UNIVERSITY OF CAMBRIDGE

Web Recruitment Release 4, January 2015

Processing New Appointment Requests

HR Systems

Contents

1. Web Recruitment Release 4 - Introduction

The fourth release of the Web Recruitment System focuses on:

- Removing the need for vacancy administrators in departments/institutions to use the CHRIS Recruitment Module and CHRIS/10A form for the majority of appointments and replacing these with the following actions doing the following within Web Recruitment:
    - o Recording details about the offer and appointment within a new Offers section;
    - o Uploading supporting documents for an appointment (and Tier 2 Certificate of Sponsorship application, if required); and
    - o Submitting an electronic Appointment Request to the HR New Appointment team.

- Pre-filling the Offers section with details about the applicant (from their online application form) and the position (from CHRIS);

- Allowing vacancy administrators to generate an offer letter to the successful candidate using details that they have entered into the system or upload an offer letter they have created outside of the system;

- Allowing vacancy administrators to download a cover sheet for any supporting documents being sent to the HR New Appointment Team outside of the system;

- Recording details of how and when offer letters were sent to the successful candidate;

- Storing and accessing offer letter history;

- Allowing the New Appointment Team to receive and view appointment requests online within a new HR Processing section of the system; and

- Allowing the New Appointments team to transfer details of the applicant and appointment into the CHRIS Recruitment Module.

Departments/institutions should request appointments via Web Recruitment wherever possible and the New Appointment team will transfer successful applicants to the CHRIS Recruitment Module.

Details of the first three releases of the Web Recruitment System and an overview of how the University's recruitment-related systems fit together are found in Appendix A.

Department/institution and HR queries relating to Web Recruitment should be directed to the **CHRIS Helpdesk** by emailing chris.helpdesk@admin.cam.ac.uk.

2. Logging in to Web Recruitment

Use your internet browser to go to **https://hrsystems.admin.cam.ac.uk/hr-admin-ui/.**

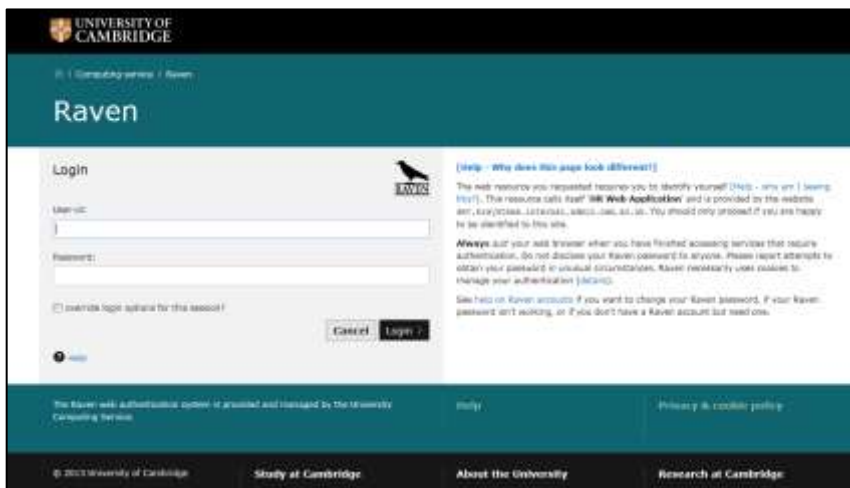Tip: For future use, you may like to add the above link to your **favourites** in your browser or create a **shortcut** on your desktop.

Tip: The system can also be found on the HR Systems landing pages at: **http://www.hrsystems.admin.cam.ac.uk/.**

1. The screen below will be displayed. Click on the link **Log-in with Raven** button to access the system.
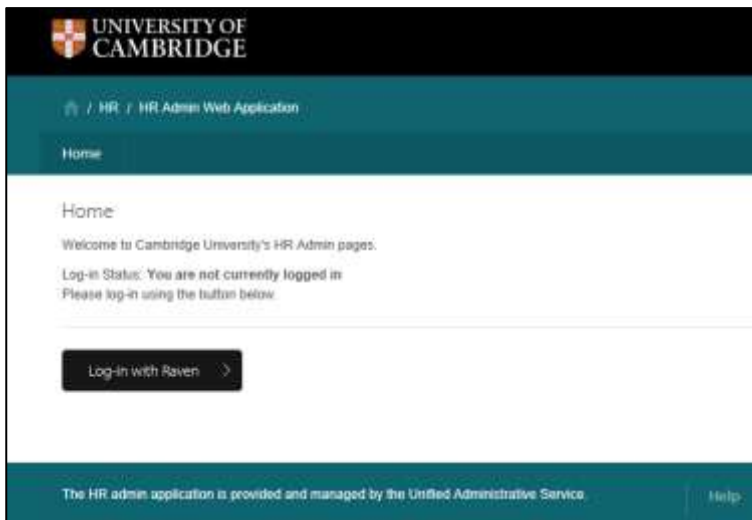
2. Enter your Raven user-id and password.

