

# Raise an Advertised Appointment

User Guide

August 2023



Queensland  
Government

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## 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.

## Before You Begin

Please ensure that following has been confirmed:

- Confirm the employee is eligible to be hired in Australia
- Confirm if the employee has received a VER, VSP or VMR\*\*  
**\*\*Please note if the employee has previously received a VMR, a medical clearance must be provided.**

Please ensure you have the following information:

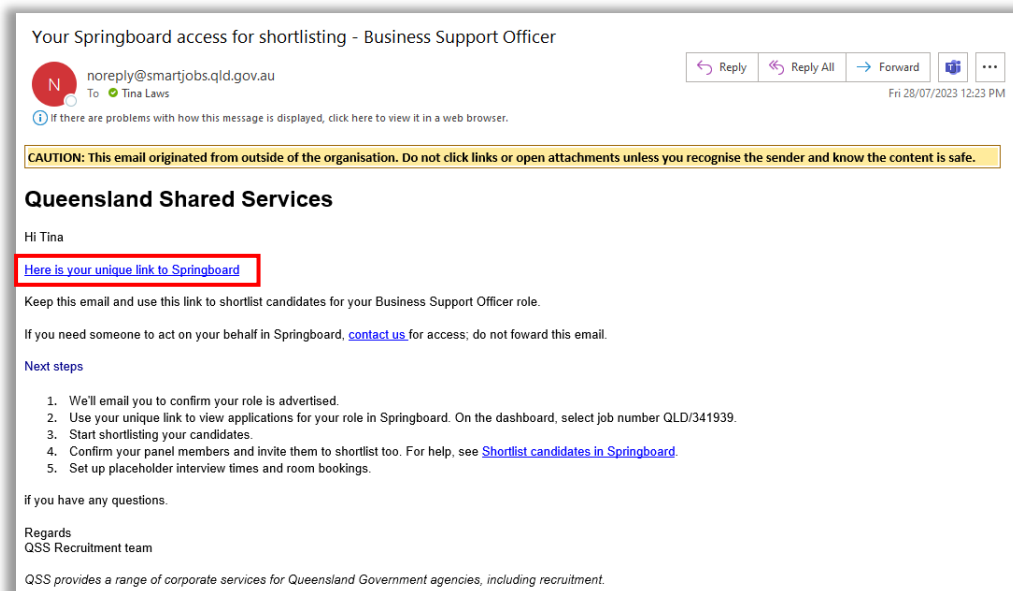
- Aurion Employee Self Service (ESS) ruleset (e.g. PSA019, OPS001) if you use ESS Timekeeper – you can find this information on your timesheet page in Aurion ESS.
- Appointee's full name as recorded on their identity documents (e.g. driver licence)
- Appointee's date of birth (if they are new to your agency)

## Springboard Access

To access the appointment vacancy, click on the link in the shortlisting email that you received as either the Panel Chair or the Hiring Manager for the vacancy.

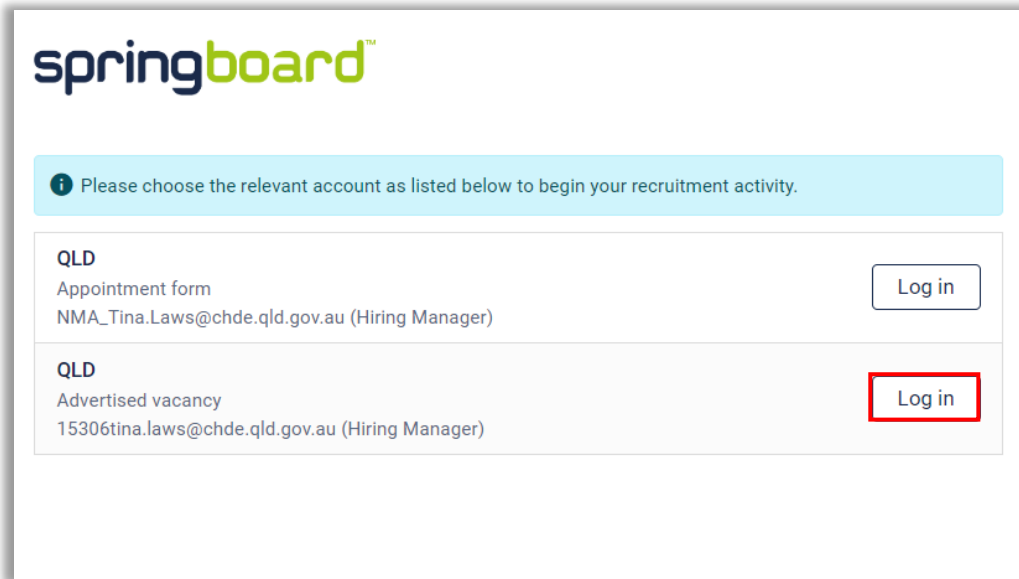
## Access Link in Shortlist Email

In the email you received as the Panel Chair (or the Hiring Manager), you have a link that allows you to access Springboard directly. Click on the '*Here is your unique link to Springboard*' link.



