying more than once

If an applicant submits more than one application, you should ensure the information on each application is the same. If there are any differences contact the applicant to confirm which application is to be considered for the role.

### 6.5.2 Applicants supplying more than three attachments

Applicants have the ability to supply only three attachments via *Smart jobs and careers* for each application. In the event an applicant provides additional information off-line this will be emailed and forwarded to the Panel chair as an attachment via email titled 'Applicant Name, JAR, Additional document'.

### 6.5.3 Checking the Bulk Print

Review the bulk print for applicant documents that failed to be converted due to an incompatible format. The final pages of the bulk print will appear a Consolidated PDF Summary this will display any errors.

Possible error messages that you may receive when this occurs are:

Error message on Summary	Error appearing on Bulk print	Action to be taken
<p>Sallyann White Application</p> <p>--- <a href="#">Sallyann White Cover letter - S White.pdf (Pending)</a></p> <p>--- <a href="#">Sallyann White White Sally - Resume 4.pdf (Pending)</a></p> <p>--- <a href="#">Sallyann White Additional Position Application.pdf</a></p>	<p>There is currently no associated PDF for this requested document.</p> <p>OR</p> <p>There was an error in printing this applicant attachment.</p>	<p>Review the person's application in Springboard to establish if the attachment can be opened. If it can be opened, print application to PDF and include as a separate attachment to the email to be sent to Panel. If the document cannot be opened, follow up with the applicant will be the responsibility of the panel.</p>
<p>Rhonnie Harrison Application</p> <p>--- <a href="#">Rhonnie Harrison application 2014.pdf (Embedded)</a></p>	<p>--- Rhonnie Harrison application 2014.pdf</p> <p>This file cannot be incorporated into the consolidated PDF. Likely causes for this are:</p> <ul style="list-style-type: none"> <li>- the document is an Adobe Acrobat Form</li> <li>- the document has security settings restricting it from being incorporated</li> <li>- an error occurred when attempting to incorporate the document</li> </ul> <p>Access the original document as a PDF attachment here:</p> <p>--- <a href="#">Rhonnie Harrison application 2014.pdf</a></p>	<p>The locked attachment is embedded into the bulk print and can then be opened by clicking on the link in the bulk print.</p>
<p>The application is in the wrong format</p>	<p>Blank Pages</p>	<p>During the conversion process the reformatting of a document into PDF results in a blank page being inserted. If blank pages are identified check the application in Springboard to see if the document/s can be printed and attached.</p>
<p>Application with no Supporting documents</p>	<p>Blank Page</p>	<p>Checked the applicant on Springboard to verify that the applicant did not submit documentation to support their application. If not supplied the panel will need to decide if further follow up with the applicant is required.</p>
<p>Blank pages</p>	<p>This page left intentionally blank</p>	<p>No Action required - Blank pages separate each applicant's application</p>

## 7 Sending Request Feedback to Panel Members

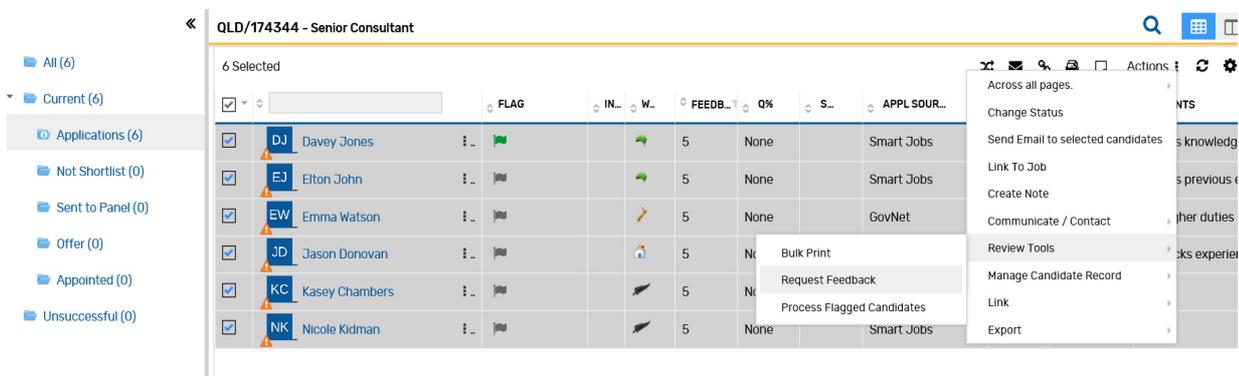
The bulk print is just one way of sending applications to other panel members or nominated officers. Another option available is the Request Feedback functionality.