The system will then use your Raven user-id to identify which facilities will be displayed to you within Web Recruitment. Most of you work will be conducted in the **HR Processing** tab.
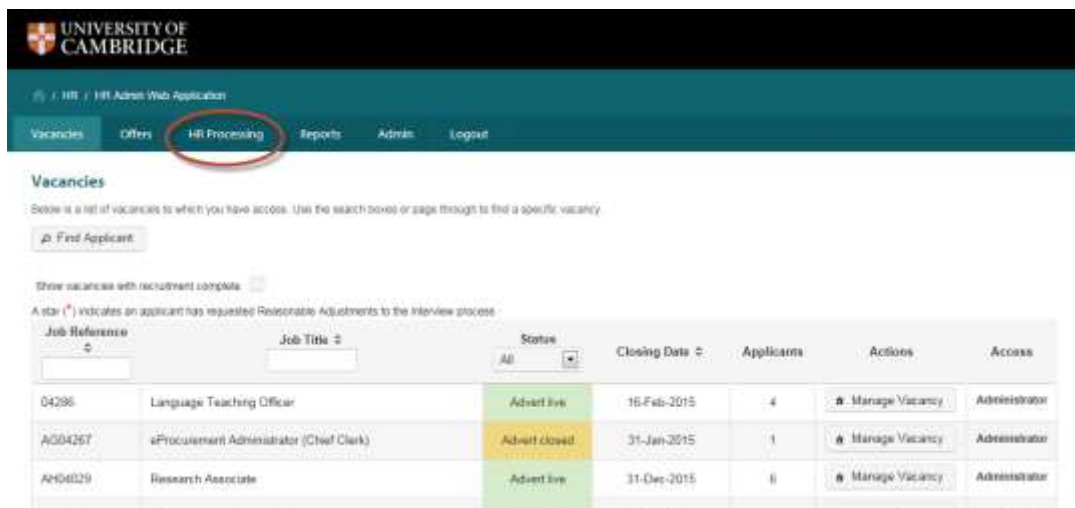
3.   You should ensure that you have CHRIS and the contract monitoring spreadsheet open on your second screen (with the latter minimised initially) when you are processing Appointment Requests in Web Recruitment.

3. Viewing Appointment Requests

1   To access the Appointment Requests to be processed, click on the '**HR Processing'** tab.
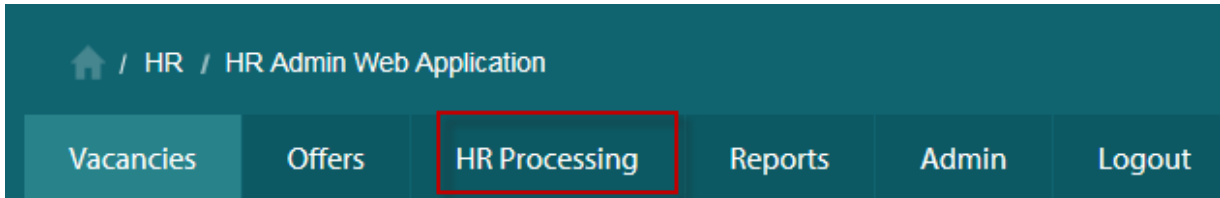
2   The following work list will then be displayed:
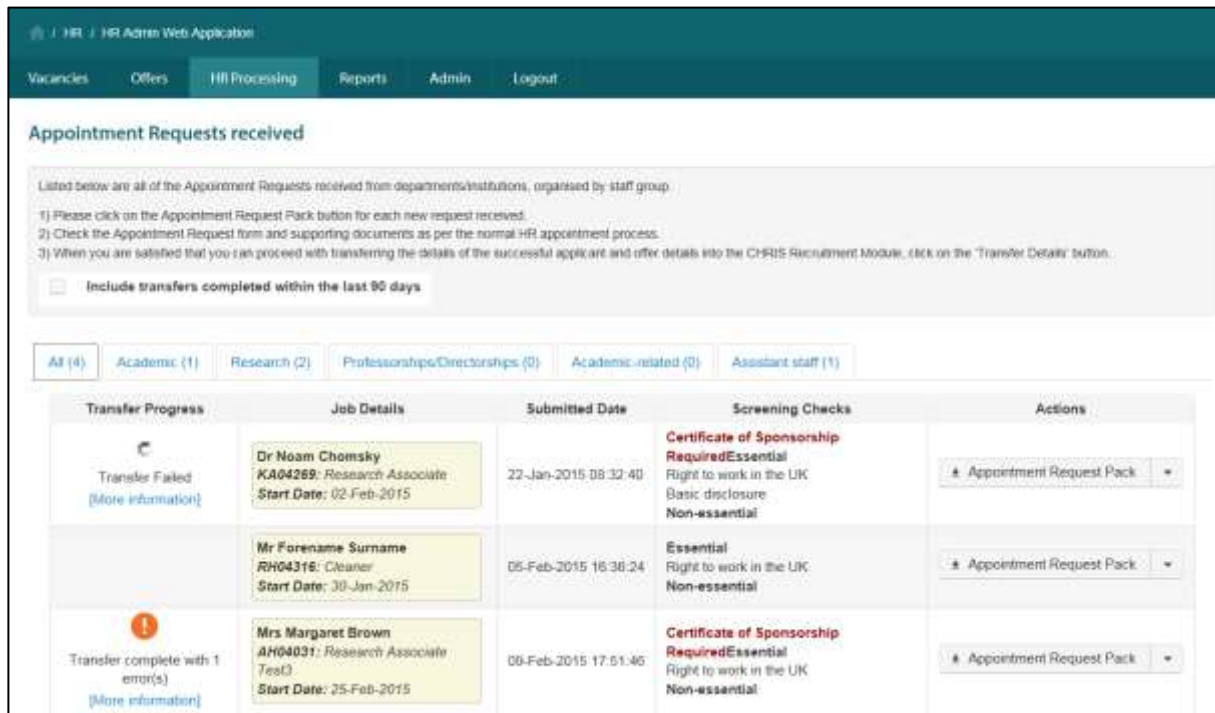
The screen is organised into tabs for the various staff groups, along with a separate tab for Professorships/Directorships. Each tab name also shows the number of Appointment Requests received and awaiting processing (as highlighted in yellow below).

