Cancel an Appointment Prior to Approval

(Advertised and Non-Advertised Appointments)

User Guide

August 2023

Contents

What is Springboard?

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

Cancel an Appointment – Prior to Approval

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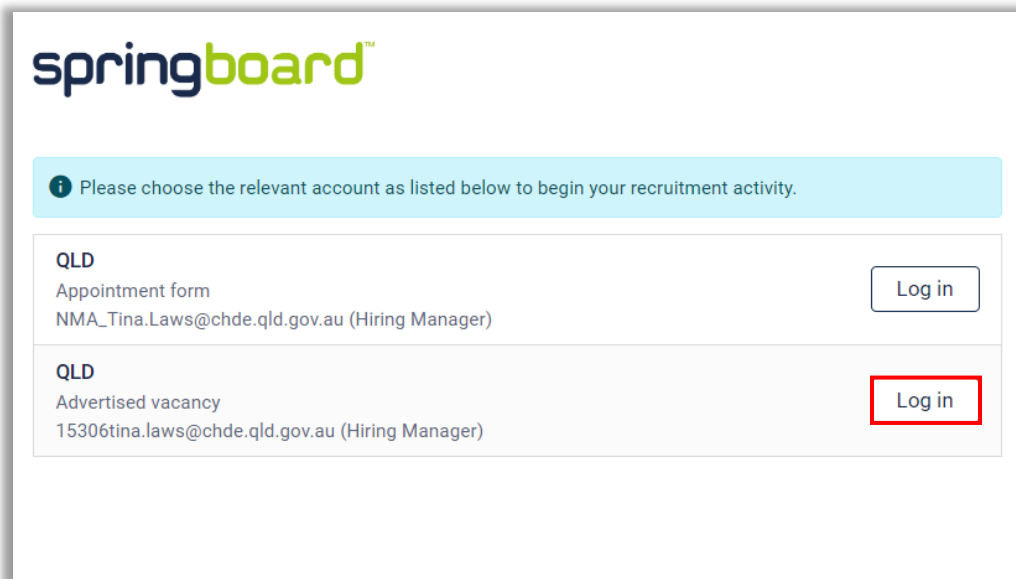
- Advertised Appointment
- Non-Advertised Appointment