The request feedback functionality sends application online via a self contained module known as the Candidate Review.

The request feedback functionality is available via the 'Actions' button. Before clicking on the action button, applicants intended to be sent to panel members must be in one of the four subfolders (Applications, Sent to Panel, Offer, Appointed). Ideally, the panel chair might use the Applications or Sent to Panel folder. Ensure all intended applicants have been selected before clicking the Request Feedback link.

There is no request feedback selection in the Actions list if the All or Current folder is highlighted.

Click on Review Tools than Request Feedback



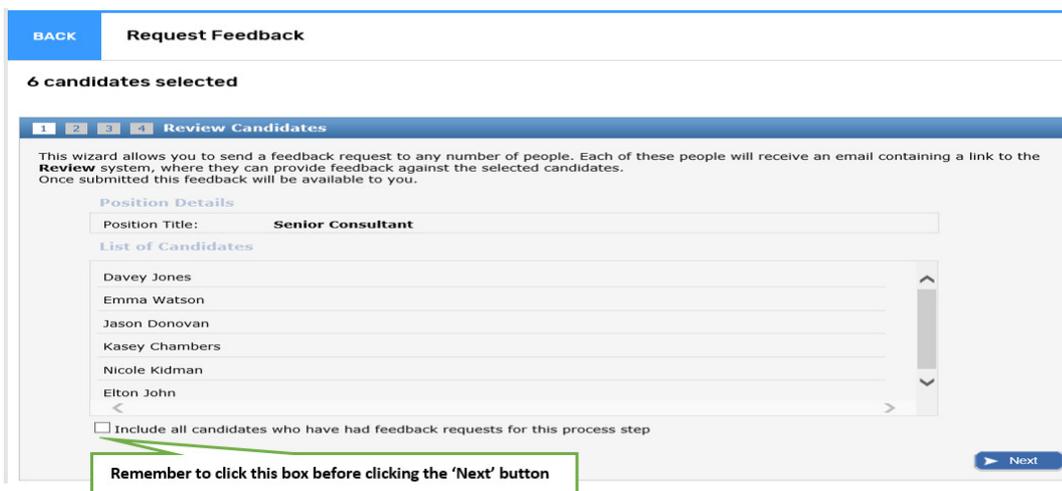
The screenshot shows a web interface for a recruitment process. On the left, there is a sidebar with a tree view of folders: 'All (6)', 'Current (6)', 'Applications (6)', 'Not Shortlist (0)', 'Sent to Panel (0)', 'Offer (0)', 'Appointed (0)', and 'Unsuccessful (0)'. The main area displays a table of 6 selected candidates for the position 'QLD/174344 - Senior Consultant'. The table columns include checkboxes, candidate initials and names, status icons, and various attributes like 'FLAG', 'IN...', 'W...', 'FEEDB...', 'Q%', 'S...', and 'APPL SOUR...'. An 'Actions' menu is open over the table, showing options like 'Bulk Print', 'Request Feedback', 'Process Flagged Candidates', and 'Export'. The 'Request Feedback' option is highlighted.

### 7.1 Request feedback step 1

Upon clicking the Request Feedback link, the 'Action – Request Feedback' window will open to step 1.

The window will display how many candidates are contained in the request at the top of the page. Position details and list of candidates are in the middle of the window. A scroll bar will be available if there are numerous candidates.

The 'Back' button will close the window.



The screenshot shows the 'Request Feedback' wizard. At the top, there is a 'BACK' button and the title 'Request Feedback'. Below this, it says '6 candidates selected'. The main content area is titled 'Review Candidates' and contains the following text: 'This wizard allows you to send a feedback request against any number of people. Each of these people will receive an email containing a link to the Review system, where they can provide feedback against the selected candidates. Once submitted this feedback will be available to you.' Under 'Position Details', the 'Position Title' is 'Senior Consultant'. Under 'List of Candidates', there is a scrollable list of names: Davey Jones, Emma Watson, Jason Donovan, Kasey Chambers, Nicole Kidman, and Elton John. At the bottom, there is a checkbox labeled 'Include all candidates who have had feedback requests for this process step' which is currently unchecked. A green box highlights this checkbox with the text 'Remember to click this box before clicking the 'Next' button'. A 'Next' button is located at the bottom right.

