



Web Recruitment Release 4, January 2015

Overview of the Application Process

HR Systems



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## 1. Web Recruitment – Introduction to Release R4

### 1.1 Overview of recruitment-related systems and Web Recruitment Releases 1 -3

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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.

## 1.2 Release 4 overview

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Release 4 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:
  - Recording details about the offer and appointment within a new Offers section;
  - Uploading supporting documents for an appointment (and Tier 2 Certificate of Sponsorship application, if required); and
  - 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.

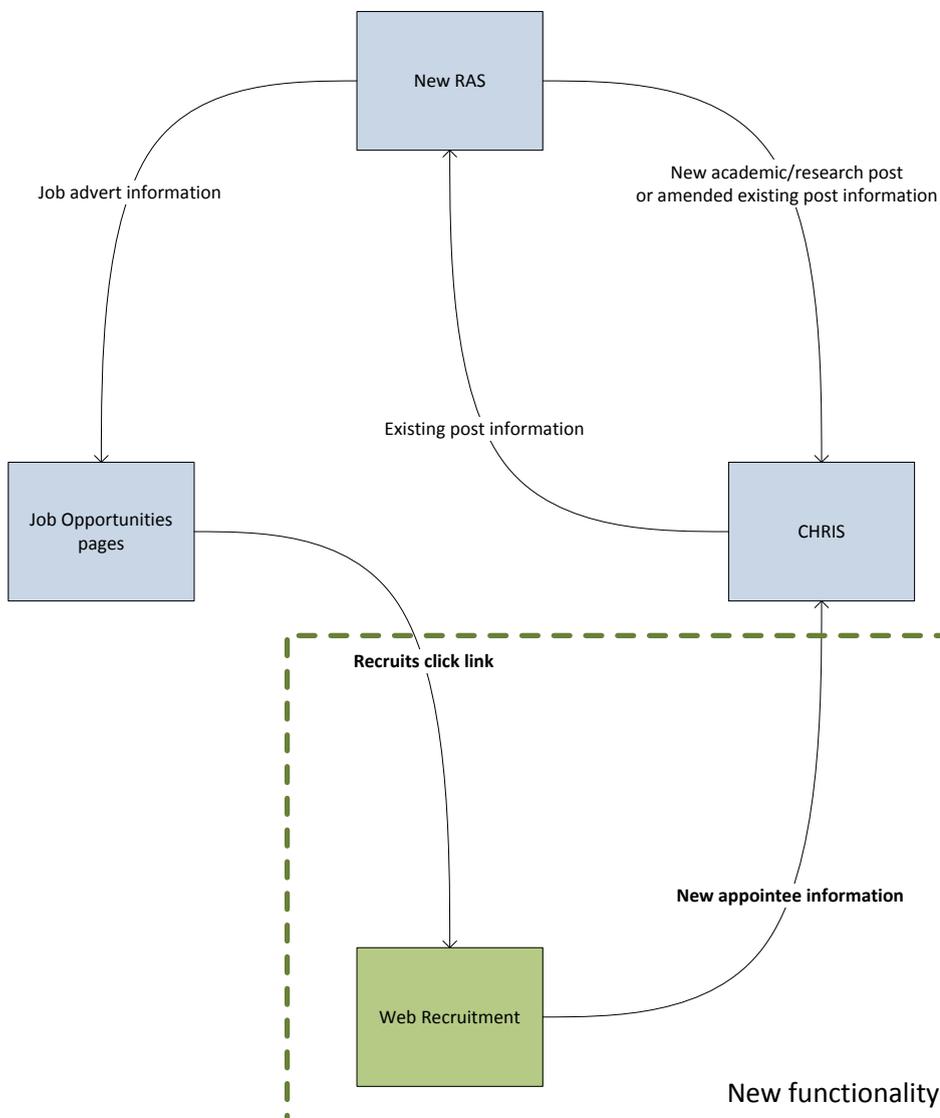
Departments/institutions should request appointments via Web Recruitment wherever possible and the New Appointment team will transfer successful applicants to CHRIS using their screens within the

system. The supporting documents cover sheet can then be downloaded and attached to supporting documents and returned to the HR New Appointment Team for processing.

### 1.3 HR system linkages

Diagram 1 below shows how the different HR systems link together in the recruitment process.

Diagram 1: HR systems linkages in the recruitment process



## 1.4 System support

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Technical queries relating to the Web Recruitment System should be directed to the **CHRIS Helpdesk** by emailing [chris.helpdesk@admin.cam.ac.uk](mailto:chris.helpdesk@admin.cam.ac.uk). The New Appointment Team should be contacted for advice about making appointments via [hnewappointmentteam@admin.cam.ac.uk](mailto:hnewappointmentteam@admin.cam.ac.uk).