Cancel an Advertised Appointment

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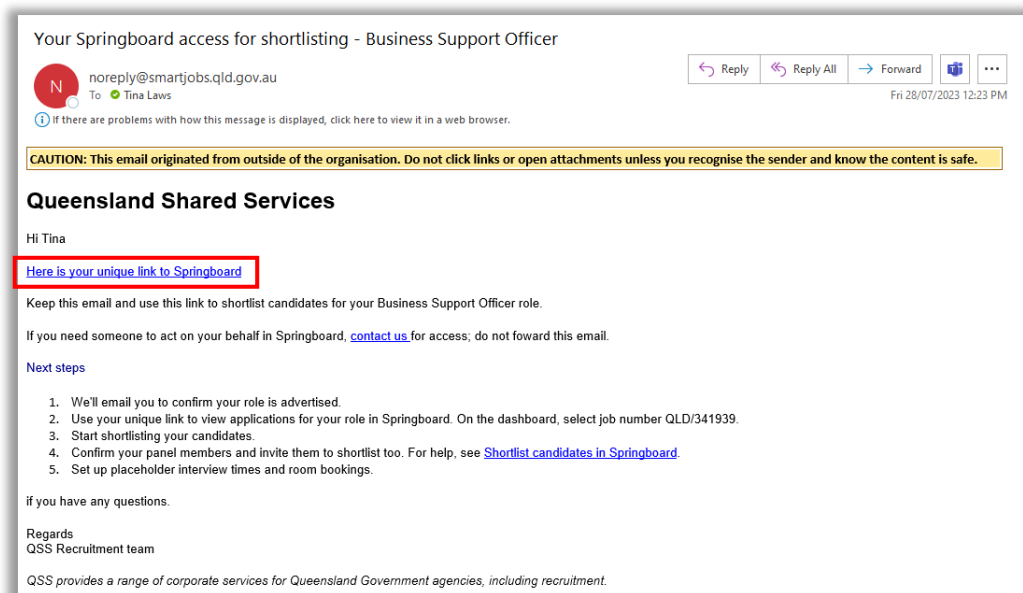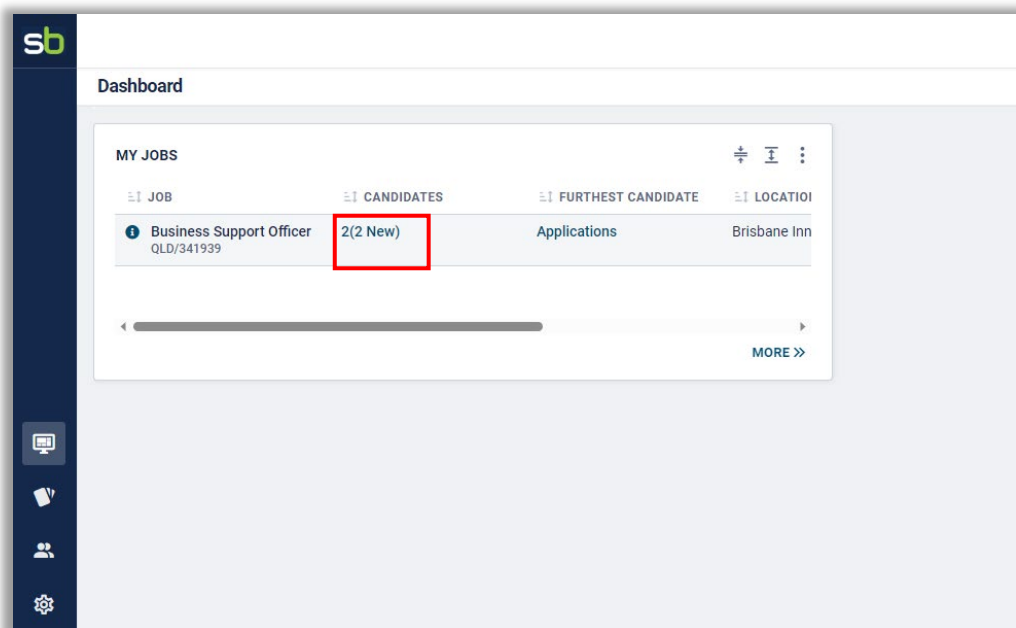