3   Click on the tab for the staff group for which you wish to process Appointment Requests.

Each Appointment Request is on a separate line. These are arranged in the order that they were submitted, with the oldest requests at the top. By default, only requests that still require action in the Web Recruitment System by the New Appo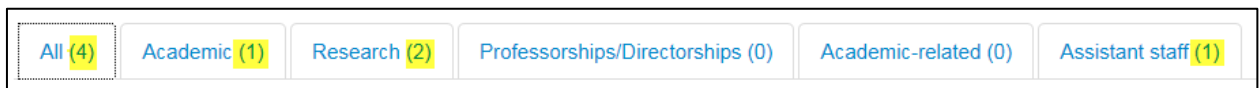intment Team are displayed. See section 4 (d) for details of viewing appointment requests that have already been processed in Web Recruitment.

You will be able to see the **Job Details** (the name of the successful applicant, requisition number, position title and start date), the **Submitted Date** and the **Screening Checks** required for the appointment (including whether they are **Essential** or **Non-essential** before employment commences). The Screening Checks column will also specify whether or not a Tier 2 Certificate of Sponsorship is required for the applicant concerned.

The **Transfer Progress** column will be blank if an Appointment Request (which includes details of the successful applicant and the offer made to them) has not yet been transferred to the CHRIS Recruitment Module. If it is in the processing of being transferred, there will be a progress wheel in the column.

After the transfer process has finished, the column will state **Transfer complete**. If any data failed to transfer, or if the transfer has failed completely, this will also be stated in the Transfer Progress column. Please see section 4 (d) for further details.

4. Processing an Appointment Request

Once you have identified the Appointment Request you wish to process, choose from the three options in the drop-down menu in the **Actions** column on the right. Click on the downward arrow to view these and then click on the particular option you wish to select.
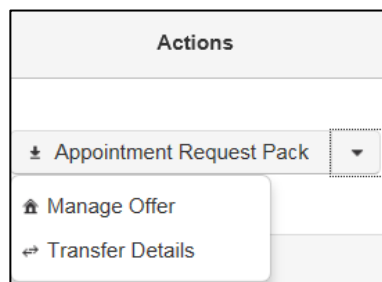
The three possible actions are:

- **Appointment Request Pack** – clicking on this downloads a PDF pack containing the Appointment Request Form (the Web Recruitment equivalent of the CHRIS/10(A) New Appointment Form, which contains details of the applicant and their new appointment) and supporting documents required for the appointment.

- **Manage Offer** – clicking on this will route you to the Offer Overview for the applicant concerned. This is where the department/institution user of Web Recruitment entered the details of the offer and submitted the Appointment Request. You can view the offer details but cannot modify them.

  You should not normally need to use this option as all of the information you need should be within the Appointment Request Pack. However, it may be useful to you in certain circumstances (for example, in the event of a particular query from a department/institution). The Managing Offers user guide on the HR Systems Web Pages provides more information on this section of the system.

- **Transfer Details** – clicking on this button initiates the process for transferring data about the applicant and their new appointment into the CHRIS Recruitment Module.

Further details are provided below on viewing the Appointment Request Pack and transferring details to the CHRIS Recruitment Module.

a. Viewing the Appointment Request Pack

1. Click on the **Appointment Request Pack** action from the drop-down list in the action column next to the request you wish to process.
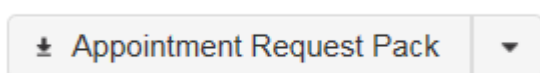
2. You will be prompted by your browser to save the pack (or to cancel). Click on **Save**.

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3. The options on the pop-up will then change (as shown below); click on **Open**.

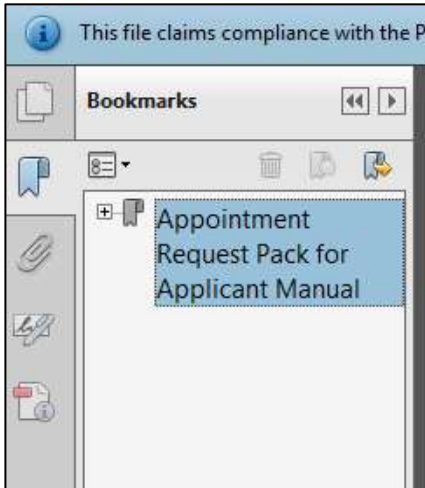The Appointment Request Pack will then be displayed in your PDF viewer.

The Appointment Request Pack comprises:

Appointment Request Form	This includes the details that you need about the applicant and their new position in order to process their appointment. It is the Web Recruitment equivalent of the CHRIS/10(A) New Appointment Form. It also lists which supporting documents have been uploaded into the system by the department/institution user and attached as part of the PDF pack, and which have been posted to you.
Offer letter	The offer letter will either have been generated by the system using data entered by the department/institution user or created outside of the system using the HR18 Conditional Offer Letter template and then uploaded.
Supporting documents	These include the supporting documents which would have been previously provided with the CHRIS/10(A) New Appointment form and which the department/institution user has chosen to upload into the system. For example, a copy of the evidence of right to work or Tier 2 Certificate of Sponsorship (CoS) Application Form, Appointment Committee Minutes and so on. Some supporting documents may have been posted to you, either because it is impossible to upload them (e.g. the Disclosure and Barring Service Application Form) or because the department/institution user has chosen to do so.
Application pack	This includes the individual's application form for the job and any associated supporting documents (such as their CV and research publication list).
CoS Request details	Where the Web Recruitment System has been used to collect details from the applicant for a Tier 2 CoS Application, the details provided by them (including any attachments, such as a copy of qualifications required for the job) are included in the Appointment Request Pack.

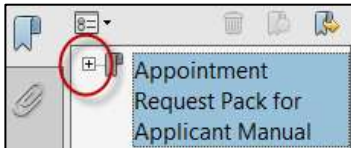4. You can navigate around the Appointment Request Pack using bookmarks. Click on the book mark icon on the left hand pane of the PDF.
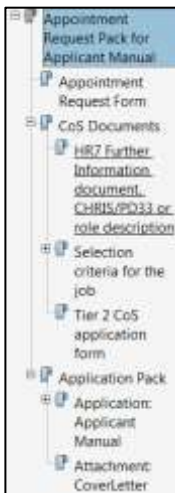
This will expand the left-hand pane (please see the example below).