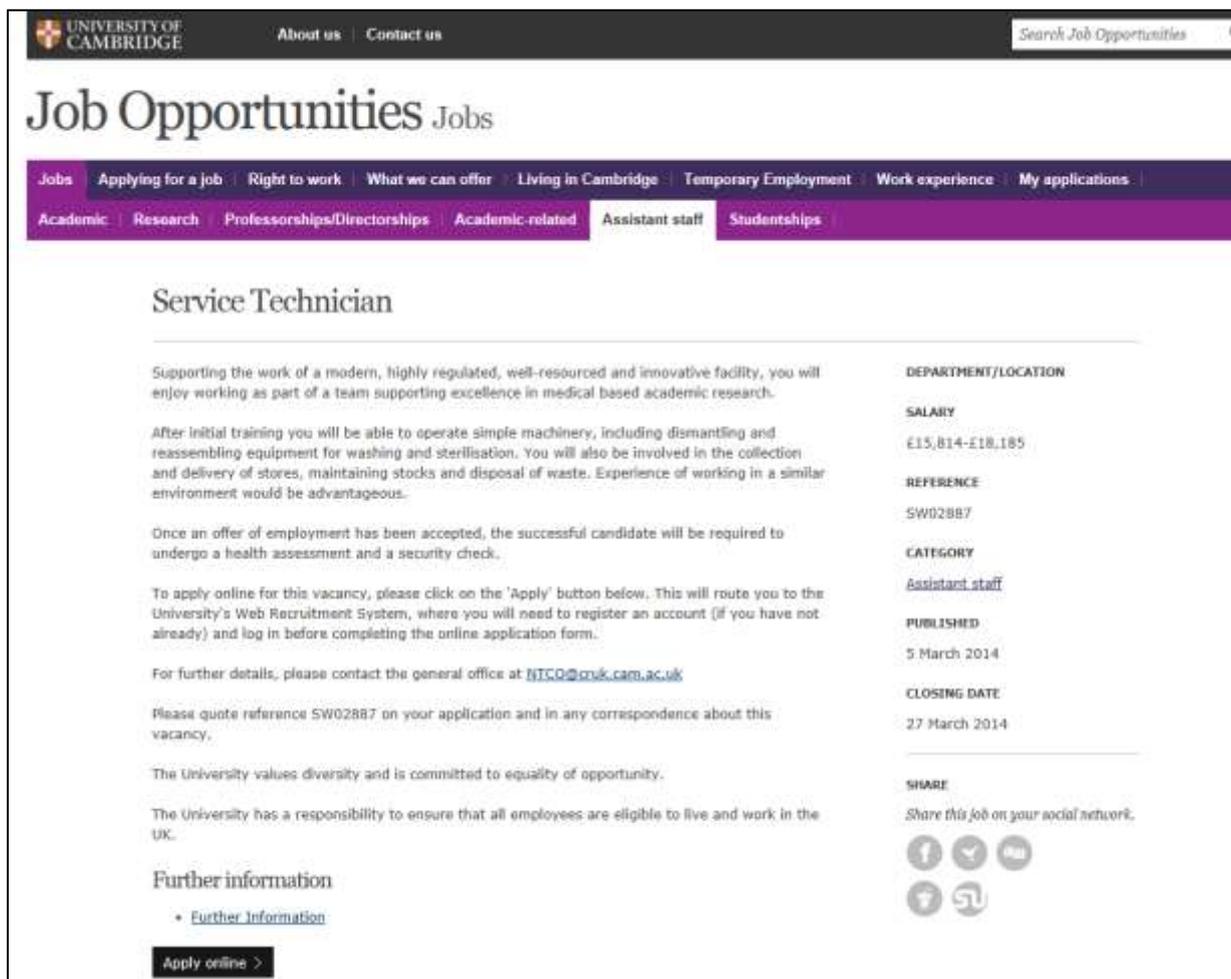
## 2. Web Recruitment – Available Documentation

This manual (shaded in grey below) forms part of the wider set of documentation for Web Recruitment summarised in the table. These documents can be found on the HR Systems Web Pages (found at <http://www.hrsystems.admin.cam.ac.uk/systems/systems-overview/web-recruitment-system>), along with additional supporting information (including links to videos and release notifications).

Title	Document Type	Description
Guide for Selectors	User guide	A guide designed for 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 in the step-by-step instructions in the 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. The guide also provides a summary of how to request Tier 2 CoS information; full details are in the CoS guide.
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.

### 3. Overview of the Application Process

When a job has been selected for online application in new RAS, an **Apply** button will appear automatically on the University Job Opportunities advert. In addition, a link to the Job Opportunities advert will be inserted automatically into adverts placed in external media, along with wording instructing applicants on how to apply.



The screenshot shows the University of Cambridge Job Opportunities page. The header includes the University of Cambridge logo, navigation links for 'About us' and 'Contact us', and a search bar for 'Job Opportunities'. The main heading is 'Job Opportunities Jobs'. Below this is a navigation menu with categories: 'Jobs', 'Applying for a job', 'Right to work', 'What we can offer', 'Living in Cambridge', 'Temporary Employment', 'Work experience', 'My applications', 'Academic', 'Research', 'Professorships/Directorships', 'Academic-related', 'Assistant staff', and 'Studentships'. The 'Assistant staff' category is selected.

The job title is 'Service Technician'. The description includes:

- Supporting the work of a modern, highly regulated, well-resourced and innovative facility, you will enjoy working as part of a team supporting excellence in medical based academic research.
- After initial training you will be able to operate simple machinery, including dismantling and reassembling equipment for washing and sterilisation. You will also be involved in the collection and delivery of stores, maintaining stocks and disposal of waste. Experience of working in a similar environment would be advantageous.
- Once an offer of employment has been accepted, the successful candidate will be required to undergo a health assessment and a security check.
- To apply online for this vacancy, please click on the 'Apply' button below. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.
- For further details, please contact the general office at [jtco@cruc.cam.ac.uk](mailto:jtco@cruc.cam.ac.uk)
- Please quote reference SW02887 on your application and in any correspondence about this vacancy.
- The University values diversity and is committed to equality of opportunity.
- The University has a responsibility to ensure that all employees are eligible to live and work in the UK.