OR

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

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

The list of candidates will appear in the next screen. Click in the checkbox to the left of the candidate's name (that is to have their appointment cancelled), to select their record.
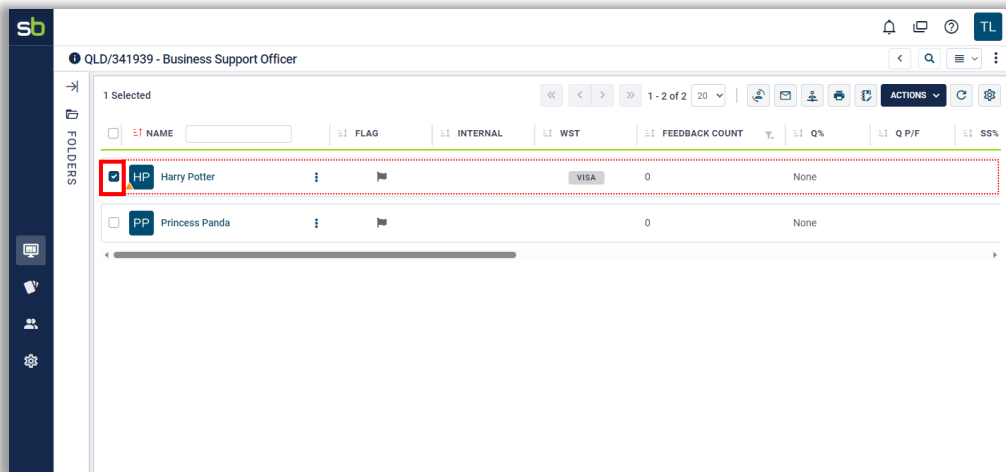
With the record highlighted, right-click in the space beside the candidate's name and from the list that appears, select *'Raise Appointment Request'*.
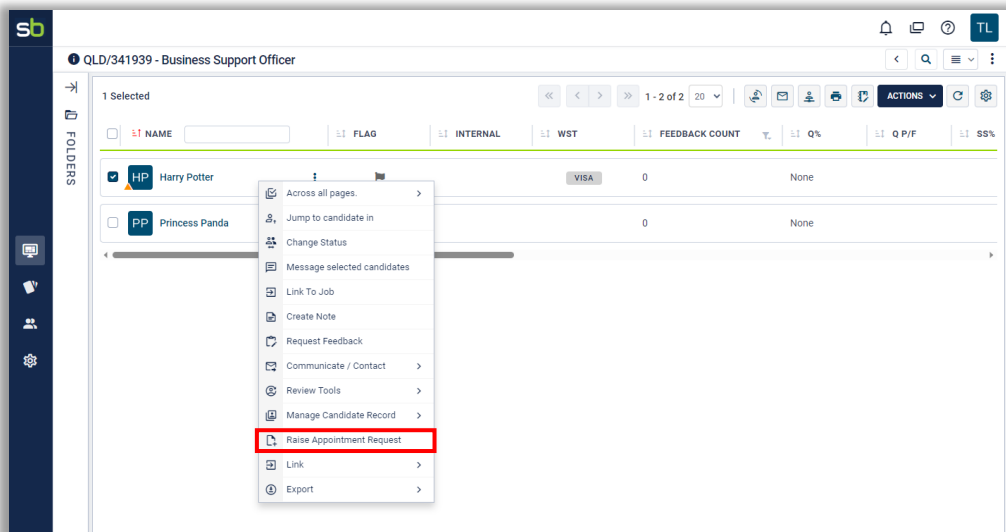
In the *'Raise Appointment Request'* section that appears, you will need to complete the reason for the cancellation of the appointment, then click on the *'Click here'* link.

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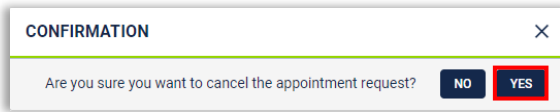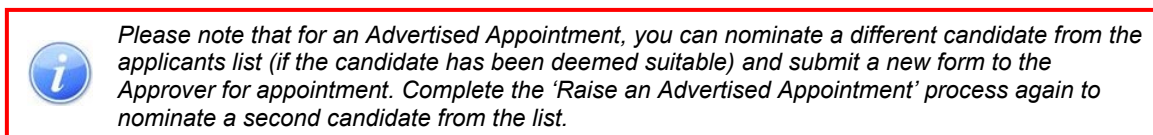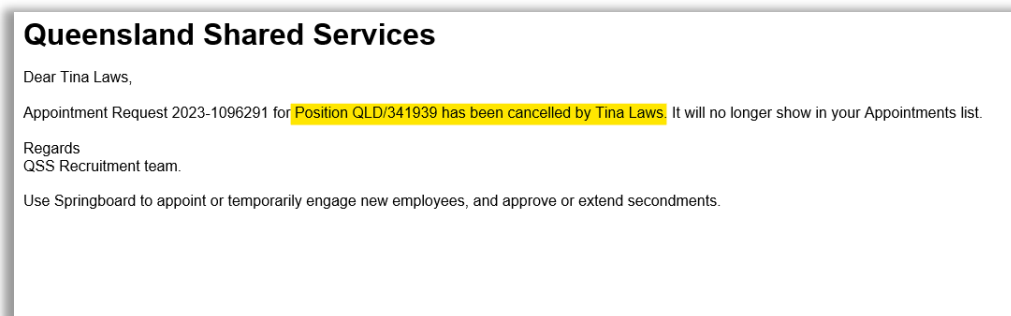