Ensure the tick box at the bottom of the list of candidates is ticked to ensure all candidates and documents are included. Then click the 'Next' button.

## 7.2 Request feedback step 2

The Panel Chair can enter the panel members, they can also enter themselves in this step in order to have the Feedback Report to include all feedback from, chair and members on one report.

The default number of reviewers is 5.

[BACK](#) Request Feedback

6 candidates selected

1 2 3 4 Select Reviewers

Please add the details of each reviewer.

First Name *	Last Name *	Initials	Email Address *	Role	Status	
Helen	Brain	hb	n.brain@dsiti.qld.gov.au	Lead		
Kayleen	Watson	kw	watson@dsiti.qld.gov.au	Member		
				Please Select		
				Please Select		
				Please Select		

[Add More Rows](#) [Clear All](#)

[Save Panel](#) [Back](#) [Next](#)

Fields and features of step 2 are:

- First Name (free text field)
- Last Name (free text field)
- Initial (free text field) – it is not necessary to add the initials as the system does this automatically when the panel is saved
- Email Address (free text field) – there is no validation on this field so ensure the email address is correct or the recipient will not receive the request.
- Role – drop down list with the following options
  - Member
  - Lead
  - Adviser
  - Observer
  - Other
- Status (default to DRAFT) – an automated field tracking the progress of feedback
- - a delete button to remove the panel member
- [Add More Rows](#) - will add five more rows or more panel members (a confirmation that more rows have been added will appear on screen above the role and status columns.)
- [Clear All](#) - will remove data from all fields and also remove additional rows back to the original 5 (a confirmation that panel members or rows have been removed will appear on screen above the role and status columns.)
- Save Panel button – will save the entered panel for possible resending of request (a confirmation that your panel has been saved, will appear on screen above the role and status columns.) **Your panel has been saved.**
- Back button – to go back to step 1 (when using the back button, a message will appear warning that any changes made will not save and give the option to proceed).

- Next button – to go to step 3
- Cancel link and Close button - will close the Action – Request Feedback window (unsaved data will be lost)

When all relevant fields are completed click next to move to step 3.

### 7.3 Request feedback step 3

The panel chair can add detail to guide panel members in Step 3.

The screenshot shows a web interface for 'Request Feedback'. At the top, there is a 'BACK' button and the title 'Request Feedback'. Below this, it states '6 candidates selected'. The main form area is titled 'Provide Information' and contains the following elements:

- A header with step indicators 1, 2, 3, and 4, where 3 is highlighted.
- Instructional text: 'Please enter some details to help guide your reviewers in the review process.'
- 'Review Guidance' section with a large text area containing the placeholder '[Notes for review guidance]'. The text area has vertical scroll bars.
- 'Feedback Due Date \*' section with a date input field and a calendar icon.
- Three checkboxes:
  - Allow panel member to see each others feedback?
  - Include letters (offer approval) for candidates?
  - Send email to panel members with outstanding feedback requests if the due date is changed?
- Navigation buttons at the bottom right: 'Save', 'Back', and 'Finish'.
- A 'CANCEL' link at the bottom right of the entire form container.

Fields and features of step 3 are:

- Review Guidance (free text field) – approx. 3,600 character limit
- Feedback Due Date – a mandatory field with a pop up calendar to select date (clicking in the field will open the calendar or the calendar icon can be clicked. A clear option is available to remove the date).
- All panel members to see each other’s feedback? (tick box) – if this is ticked all panel members will have access to each other’s feedback via the Feedback Report. If this is not desired, ensure the tick box is clear.
- Include letters (offer approval) for candidates? (tick box) – this is not required for QSS clients.
- Send email to panel members with outstanding feedback requests if the due date is changed?
- Save button – to save data
- Back button – to go back to step 2
- Finish button – will go to step 4, complete the process and send the email(s) to nominated panel member(s).
- Cancel link button - will close the Action – Request Feedback window (unsaved data will be lost)
- When all relevant fields are completed click next to move to step 4.