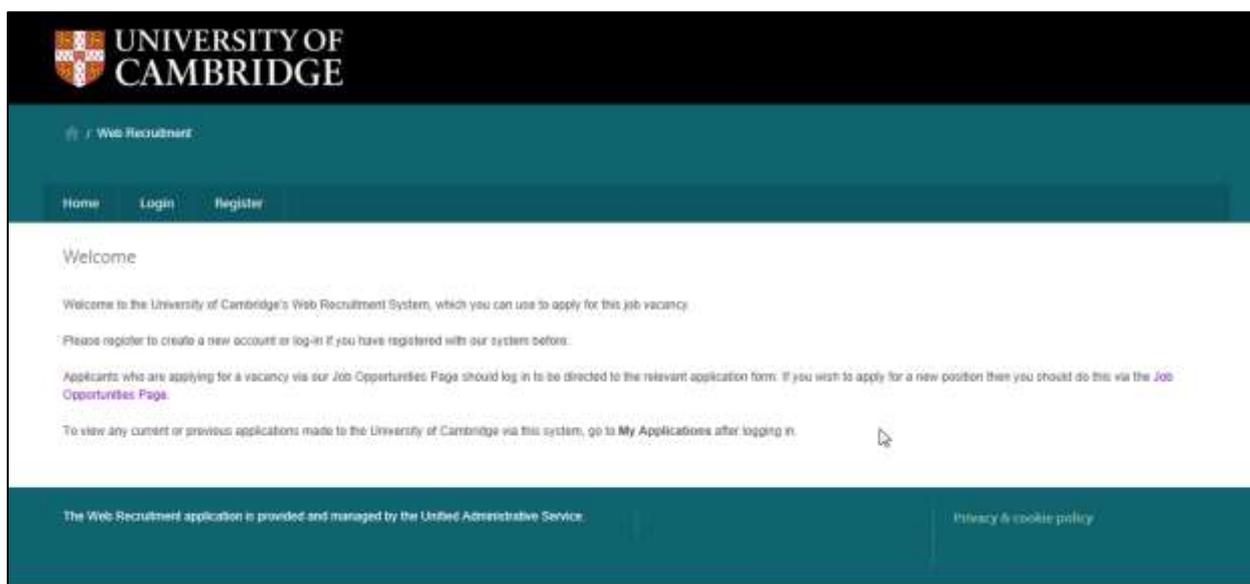
Further information:

- [Further Information](#)

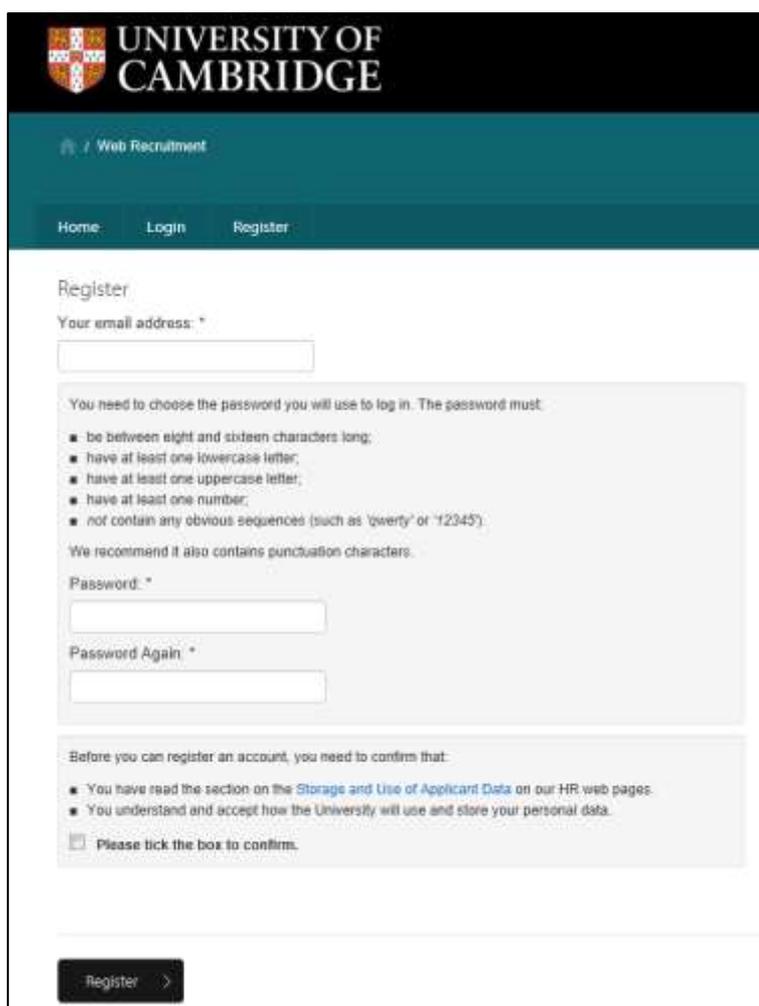
At the bottom left, there is an 'Apply online >' button. On the right side, there is a sidebar with the following details:

- DEPARTMENT/LOCATION
- SALARY: £15,814-£18,185
- REFERENCE: SW02887
- CATEGORY: Assistant staff
- PUBLISHED: 5 March 2014
- CLOSING DATE: 27 March 2014
- SHARE: Share this job on your social network. (Icons for Facebook, Twitter, LinkedIn, and YouTube)

When an applicant clicks on the Apply online link, they will be taken to the following screen where they can register or, if they have applied before, they can log back into their account.



