Cancel or Amend an Appointment Post Approval

(Advertised and Non-Advertised Appointments)

User Guide

August 2023

Queensland
Government

Contents

What is ServiceNow?

ServiceNow is a cloud-based workflow automation platform that enables Queensland Shared Services to improve their operational efficiencies by streamlining and automating work tasks for our Business Partners

Cancel or Amend an Appointment – Post Approval

If you need to cancel or amend an appointment after the approval has been processed, you will need to raise a job in the ServiceNow Self Service Centre (SSC).

ServiceNow Self Service Centre

To cancel an appointment after the approving officer has actioned the appointment, logon to the ServiceNow SSC to submit an appointment cancellation form to QSS Recruitment Team.

Login to ServiceNow SSC by clicking on the *'Log in with Single Sign-on'* button.

Springboard Appointment Form Change Request

On the ServiceNow SSC home page, you can submit a *'Springboard Appointment Form Change Request'* form to cancel an appointment after approval.

Click on *'Forms'* to go to the Service Catalog.

> *Please note for the appointment of a different candidate, you will need to raise a brand new appointment for either an Advertised or a Non-Advertised appointment.*

In the Service Catalog, go to the Categories section and select the following options progressively from the drop-down lists:

- *Human Resources ▸ Recruitment ▸ Appoint a person*
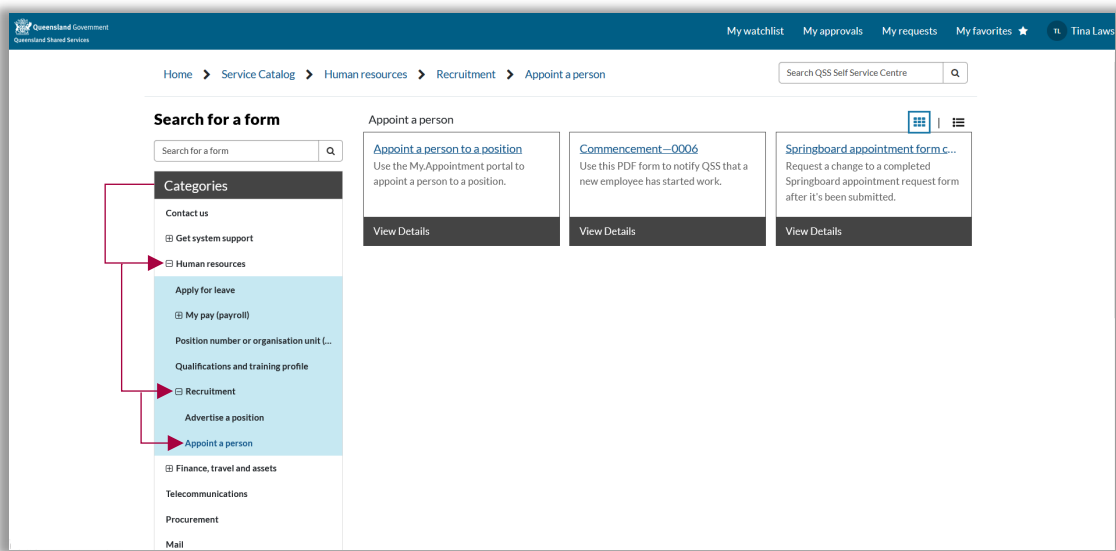
In the options that appear to the right of the menu, select *'Springboard Appointment Form Change Request'*.
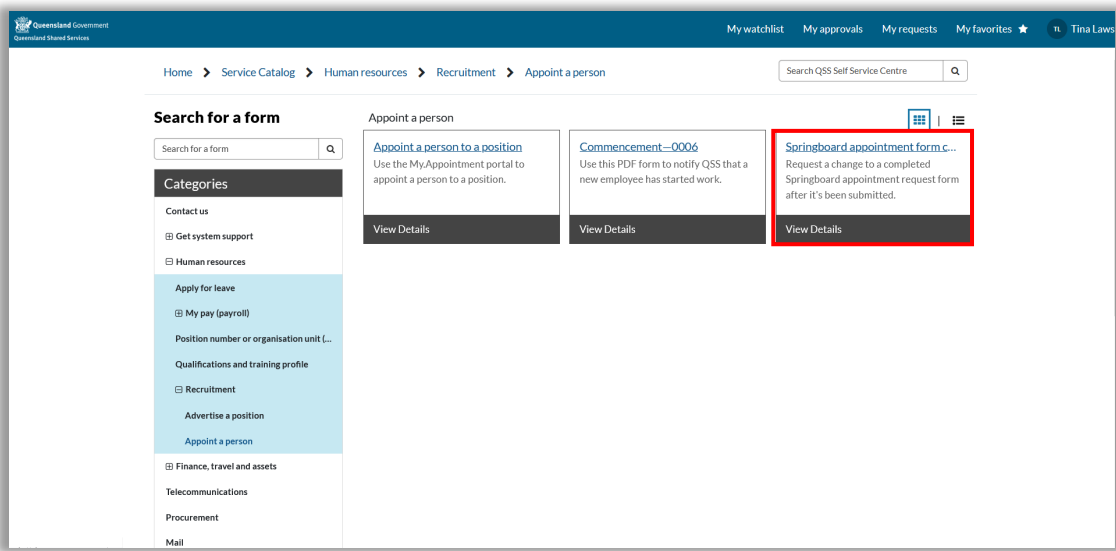
When the form appears, read through the *'Before you begin'* an *'After you submit'* sections before completing the form.