You can then click on the expand button (+)

The documents within the Appointment Request Pack will then be listed. Click on any of the bookmarks to navigate to the section that you require.

b. Printing and Reviewing the Appointment Request Pack

1. Click on **File** in the top left hand corner of the PDF and select **Print** from the drop-down menu, or click on the printer icon (located underneath **Edit**).
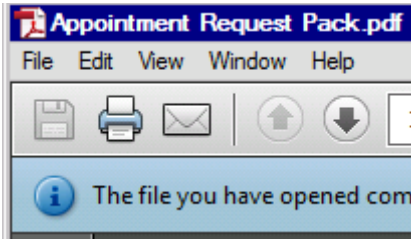
2. You will now need to carry out a full review of the Appointment Request Pack in the same way as you would for a CHRIS/10(A) form and associated supporting documents. As normal, you should be looking for any anomalies in the details of the appointment and supporting paperwork.

   Things to be aware of when conducting your review of the documents include:

- The successful applicant's details in the Appointment Request Form will have been populated from their online job application form in the vast majority of cases. Only a small number of job applications are made outside of the Web Recruitment System. In these limited cases, a department/institution user will have entered the applicant's details into the system and uploaded a scanned copy of their application.

- The details of the post and position on the Appointment Request Form should normally reflect those already held in CHRIS. However, if any of the details have been changed by the department/institution during the offer process, these are shown in red underlined text. In the example below, the position basis has been changed.

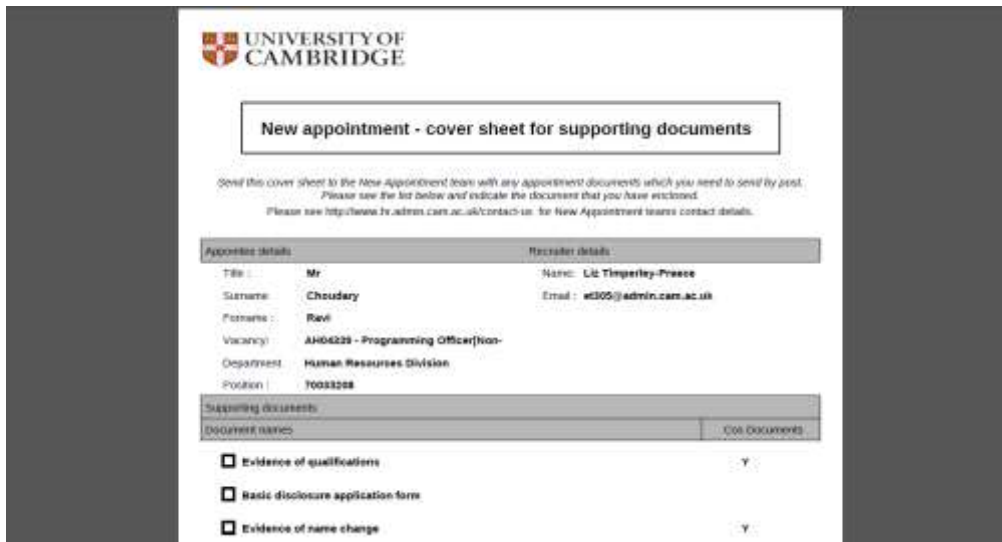- Where there is a **No** in the **Validated** column within the costing code section of the Appointment Request Form, this means that the code is not valid in the Cambridge University Finance System (CUFS). If the code is not set up in CUFS before you transfer the details of the Appointment Request to the CHRIS Recruitment Module, this will not transfer properly.

- The supporting documents section of the Appointment Request Form lists which documents are attached within the Appointment Request Pack and which are being posted to you by the department/institution.

Supporting Documents			
Document Name*	N/A	Posted	Attached
Basic disclosure application form		✔	
HR21 security and basic disclosure cover sheet			✔
Appointments committee minutes			
Acceptance letter			

The department/institution should post them to you with a cover sheet generated from the system, showing which appointment the documents relate to, the documents enclosed and whether they are for a Tier 2 Certificate of Sponsorship (CoS) application.

Once you receive the required supporting documents, you will need to add them to the Appointment Request Pack. Depending on what they are, it may not be possible to process the appointment until they have been received. For example, you must not process an appointment for a new employee until a valid copy of the evidence of right to work has been received as this is essential before employment. However, it would be possible to process the appointment if the

basic disclosure application form has not been received by post yet where this check is not essential before employment.

Please seek guidance from the Recruitment Administration Team Leader if you are not clear which documents you must ensure that you have received before you complete the processing of a particular appointment.

- Where the offer letter in the pack has been generated by the Web Recruitment System, the letters 'WR' will be at the end of the reference number in the top right-hand corner of the offer letter:

Our Ref: JR04306/9775WR

It is important to know when the offer letter has been generated by the system as this means that the vast majority of the information in the offer letter will be populated by the same data in the Web Recruitment System that is used to populate the Appointment Request Form. As a result, you will not need to spend time ensuring that the details are consistent with one another.

The only additional information that the department/institution can add into the offer letter (which you should check for anything you should be aware of) is:

   o Text in the **Other conditions** paragraph (other than residency requirements for officers, which is system-generated), found at the end of the terms and conditions section; and

   o A new penultimate paragraph of the offer letter (between the standard penultimate paragraph about the HR for staff web pages and the last paragraph about hoping that the conditions above will be readily satisfied).

- Where the offer letter does not have the letters 'WR' at the end of the reference number, this means that the department/institution has created the offer letter outside of the system and uploaded it. As a result, you will need to cross-check the details in the offer letter with those in the Appointment Request Form to ensure that they are consistent with one another. If there are any discrepancies, you will need to query this with the department/institution.

c. Other actions outside the system before initiating the transfer

1. As recommended in section 2, you should already have CHRIS and the contract monitoring spreadsheet open on your second screen (with the latter minimised initially) when you are processing Appointment Requests in Web Recruitment.