The applicant will be asked to enter a minimal amount of information to register, as shown below:

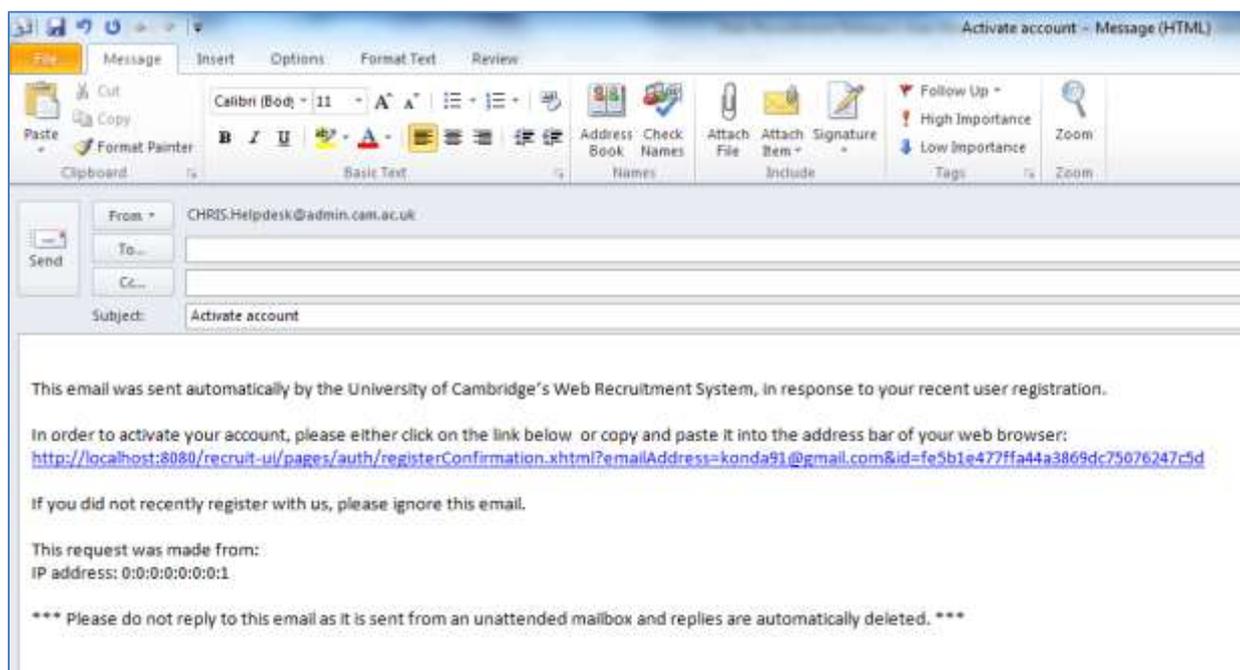


The screenshot shows the registration form on the University of Cambridge Web Recruitment System. The form is titled 'Register' and includes the following fields and instructions:

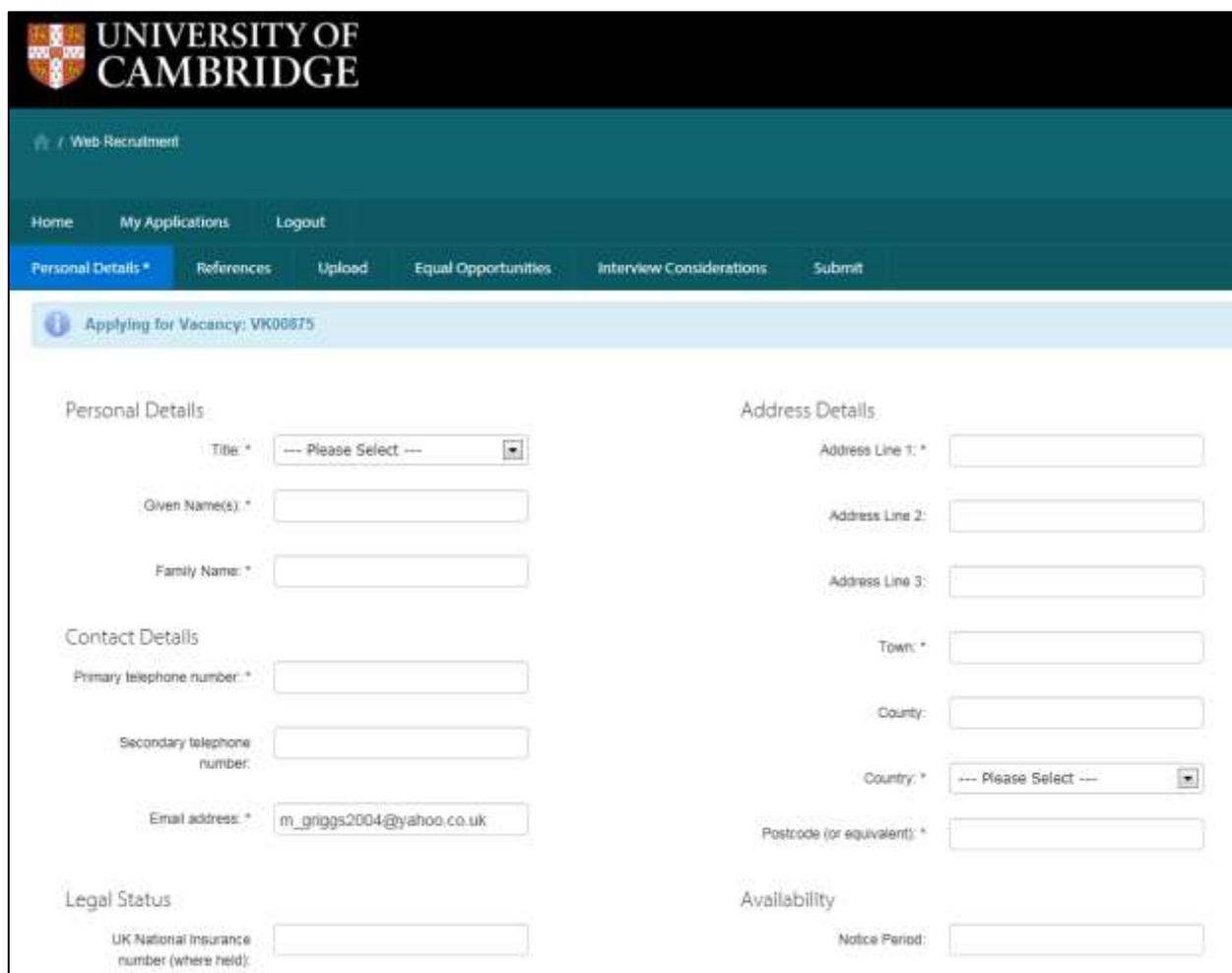
- Your email address: \*** (text input field)
- You need to choose the password you will use to log in. The password must:**
  - be between eight and sixteen characters long;
  - have at least one lowercase letter;
  - have at least one uppercase letter;
  - have at least one number;
  - not contain any obvious sequences (such as 'qwerty' or '12345').
- We recommend it also contains punctuation characters.**
- Password: \*** (text input field)
- Password Again: \*** (text input field)
- Before you can register an account, you need to confirm that:**
  - You have read the section on the [Storage and Use of Applicant Data](#) on our HR web pages.
  - You understand and accept how the University will use and store your personal data.
- Please tick the box to confirm.**