After you have read these sections, scroll down and check that your information is correct and add any other colleagues that need to be notified of the changes.

Scroll down and complete the *'Appointment Request Changes'* section.

In the *'Appointment Request Changes Reference Number'* field, enter the Appointment ID.

In the *'Appointee Name'* field, enter the name of the candidate.

In the next field, click on *'Add'* to enter information for the cancellation or change.

In the pop-up that appears, add information to each field. For example, for a cancellation select or enter the following:

- *'Change'* field   -   select 'Appointment details'
- *'Type'* field   -   select 'Cancel appointment
- *'New*' details' field   -   enter the reason for the cancellation

Click on *'Add'* when completed.

For a full list of options for the *'Change'* and *'Type'* fields, see Appendix 1.

For amendments, you can add multiple rows if there is more than one amendment to be made for the same Appointment Request.

In the *'Approve'* section, advise if you require more than 1 person for approval in your agency.

Then enter the details of the Approver/s in the field/s provided. Click on *'Submit'* when completed.

First level approver details

*Name ❓

| ⓘ Janelle Godwin | ✕ | ▼ |

*Position title

A/Manager

Email

janelle.godwin@chde.qld.gov.au

Department

ⓘ Queensland Shared Services (QSS) ▼

Your privacy

See our privacy statement to find out how we handle and protect your personal information.

Save draft   Submit

You will then receive an email with your job number for this request.

To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

Appendix 1

'Change' Field Options	*'Type'* Field Options
Appointment details	• Cancel appointment • Contact name for appointment request • Contact phone number for the appointment request • Contact email for the appointment request • Contact name for candidates • Contact phone number for candidates • Contact email for candidates • Reason for conversion • Self-managed details • Applicants who applied directly • Applicants who withdrew from the recruitment process • Applicants who declined an offer of appointment • Additional appointments from selection process
Appointee details	• Appointee title • Appointee first name • Appointee surname • Appointee employee number • Appointee date of birth • Appointee email address • Appointee postal address • Appointment letter • Appointee VER, VSP or Voluntary Medical Retirement benefit • Appointee Aurion ESS Timekeeper • Appointee TME CATS (MyTime) • Appointee qualifications, licenses, skills or registrations • Appointee cost centre • Substantive employment type • Substantive position number • Substantive position title • Substantive classification • Substantive pay point • Substantive agency • Substantive work unit • Substantive location • Current position number • Current position title • Current position classification • Current position pay point • Current position work unit • Current position agency
Position details	• Position number • Position title • Position classification • Position location • Appointment type • Appointment reason • Appointment classification • Appointment pay point • Appointee's leave balance transfer • Responsible agency for payment of employee during secondment • Appointee work arrangement • Work hours per fortnight • Appointment start date • Appointment end date • Length of engagement • Agreement • Allowances • Probationary period • Transfer and appointment expenses