You will then be returned to previous screen, where you will notice that a confirmation for the cancellation of the request will appear at the top right of the screen.
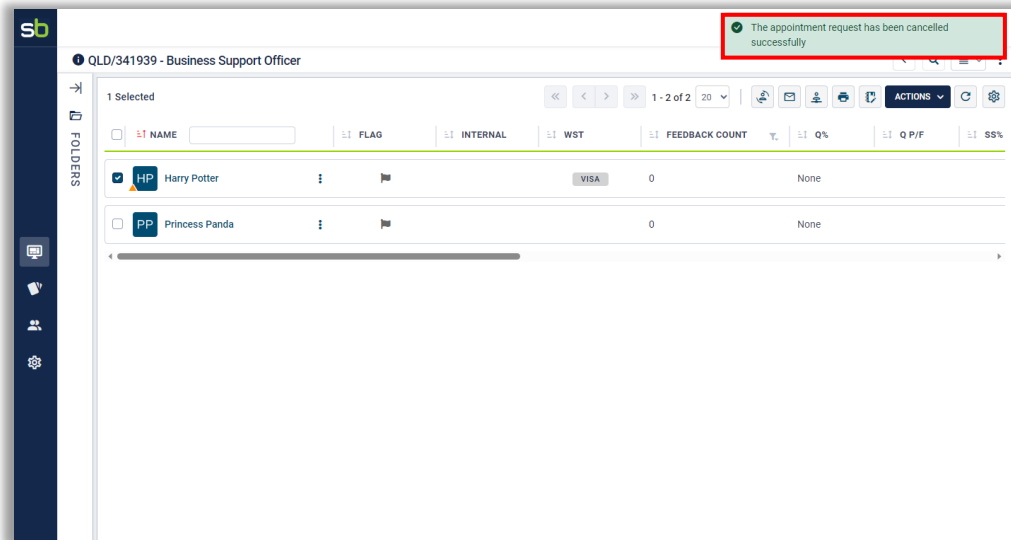
An email confirming the cancellation will be automatically generated and sent to you.

Queensland Shared Services

Dear Tina Laws,

Appointment Request 2023-1096291 for Position QLD/341939 has been cancelled by Tina Laws. It will no longer show in your Appointments list.

Regards
QSS Recruitment team.

Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.

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

Log out of Springboard.

Retract an Advertised Appointment

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

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

Queensland Shared Services

Hi Tina Laws,

Thank you for completing the Appointment form. Your request 2023-1096398 for Business Support Officer role, position number 76030490, is with Janelle Godwin for approval.
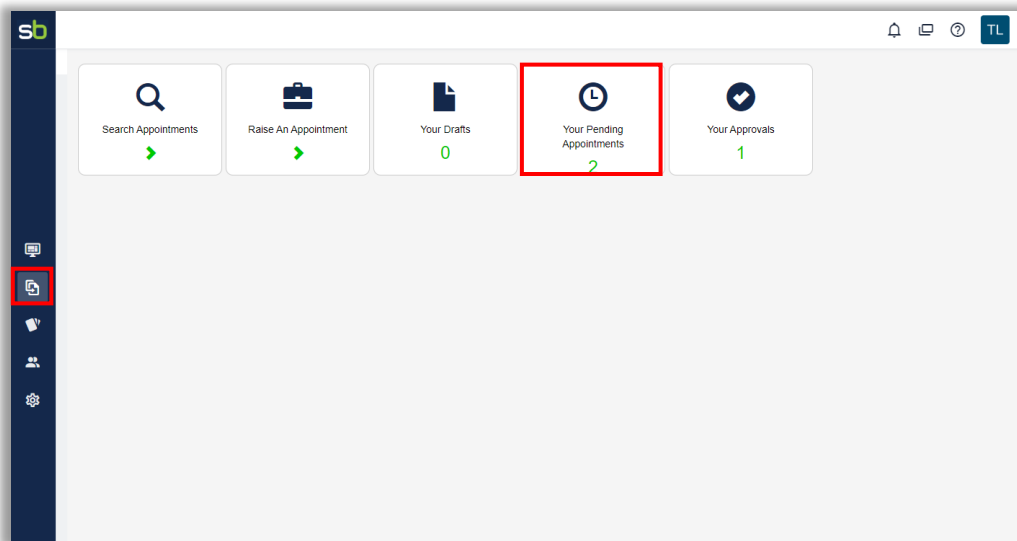
View your request.