At the bottom of the form is a 'Register' button with a right-pointing arrow.

When registering for the first time the user will be sent an e-mail with a link they will need to use to activate their account.



Once the applicant has registered and activated their account, they will be presented with the correct application form (featuring any additional sections for DBS, basic disclosure and security checks, if required) for the vacancy:



The screenshot shows the University of Cambridge web recruitment application form. At the top left is the University of Cambridge logo. Below it is a navigation bar with links for Home, My Applications, and Logout. A secondary navigation bar contains links for Personal Details (highlighted), References, Upload, Equal Opportunities, Interview Considerations, and Submit. The main content area is titled 'Applying for Vacancy: VK00675'. It is divided into several sections: Personal Details (Title, Given Name(s), Family Name), Contact Details (Primary and Secondary telephone numbers, Email address), Address Details (Address Line 1, 2, 3, Town, County, Country, Postcode), Legal Status (UK National Insurance number), and Availability (Notice Period). The email address field is pre-filled with 'm\_griggs2004@yahoo.co.uk'.

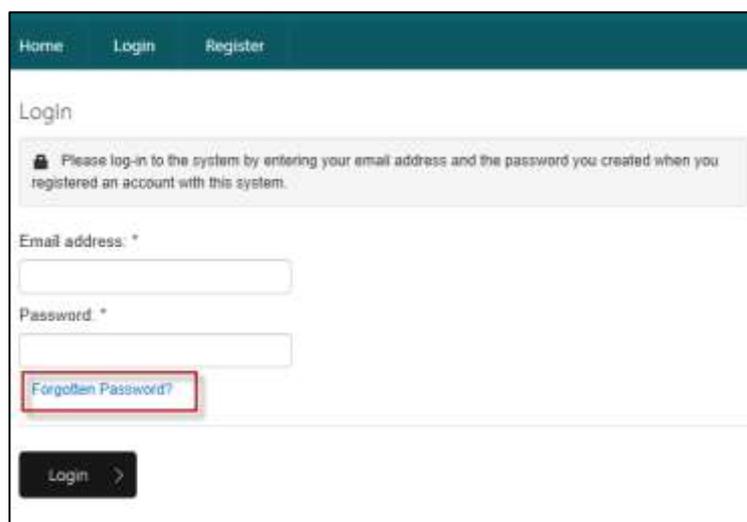
They will then be able to complete their application online.

For vacancies using the CHRIS/6 form, it will be possible for applicants to upload a CV, covering letter and up to 3 other documents you have specified as being required in the advert and/or HR7 Further Information document (5 documents in total).

Applicants can save and return at any time, mark sections as complete then check the details of their application in a PDF before submitting.



Note: If the applicant forgets their password at any point then they can request a password reset using the **Forgotten Password** Link:



The screenshot shows the login interface of the CHRIS system. At the top, there are navigation links for 'Home', 'Login', and 'Register'. Below these, the page is titled 'Login'. A message box states: 'Please log-in to the system by entering your email address and the password you created when you registered an account with this system.' There are two input fields: 'Email address: \*' and 'Password: \*'. Below the password field is a link labeled 'Forgotten Password?'. At the bottom of the form is a 'Login' button with a right-pointing arrow.

Applicants are unable to amend their application form once they have submitted it. This is made very clear to them within the form itself and in the Applicant Guidance. They are advised to postpone submission of their application until nearer to the closing date if they are expecting information within it to change before then. Applicants are advised to contact the relevant department/institution contact directly if they wish to notify us of a factual change such as a new name or address.

Applicant guidance and FAQs are available for the applicant within the system should they need extra help or support when using the online application. Details of an email address ([WRSTechnicalsupport@admin.cam.ac.uk](mailto:WRSTechnicalsupport@admin.cam.ac.uk)) are also shown so that the applicant can report any technical difficulties; applicants are requested to contact the relevant department/institution for questions about the vacancy itself.