### 7.4 Request feedback step 3

This will complete the request feedback process and send the Candidate Review link to the intended panel member(s).

The window can be closed using either cancel or close.

**BACK** Request Feedback

6 candidates selected

1 2 3 4 All Done

**Your Review Feedback Request is complete.**  
 Emails have been sent to all of the reviewers with details of how to log in and provide their feedback. As feedback is provided by each reviewer for each candidate, it will be displayed in the workflow activity screen where you initiated this Feedback Request.

## 8 Request Feedback - Candidate Review

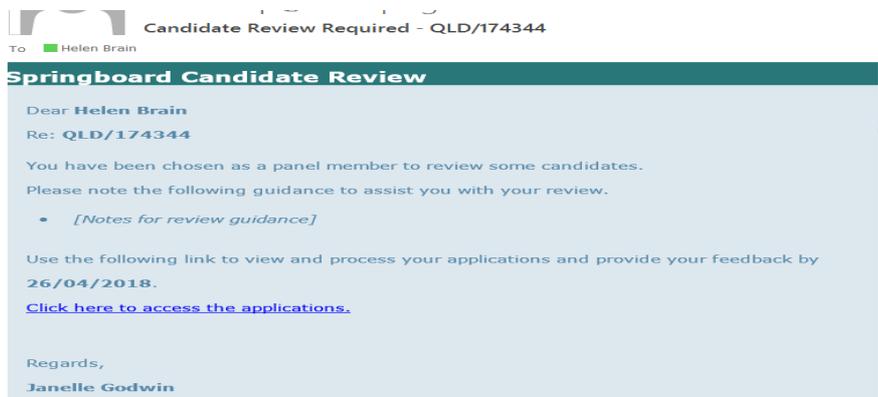
The Candidate Review is a means of receiving applicant details and documentation online via the Springboard recruitment solution.

The candidate review does not give panel members direct access to Springboard and is generated by the panel chair.

The candidate review is received as a link in an email with the subject line: Candidate Review Required followed by the JAR number.

The body of the email will contain:

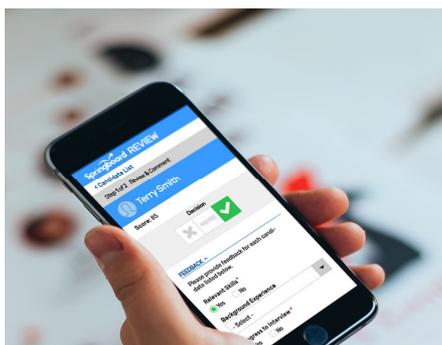
- the JAR number the position was advertised under
- a brief overview of the review process which includes guidelines provided by the panel chair as dot points
- due date the feedback is required by
- link to the applications.



### 8.1 Confirmation of Identity

Basic validation is required before entering the main section. The panel member is required to click the tick box to acknowledge they are the intended recipient of the candidate review.

Once ticked the enter button will change to green click on enter and the panel member can proceed.



#### REVIEW CANDIDATES

##### Confirm your identity

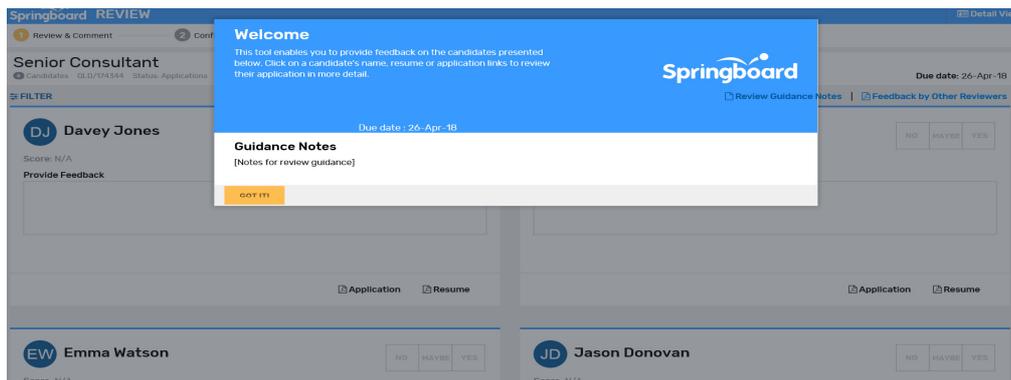
Name: Helen Brain  
 Email: helen.brain@dsit.qld.gov.au  
 The above details are correct

**ENTER**

If the above data is incorrect, please close and ignore this window.