2. Find the position (for the Appointment Request that you have just printed) in CHRIS and navigate to the post level using the mini explorer. Please see section 6.3 of the Introduction to CHRIS user guide if you are unsure how to do this.

3. Check whether there are any additional positions under the same post and ensure that:

   a. The department/institution has selected the correct position; and

   b. There are not any historic positions which are no longer required and that can be end dated.

Please make any amendments to CHRIS as required. However, if you find any anomalies relating to additional positions that you are unsure how to resolve, please speak with the Recruitment Administration Team Leader.

4. Whilst you are in CHRIS, you should also check whether there are any changes that need to be made to the costing code and pension scheme at post level and complete these as required.

5. Log the details of the Appointment Request onto the contract monitoring spreadsheet, ensuring that you detail if further processing is pending any queries with the department/institution being resolved or missing supporting documents being received.

d. Initiating the transfer of Appointment Request Details to the CHRIS Recruitment Module

1. Once you have completed steps 4 (a) to (c) and you are satisfied that you have everything you need to continue with processing the appointment, you should transfer the Appointment Request (the details of the successful applicant and their appointment) into the CHRIS Recruitment Module. In order to do this, you will first need to click on the **Transfer details** option from the drop-down list in the action column.

2. A message box will appear confirming the details of the Appointment Request to be transferred.
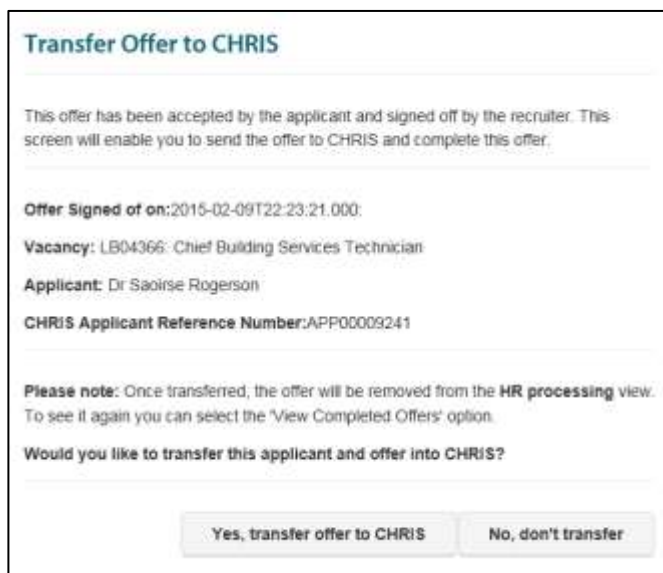
3. Check that it is the correct one to be processed then click on **Yes, transfer offer to CHRIS**.

4. Once you click on the confirmation button, the transfer process will commence and you will be routed back to the HR Processing page where the Appointment Requests are listed. There will now be a pause in your processing of the appointment that you have just been working on in order to allow time for the transfer to complete. Whilst you are waiting for this to take place, you should repeat the process described in sections 4 (a) to (c) for any other received Appointment Requests awaiting transfer in your area of responsibility. Once you have finished doing so, you should move on to processing appointment requests received outside of the Web Recruitment System (i.e. CHRIS/10 and CHRIS/10A forms).

e. Reviewing the progress of the transfer process and identifying next steps

If you have been transferring details of Appointment Requests in the morning, you will need to return to the Web Recruitment System in the afternoon to check the progress of the transfers. If you initiated transfers in the afternoon, you should return to the system the following morning to do this.

The transfer is a ten step process that imports:

- Applicant data to an applicant record in the CHRIS Recruitment Module;

- Various post and position information to the CHRIS Recruitment Module, including:

    o Position basis;

    o Any limit of tenure or limited funding details;

    o Probation length;

    o Salary details;

    o Working hours and pattern;

    o Screening checks;

    o Principal work location; and

    o Cost code.

The **transfer progress** column in the table of Appointment Requests indicates the current status of the transfer process, as summarised in the table below.

Information in the Transfer Progress column	What this means
[Column is blank]	The transfer process has not yet been initiated (i.e. the Transfer Details button in the Actions column has not been clicked and the transfer confirmed, as described above).
 Processing [More information]	The transfer has been initiated and is in progress. This will take around 45 minutes to complete, although this may vary.
 Transfer complete with 1 error(s) [More information]	The system has finished transferring data to the CHRIS Recruitment Module but an error has occurred. In the example shown on the left, one item of data has not transferred properly to the CHRIS Recruitment Module. Please see below for further details.
 Transfer Complete [More information]	The transfer completed without errors. Where this has occurred, the Appointment Request will no longer be visible in the table by default. Please see below for further details.
 Transfer complete with 1 error(s) [More information]	The transfer completed initially with errors (1 in the example on the left) and the errors have been checked and dismissed. Please see below for further details.

1. If you return to the HR Processing tab and find that any of the Appointment Requests that you were working on previously are no longer listed in the table, this will be because they have a status of **Transfer Complete**, meaning that the transfer to the CHRIS Recruitment Module was successful. If you wish, you can double-check this by checking the tick box to show transfers recently completed.

Include transfers completed within the last 30 days

The Appointment Requests that have transferred successfully will then be visible in the table. You need take no further action in the Web Recruitment System for an appointment that has transferred successfully and will be able to continue processing it in the CHRIS Recruitment Module.