The applicant interface was improved with Release 2.0.2 to provide:

- The option to copy personal details, qualifications and employment history from a previous application;
- The ability to state that a referee is 'corporate' rather than a named individual and provide contact details appropriate to a corporate reference; and
- Increased length of the Suitability for the role field to 11,000 characters.

An automatic acknowledgement of the application is emailed to the applicant.

The applicant is also invited to take part in a survey at the end of the process to give feedback on their experience of the Web Recruitment System. The results will be monitored by the central HR teams and used to assess future system and policy changes.

## 4. Rejection Correspondence

When an applicant has been rejected, regardless of selection stage, this is not shown on their account screen but an e-mail is sent to their registered e-mail address. Any customised content will be inserted in paragraph two, as highlighted below:

Dear Mr Butler,

**Re: LF03003 : Personal Assistant to Departmental Secretary**

Thank you for your recent application for the above post. I am sorry to tell you that we will not be taking your application any further on this occasion.

Thanks for applying Owen. Unfortunately your experience was not quite what was needed on this occasion. We'd welcome the opportunity to work with you again and so would encourage you to keep applying for research vacancies related to this field.

I would like to thank you for the time and effort you have spent applying for this vacancy and wish you well in your future career.

Yours sincerely,

Where an applicant is rejected at Selection Stage One or later, an additional paragraph will be inserted to explain whom they should contact if they wish to receive feedback. This will appear as paragraph 3 (as highlighted below) where a customised paragraph has been added, or as paragraph 2 where no customised paragraph has been included:

Thank you for recently participating in the selection process for the above post. I am sorry to tell you that we will not be taking your application any further on this occasion.

The selection panel enjoyed meeting with you and felt that you demonstrated transferable knowledge and experience effectively during the interview. However, we had a very strong field of candidates, many of whom had worked in similar roles in higher education before.

If you would like to discuss this further or receive feedback, please contact Mrs Sarah Jones on 01223 555555 or via [sarah.jones@recruit.cam.ac.uk](mailto:sarah.jones@recruit.cam.ac.uk).

I would like to thank you for the time and effort you have spent applying for this vacancy and wish you well in your future career.