If you are not the intended recipient, do not click the box and contact the sender.

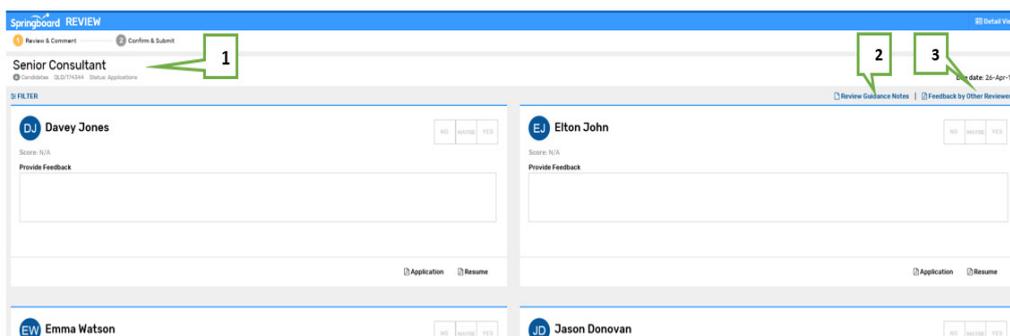
The below screen will open with any notes the panel chair enter and the due date for feedback to be returned.



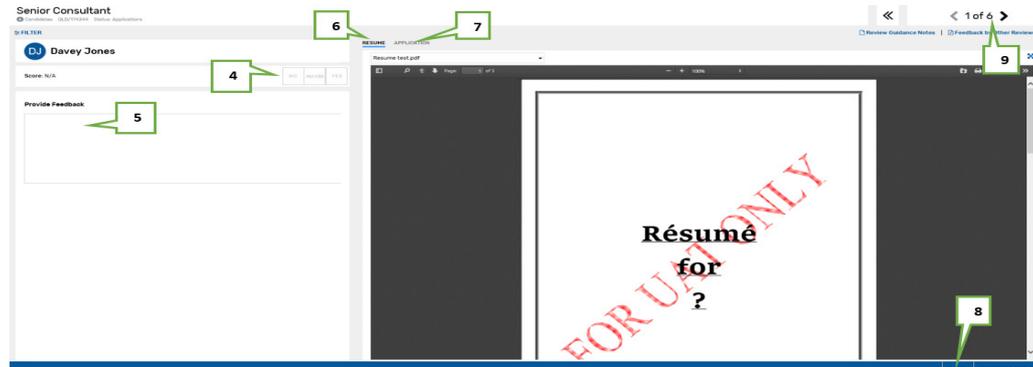
## 8.2 Features of the Candidate review

The main screen of the candidate review will show the following details:

- 1. Position title and JAR number the role was advertised under
- 2. Review Guidance Notes – provided by the panel chair
- 3. Link to Feedback by Other Reviewers – report listing feedback provided by all panel members will only appear if requested by the panel chair



Click on applicants name will expand the view



- 4. Yes, No and Maybe boxes – provides for basic rating of each applicant
- 5. Provide Feedback box - to provide supporting text for rating Comments should be kept short and concise as they will appear in the feedback report.
- 6. Resume - panel members can view the applicant's documents in a PDF format for review. This tab will also indicate how many files the applicant has attached
- 7. Application – the completed application form

As the Resume and Application form are PDF files they can be printed or saved as required.

**Note: There is no bulk print functionality in the Candidate Review portal. If printing is required documents must be printed individually.**

- 8. Save button –Rating and comment will not be retained if not saved. Always ensure to click the save button. A message confirming the data has been saved will appear.

Feedback for the candidates has been successfully saved.