2. If an Appointment Request that you were working on now has one or more errors listed in the Transfer Progress column, click on the **[More information]** link.
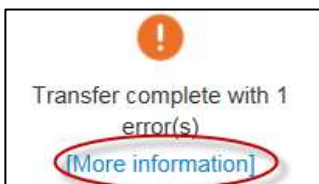
3. A pop-up window (called Transfer Offer to CHRIS Status) will then be displayed. This shows which data items did not transfer successfully to the CHRIS Recruitment Module. Which data items have not transferred will determine the action you need to take next.

a) In the example shown above, the costing code has not transferred successfully to the CHRIS Recruitment Module. This will be because the department/institution user has not entered a code that is valid, for example, because a grant is not yet live in the Cambridge University Finance System (CUFS).

It is possible to identify in advance from the Appointment Request Form that this transfer error will occur because the costing code will have **No** in the **Validated** column within the Costing section (this will update to **Yes** if the code is set up in CUFS subsequently).

Costing			
Costing Type	Costing Code	Percentage	Validated
Grant	asdf/123.45.RG23243.dfgo	100%	No

An error in the transfer of a costing code means that you will need to input this code into CHRIS when completing the processing of the appointment.

b) When anything other than costing code is listed as having an error in the pop-up window, you must speak with the Recruitment Administration Team Leader. The Team Leader has access to additional screens within Web Recruitment to be able to identify the nature of the error in the transfer of data to the CHRIS Recruitment Module. You will then be instructed what action you need to take to resolve the error (which will normally be to ensure that you manually input the particular data item into CHRIS when completing the processing of the appointment).

4. Once you have identified the nature of the error(s) in the transfer process and any action that this requires you to take when processing the appointment in CHRIS, you then need to dismiss the errors within the pop-up window (please see below).
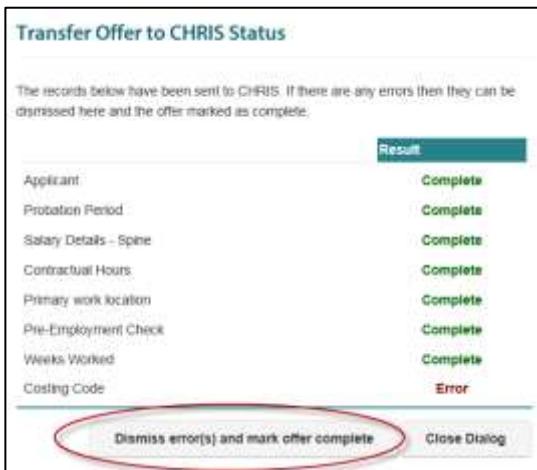
5. Once you have done this, the Appointment Request concerned will no longer be listed in the table within the HR Processing tab. It can be viewed again by checking the tick box to include completed transfers.
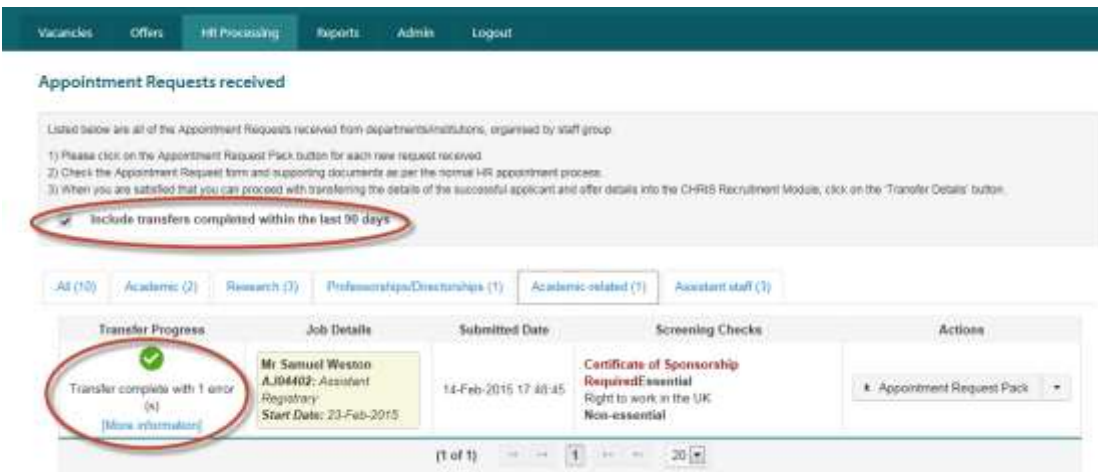
You will see that the status of the Appointment Request in the Transfer Progress column has changed to Transfer complete with [x] error(s).

6. No further action is needed for the appointment within the Web Recruitment System and you should continue processing it in the CHRIS Recruitment Module and the 'main' section of CHRIS.

7. When completing the processing of the appointment, you will need to ensure that you:

   a. Input any required allowances detailed on the Appointment Request Form. These do not transfer from Web Recruitment.

   b. Enter details about the applicant, post, position or costing code that did not transfer properly from Web Recruitment (please see section 3 (a) and 3 (b) for further information).

   c. Check (and amend as required) the increment date for existing employees transferring at the same grade within the University as this may have been changed to a new increment date that is incorrect (e.g. the anniversary of the new appointment).

   d. Change the pay scale change reason from **New Appointment** to the most appropriate option from the following for any existing University employees being appointed to a new position:

      - Secondment

      - Transfer

      - Transfer/promotion

   e. Check any other terms and conditions that need to be preserved for an existing employee's new appointment (such as elements, pension scheme and sick pay scheme) and make any changes in CHRIS as required.

   f. Enter the **Expected Occupancy End Date** and **Expected Occupancy End Reason**.