We'll notify you once Janelle Godwin responds.

Regards
QSS Recruitment Team.

Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.
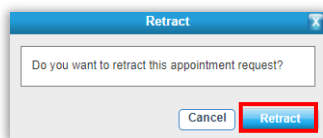
In Springboard, on the *'Appointment Requests'* page, go to *'Your Pending Appointments'* to locate the appointment you submitted for approval.

When you have located appointment to be cancelled, click on the *'Retract'* icon ( ) in the 'Actions' column.
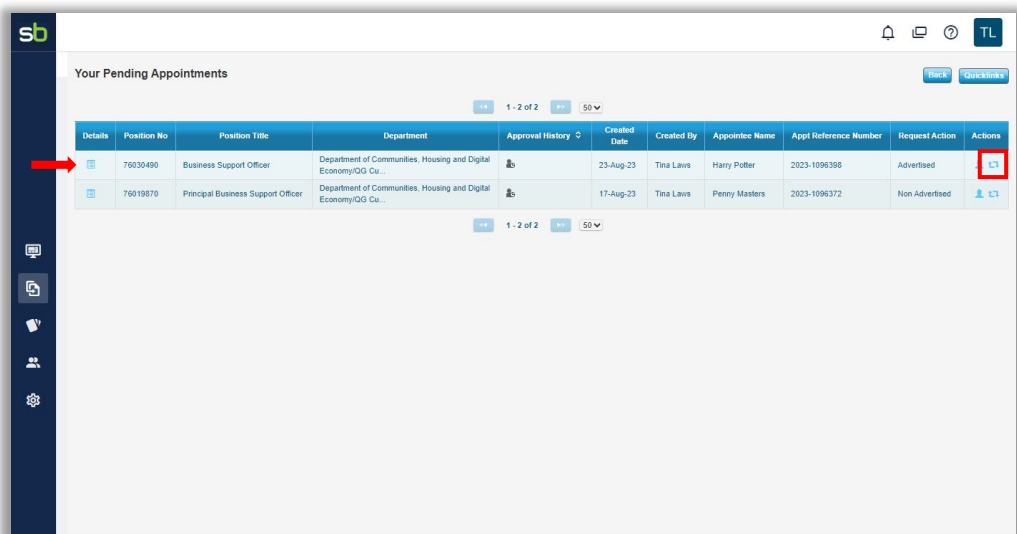
The following message will appear. Click on 'Retract' to recall the appointment request.