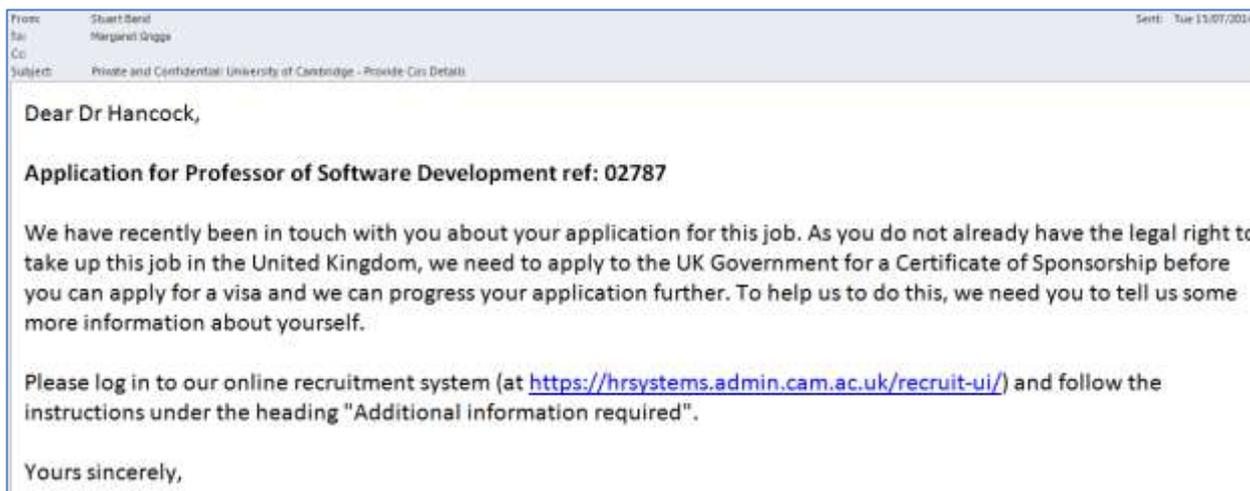
Yours sincerely,

Sarah Jones

Recruitment Administrator

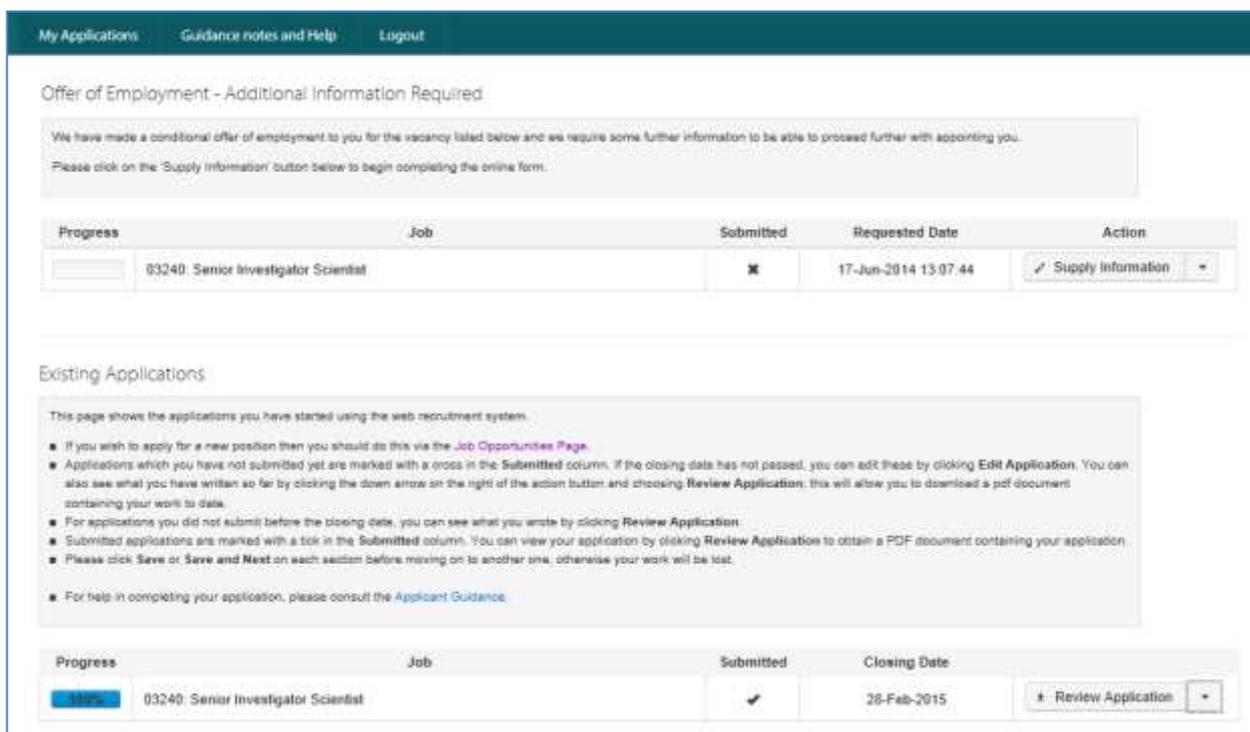
## 5. Certificate of Sponsorship (CoS) details

When an applicant has been recorded as requiring a Certificate of Sponsorship (CoS), and a request has been generated for them to provide further details in the system for their CoS application, they are sent an e-mail in the following format:



When the applicant clicks on the link provided in the email they are directed to the Applicant log-in screen where they will need to enter their username and password.

When the applicant logs into the system, the first screen they see explains at the top that they need to provide additional information:



The applicant can then click on 'Supply Information' and a form is displayed with three tabs.

Here, they will provide/update personal and visa details, and upload any required supporting documents, which will be needed for their Tier 2 CoS application.

This form has the same design as the main application form and the applicant can save and return, mark sections as complete and then check the details in a PDF before they submit it.

My Applications
Guidance notes and Help
Logout

Confirm Personal Details >
Visa Details >
Supporting Documents >
Submit >

### Confirm Personal Details

Please check that the information below is accurate and that all of the required fields are complete. The information that you enter here will be used to complete your application for a Tier 2 Certificate of Sponsorship. If you require any assistance during this process then please contact the recruiter for your vacancy (as specified in the advert and/or Further Information document).

<p><b>Personal Details</b></p> <p>Title: * <input type="text" value="Mrs"/></p> <p>Surname / family name: * <input type="text" value="Lane"/></p> <p>Forename: * <input type="text" value="Margaret"/></p> <p>Place of Birth: * <input type="text"/></p> <p>Country of Birth: * <input type="text"/></p> <p>In which country will you be applying for your visa? * <input type="text" value="--- Please Select ---"/></p>	<p><b>Current Residential Address</b></p> <p>Address: * <input type="text" value="19 Village Road"/></p> <p>City or town: * <input type="text" value="Comberton"/></p> <p>County, area, district or province: * <input type="text"/></p> <p>Country: * <input type="text" value="United Kingdom"/></p> <p>Postal code: <input type="text"/></p>
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**Current Visa Details**

Do you have a current UK visa? \*

Type of current visa:

Expiry date of current visa:

Mark this section as complete

My Applications    Guidance notes and Help    Logout

Confirm Personal Details >    **Visa Details >**    Supporting Documents >    Submit >

### Certificate of Sponsorship Eligibility

Click the button below to go to the UK Visas & Immigration website and complete their Points Calculator.

- When asked to select which Tier you are applying for, please select Tier 2 (Skilled Workers).
- The Tier 2 category you are applying for is Tier 2 (General).
- You should answer "Yes" when asked if you have a valid Certificate of Sponsorship.
- You should answer "Yes" when asked if you will be earning at least the appropriate salary

Once complete, add up the number of points calculated for "attributes", "English language" and "Maintenance" and enter the total figure into the box below.

Number of Points Calculated :-

Have you held any UK Tier 2 visa in the past 12 months which has now ended? \*

--Please Select--

If yes, are you currently resident outside the UK?

--Please Select--

Have you held UK Tier 2 visas continuously since 8 April 2011?

--Please Select--

Mark this section as complete

A link to UKVI's points calculator is supplied so that the applicant can check their points score before proceeding.