5. Exceptions to the Standard Web Recruitment Offer and Appointment Process

a. Appointments still requiring a CHRIS 10 or CHRIS/10A New Appointment Form

In some cases, it will not be possible for departments/institutions to use the Web Recruitment System to generate an offer and an Appointment Request. This will normally be because:

1) The department/institution has used new RAS to request permission to fill but has not advertised the vacancy (for example, because an agency is being used as the sole means for sourcing candidates) or has advertised but has chosen not to invite online applications through the Web Recruitment System. As a result, there are no vacancy or applicant details within Web Recruitment for them to use in the offer and appointment process

   AND/OR

2) The position being appointed to is one which has particular complexities that cannot currently be handled by the Web Recruitment System. These are as follows:

   - Munby Fellows;

   - Marie Curie Fellows;

   - Herschel Smith Fellows;

   - Library Invigilators;

   - Wellcome Trust Fellows;

   - UBSS technicians;

   - Cambridge Archaeological Unit;

   - Appointments where advertising is by a different department or institution; and

   - Ceremonial Offices.

Where scenario (1) described above applies, the details of the vacancy will be listed in the first section of the RAS1 report (which has been updated for Release 4 of Web Recruitment to show vacancies not using the Web Recruitment System for receiving applications at the beginning). A CHRIS/10A will still need to be generated and issued to the relevant department/institution for each of the vacancies listed. An applicant record will need to be created manually in the CHRIS Recruitment Module by the department/institution as described in the Leavers and Recruitment Process user guide.

Where only scenario (2) applies (i.e. Web Recruitment has been used for receiving online applications but the vacancy is one of those listed above) then the department/institution will need to use the CHRIS/10 form, which is still available on the HR Forms pages.

   Please note that vacancy administrators can no longer transfer applicant details to the CHRIS Recruitment module from Web Recruitment.

b. Changes to an offer once an Appointment Request has been generated

The Web Recruitment system is designed to allow the vacancy administrator to record the data for an offer, generate an offer letter, record the status then enter the details available at the time in order to make an Appointment Request.

It is possible that certain offer details (such as start date) may change over time. The vacancy administrator can change offer details and regenerate an offer letter while discussions are ongoing with the successful applicant. However, once a New Appointment Request has been generated, changes within Web Recruitment can no longer be made.

Any changes that occur after this point must be notified to the New Appointment team. Details of the appointment will then need to be amended within CHRIS after the appointment details have been transferred from Web Recruitment into the CHRIS Recruitment Module.

Appendix A – Recruitment Process Systems Overview

The recruitment process begins with the identification and definition of a vacancy. This includes developing or updating the PD33 or role description and, for new academic-related and assistant staff vacancies, the grading of the post. Posts which are graded are set up in CHRIS (the HR and Payroll System) by the Grading team in the HR Division.

The new Recruitment Administration System (RAS) is then used to:
- Find the details of a vacancy which exists in CHRIS (posts which have been graded or are being refilled); or
- Enter the vacancy details for a new academic or research post (these are not individually graded so have not already been set up in CHRIS at this point).

Permission to fill a vacancy is then requested and granted in RAS.

In most cases, the vacancy should be advertised. Once all required permissions for a vacancy have been obtained, RAS can be used to place an advert on the University's Job Opportunities pages and to send to external media for publication.

In RAS, a department/institution records whether or not they will be inviting online job applications via the Web Recruitment System. Where the Web Recruitment System is to be used, RAS will:
- Insert an 'Apply online' button on the advert for the vacancy on the Job Opportunities pages;
- Insert a URL in external adverts for the vacancy, which routes to the relevant advert on Job Opportunities.

The Web Recruitment System can then be used to receive and process applications received.

The first release of the Web Recruitment System focused on:
- Allowing applicants to apply online via the University Job Opportunities pages;
- Automatically acknowledging applications;
- Allowing recruiters to view, email and print applications;
- Allowing recruiters/administrators to manage and record the results of the selection process; and
- Transferring the successful applicant(s) into the CHRIS Recruitment Module.

The second release of the Web Recruitment System focused on:
- Allowing applicants to copy personal details, qualifications and employment history from a previous application;
- Allowing recruiters to generate rejection emails and letters to applicants;
- Allowing recruiters to generate reference request emails and letters;
- Allowing referees to upload their reference into the system after a reference request email has been sent to them.

The third release of the Web Recruitment System focused on:
- Allowing recruiters to generate an email to the successful applicant where they need to provide information for a Tier 2 Certificate of Sponsorship;
- Allowing applicants to log back into their Web Recruitment account to enter the additional Tier 2 CoS information and upload supporting documents;

- Allowing recruiters to download the applicant details required for a Tier 2 CoS so that it can be attached to the rest of the CoS application for submission to HR;
- Automated marking of an application as eligible for purging 12 months after the vacancy closes (including extended deletion dates for those vacancies where CoS retention policies apply);
- Allowing super-users to mark a vacancy as a purging exception;
- Automated deletion of unsubmitted applications two months after the vacancy closing date;
- Retaining anonymised data for future trend analysis and management reporting;
- Allowing applicants to enter basic disclosure information when a vacancy has a basic disclosure check selected within new RAS;
- Generating reports of applicant information from within Web Recruitment and export results to Excel; and
- Adding bookmarks to the application pack PDF, allowing recruiters to navigate around more easily between applicants and documents.

The fourth release of the system is described in the introduction to this user guide (please see section 1).

Diagram 1 below shows how the different HR systems link together in the recruitment process. Further information about the University recruitment process is found in the Recruitment Guidance.

Department/institution and HR queries relating to Web Recruitment should be directed to the **CHRIS Helpdesk** by emailing chris.helpdesk@admin.cam.ac.uk.