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

> *Please note that for an Advertised Appointment, you can resubmit (or relaunch) the appointment request for the same candidate if needed. Go to the 'Search Appointments' area and click on the 'Details' icon ( ) and click on 'Relaunch'. Go through the steps (1-4) to review and make any changes. Then click on 'Submit' to resend the approval request to the Approver.*
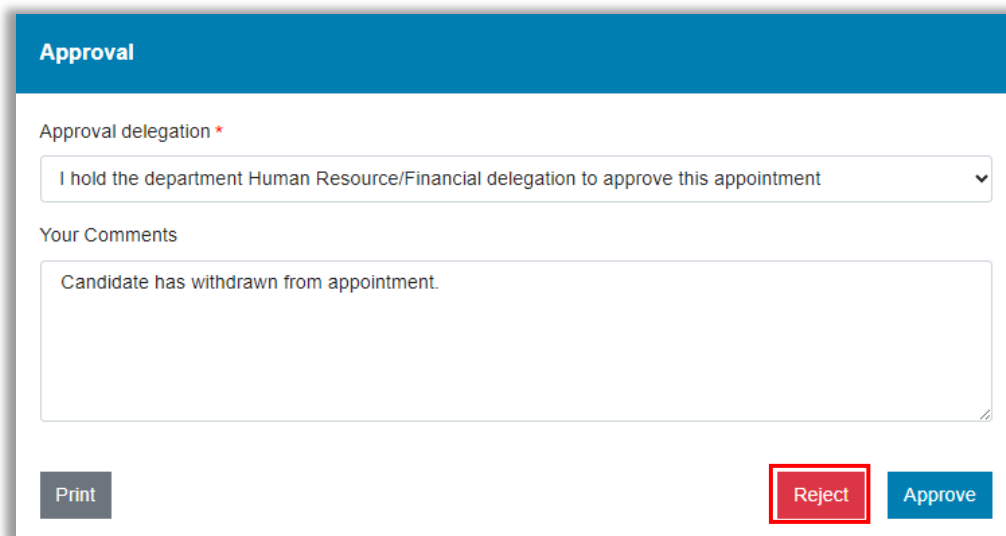
To delete the appointment after you have retracted it, go to the 'Your Drafts' section on the Springboard dashboard.
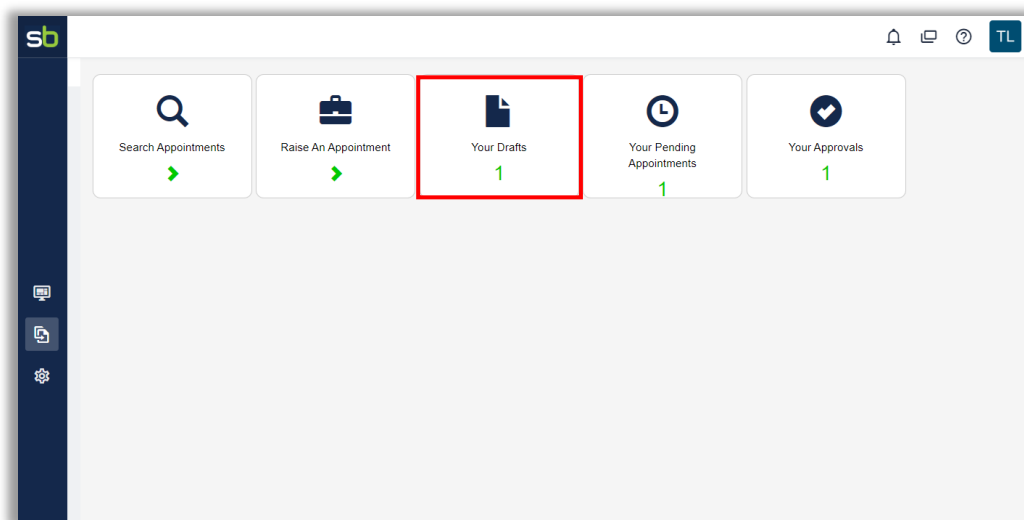
In 'Your Drafts', locate the advertised appointment record you want to delete and click on the 'Delete' icon ( ) in the 'Actions' column.
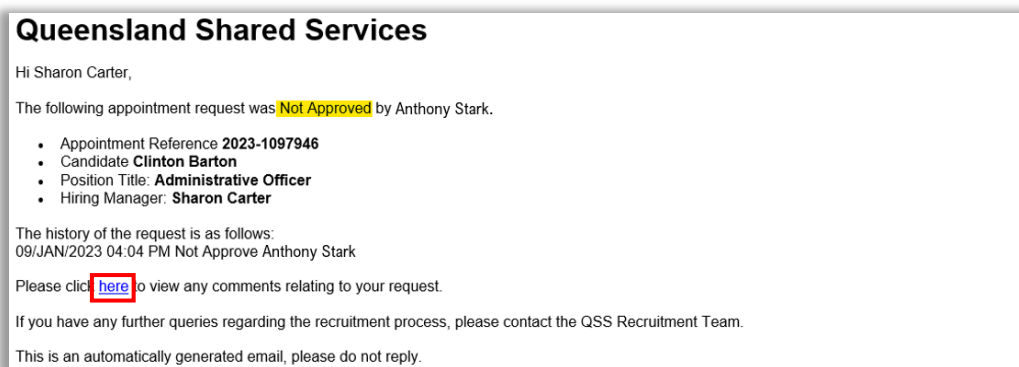
Cancel a Non-Advertised Appointment

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

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

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

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

Log out of Springboard as no further action is required.

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

Retract a Non-Advertised Appointment

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

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