My Applications    Guidance notes and Help    Logout

Confirm Personal Details >    Visa Details >    **Supporting Documents >**    Submit >

### Supporting Document Upload

We require the following documents to be able to request a Tier 2 Certificate of Sponsorship for you. These documents can either be uploaded using this page or alternatively posted to:

Dr Bloggs  
Here

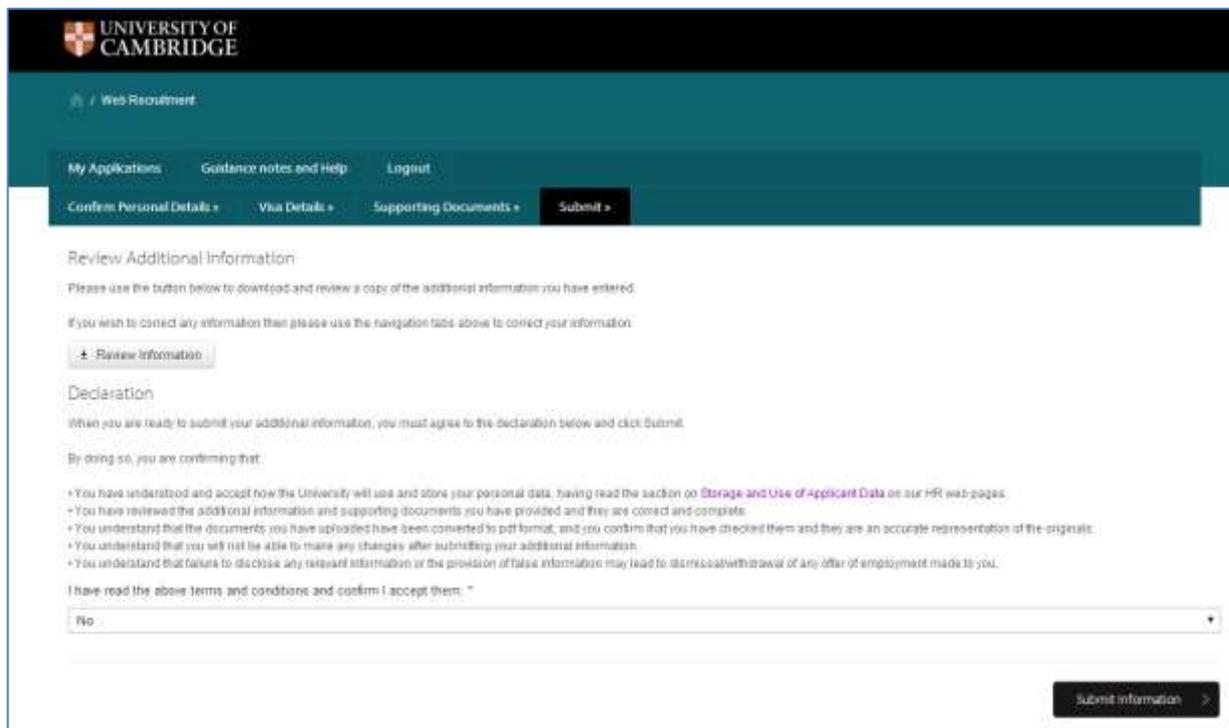
Document	N/A?	Posted?	Uploaded?	Filename
Where any of the documents are in different names, evidence of the change (e.g. marriage certificate)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Upload File"/>	
Translations of evidence of qualification, where not in English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Upload File"/>	
Copies of evidence of any required academic or professional qualifications			<input type="button" value="Delete File"/>	M:\My Documents\Academic Template.pdf
Copy of existing UK visa (if current)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Upload File"/>	
Copy of your passport	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Upload File"/>	

Mark this section as complete

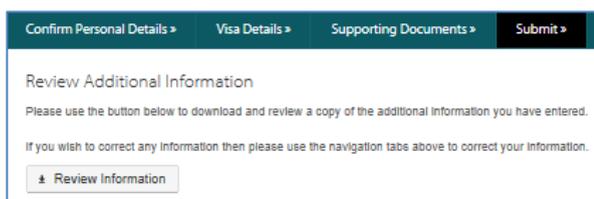
  

The Supporting Document Upload screen provides details of documents that the applicant may need to provide and, for each one, requires them to upload a copy or indicate that they have posted it, or that it is not applicable to him/her.

Once the sections are complete the applicant must complete the declaration before submitting.



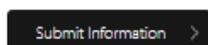
An applicant can also click on '**Review information**' to check his/her details and uploaded documents before submitting them:



A PDF version of the information provided will then be displayed for checking:

 <b>UNIVERSITY OF CAMBRIDGE</b>		<b>Certificate of Sponsorship Applicant Details</b> <b>In Progress</b>		<b>Tier 2</b>	
<b>Personal Details</b>					
Vacancy:		DE03139 - Assistant Director of Research			
Applicant:		Margaret Lane			
Submitted / Confirmed:					
<b>Personal Details</b>		<b>Current Residential Address</b>			
Title:	Mrs	Address:	19 Village Road		
Surname:	Lane	City/Town:	Comberton		
Forename:	Margaret	County / Area:			
Place of Birth:		Postal Code:	-		
Country of Birth:		Country:	United Kingdom		
<b>Current Visa Details</b>					
Do you have a current UK visa?					
Type of current visa:	-				
Expiry date of current visa:	-				
<b>Eligibility</b>					
Number of points from UK Visas and Immigration calculator:					
In which country will you be applying for your visa:					
Have you held any UK Tier 2 visa in the past 12 months which has now ended? -					
If yes, are you currently resident outside the UK? -					
Have you held UK Tier 2 visas continuously since 6 April 2011? -					
<b>Supporting Documents</b>					
<b>Document Name</b>	<b>N/A</b>	<b>Posted</b>	<b>Attached</b>		
Version: 3.1.0					
Generated: 10:52 , 18 Jul 2014					

Once the applicant is satisfied that the information is correct, they can then submit the CoS details by clicking on the 'Submit Information' button:



The applicant is then asked to confirm before continuing and a message is displayed to show that the information has been received.