Diagram 1: HR systems linkages in the recruitment process
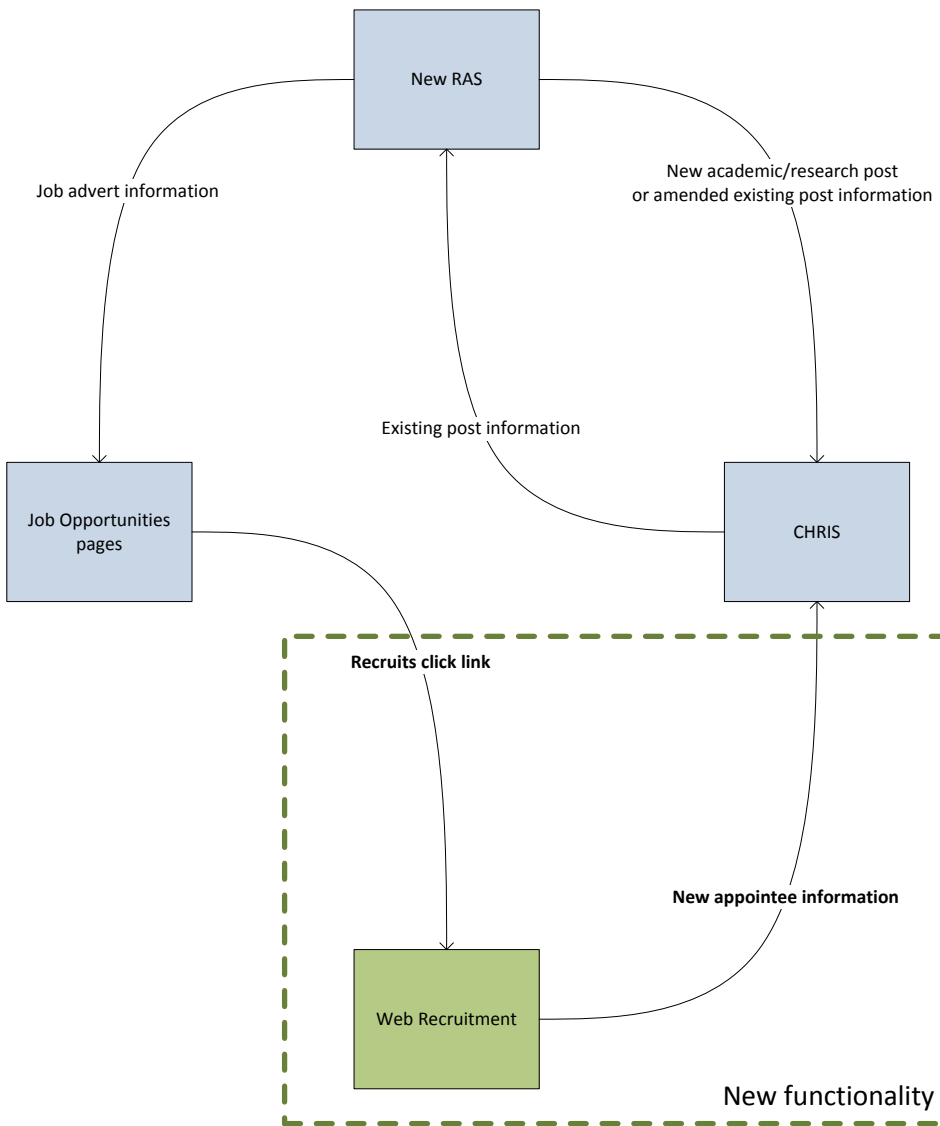
Appendix B - Web Recruitment Documentation

This user guide forms part of the set of documentation for Web Recruitment comprising of:

Title	Document Type	Description
Guide for Selectors	User guide	A guide targeted specifically at selectors that describes the process of logging on to Web Recruitment, viewing and downloading application packs.
Managing Vacancies	User guide	This is the main user guide, which explains how to find vacancies in the system, grant other access, download application forms, record outcomes at each stage of selection and complete recruitment so that the appropriate retention policy is applied to the details of the vacancy.
Tier 2 Certificate of Sponsorship – Requesting Applicant Details	Quick reference	This is a two page pictorial overview of the end-to-end process for requesting information from a successful applicant for a Tier 2 Certificate of Sponsorship (CoS) application. It is intended for users who do not require the level of detail provided by the step-by-step instructions in the user guide below.
Tier 2 Certificate of Sponsorship – Requesting Applicant Details	User guide	This guide provides detailed step-by-step instructions on how to request that a successful applicant logs back into their Web Recruitment account to provide information and supporting documents needed for a Tier 2 CoS application.
Generating Correspondence	User guide	This guide explains how to generate rejection emails/letters and reference request emails/letters within the system. It also details how to view references uploaded directly into the system by referees and how to upload references received by post/email.
Generating Reports	User guide	The Web Recruitment system provides standard vacancy reports for applicant and referee details (for example, for use in mail merges or for email lists). This document describes the standard reports and how to generate them. It also describes how to use the custom reporting tool built into the application.
Managing Offers	Quick reference	This is a two page pictorial overview of the end-to-end offer and appointment process. It is intended for users who do not require the level of detail provided by the step-by-step instructions in the user guide below.
Managing Offers	User guide	This guide describes the process of making an offer, generating an offer letter, recording offer outcomes and entering additional information so that an electronic appointment request can be made to the HR New Appointment team. This process replaces the need for departments/institutions to use the CHRIS Recruitment Module and CHRIS 10(A) form for most appointments.
Overview of the Applicant Process	User guide	A guide for internal users of the Web Recruitment System that describes the process of making an online application from the applicant's perspective.
Applicant Frequently Asked Questions (FAQs)	FAQs	This document details common queries from applicants that have been reported through the CHRIS Helpdesk, in the applicant survey and to vacancy contacts within departments/institutions.
Administrator Frequently Asked Questions (FAQs)	FAQs	This document details common queries from recruiters, selectors and vacancy administrators reported through the CHRIS Helpdesk, in the department/institution benefits survey and system demonstrations.
Processing Appointment Requests	User guide	This guide is for the HR New Appointment team and describes how to find, check and process Appointment Requests from departments/institutions.

The above documents and additional information, including links to the videos and release notifications, can be found on the HR Systems Web Pages.