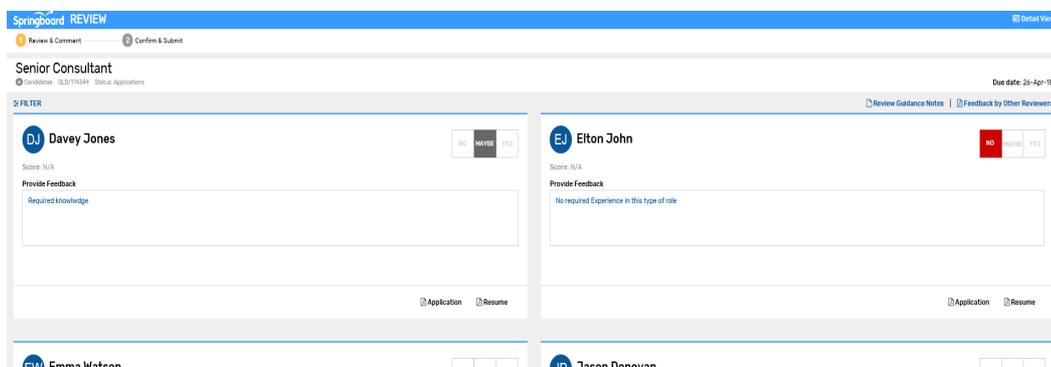
- 9. < 1 of 6 > The arrows on either side of the applicant's name allow the panel member to move to the next applicant or back to the previous applicant.

### 8.3 Reviewing and submitting feedback

As the panel member progresses to the next screen, they can review the comments entered against each applicant.

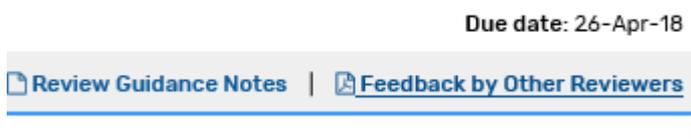
If any changes are required, they can be done within this screen by clicking the relevant rating and entering new comments.

Click Save to retain the changes before going to the next screen



#### 8.3.1 Reviewing Feedback Report

Panel members can also generate a feedback report by clicking on the 'Feedback by Other Reviewers' link.



The feedback report is a read only, PDF document. As with other PDF documents it can be printed and saved.

Panel members can see each others comments and ratings. This is dependent on the panel chair allowing viewing when requesting feedback as detailed in section 7.3 Request feedback step 3.

If the Panel Chair has not granted this level of access, panel members will only see their own comments and ratings.

## FEEDBACK REPORT

QLD/174344 Senior Consultant

APPLICATIONS SENT ON: 12-APR-2018 16:11:44

Candidate	✓	?	X	Reviewed by	Verdict	Feedback
Davey Jones		1		Helen Brain		Comments Required knowlwdge
				Kayleen Watson	---	
Elton John			1	Helen Brain		Comments No required Experience in this type of role
				Kayleen Watson	---	
Emma Watson				Helen Brain		Comments -
				Kayleen Watson	---	
Jason Donovan				Helen Brain		Comments -
				Kayleen Watson	---	
Kasey Chambers				Helen Brain		Comments -
				Kayleen Watson	---	
						Comments

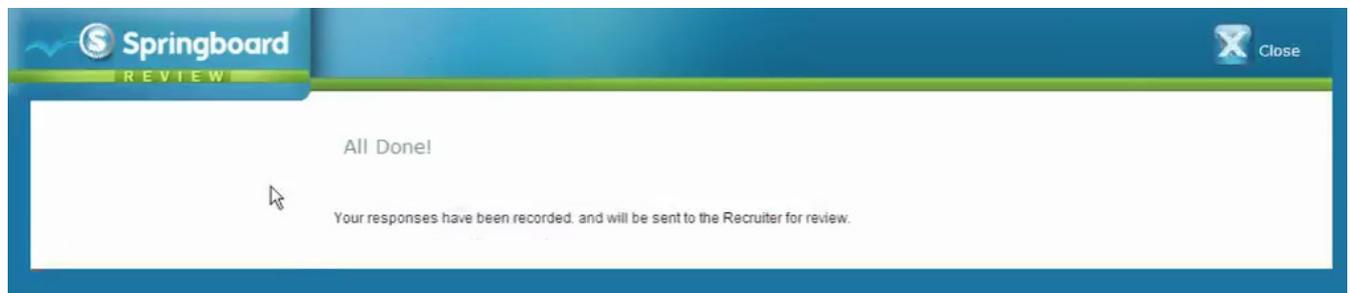
### 8.3.2 Submitting feedback

Prior to submitting, the panel member will view a summary of their feedback. This can be used as a final review point and offers the panel member the opportunity to add further comments in support of their feedback.

No changes can be made in this screen. The panel member will need to go back to the previous screen if they need to make any further changes.

Click the 'Confirm & Submit' button in the bottom right corner to send your responses to the panel chair.

A confirmation message will be received to advise the response has been recorded and the panel member can close the window.



## 9. Panel Chair access to Feedback Report

A full feedback report inclusive of all assigned panel members comments, decisions and rankings is available once submitted by the panel members.

### 9.1 Retrieving submitted Feedback Report

To access this report, right click on the workflow process step Applications, and select

The screenshot shows a sidebar with a tree view of workflow steps: All (6), Current (6), Applications (6), Not Shortlist (0), Sent to Panel (0), Offer (0), Appointed (0), and Unsuccessful (0). The 'Applications' step is selected, and a context menu is open with 'View Feedback' highlighted. The main area displays a table of candidates for 'QLD/174344 - Senior Consultant' with columns for FLAG, IN, W, FEEDB, Q%, S, APPL SOUR, DATE, and DATE.

Candidate	FLAG	IN	W	FEEDB	Q%	S	APPL SOUR	DATE	DATE
Davey Jones				5	None		Smart Jobs	09-AU...	08-Aug-17
Elton John				5	None		Smart Jobs	09-AU...	08-Aug-17
Emma Watson				5	None		GovNet		08-Aug-17
Jason Donovan				5	None		GovNet	09-AU...	08-Aug-17
Kasey Chambers				5	None		Smart Jobs		08-Aug-17
Nicole Kidman				5	None		Smart Jobs		08-Aug-17

This will generate a formatted PDF file containing all relevant information, this report is a read only, PDF document. As with other PDF documents it can be printed and saved.



### FEEDBACK REPORT

QLD/174344 Senior Consultant

APPLICATIONS SENT ON: 12-APR-2018 16:11:44

Candidate	✓	?	X	Reviewed by	Verdict	Feedback
Davey Jones		1		Helen Brain Kayleen Watson	?	Comments Required knowldge
Elton John			1	Helen Brain Kayleen Watson	X	Comments No required Experience in this type of role
Emma Watson				Helen Brain Kayleen Watson		Comments -
Jason Donovan				Helen Brain Kayleen Watson		Comments -
Kasey Chambers				Helen Brain Kayleen Watson		Comments -

## 10. Sending Emails to Applicants using Springboard

From the Hiring Manager Access emails can be sent to applicants directly from the candidate grid.

1. Select the desired candidates individually by ticking the boxes beside their names or if multiple applicants go to Actions, Across all pages, Select All candidates.
2. After selecting applicants click on icon on the top bar OR Actions, Communicate/Contact, Email to Candidate, Send Email to selected candidates
3. This will now bring up the email action screen to be completed
  1. Number of candidates selected
  2. Template – select Free format
  3. From – enter your email address

4. To – If only one candidate was selected the field would prepopulate the email address of that candidate, whereas in the example below 6 applicants have been selected so the field shows Selected Candidates.
5. CC: if multiple applicants are selected, keep in mind that if you use this field you will receive a copy of each applicant email.
6. Subject: - Free text field
7. Body: - Free text field
8. Send email

The screenshot shows a web form titled "Send Email to selected candidates" with a "BACK" button. The form contains the following elements:

- 1. A status indicator: "6 candidates selected".
- 2. A "Template" dropdown menu with a list of "Free Format" options.
- 3. A "From" text input field.
- 4. A "To" text input field containing "Selected Candidates".
- 5. A "CC" text input field.
- 6. A "Subject" text input field.
- 7. A "Body" text input field.
- 8. A "SEND EMAIL" button at the bottom right.

**Please Note:** History of the email sent will be located against the selected applicant in the Communication tab.