If you ***do not*** have a user account with Springboard, to register your details refer to the Springboard Single Sign On User Guide for instructions.

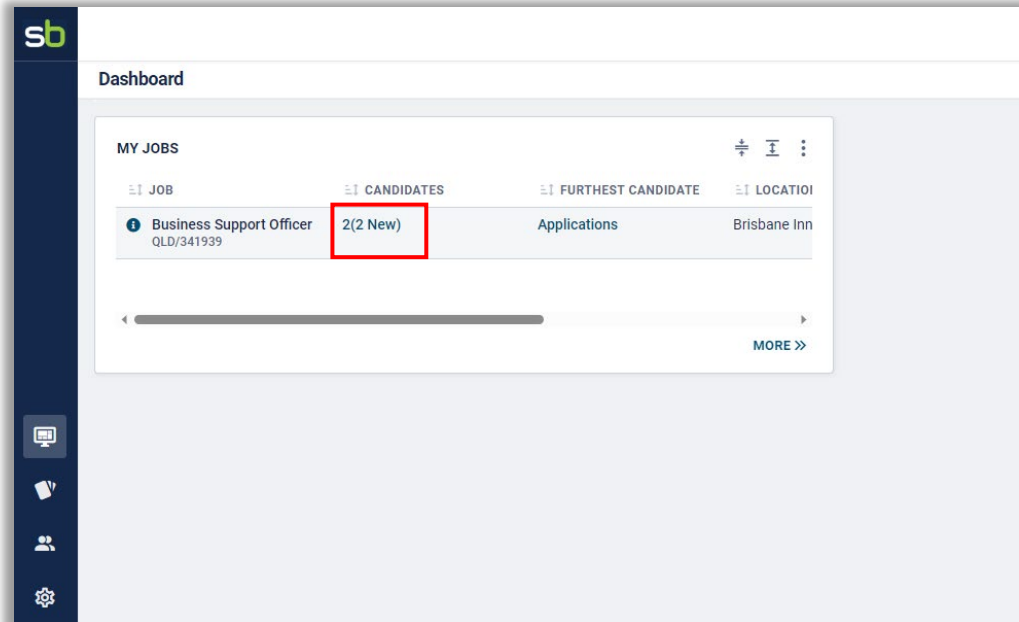
If you are a registered user and you have 1 account only (Advertised Vacancy) with Springboard, you will be taken directly to the Springboard '*Dashboard*'. If you have 2 accounts (Appointment Form & Advertised Vacancy) in Springboard, you will be taken to following screen to select the appropriate account (Advertised Vacancy).



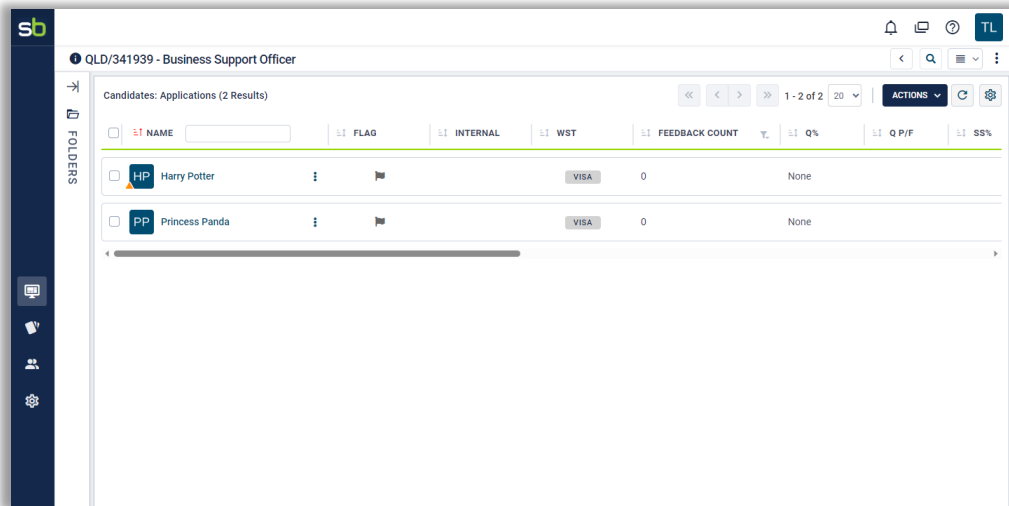
## Successful Candidate Request

On the main screen display of your Dashboard, you will see the vacancy details.

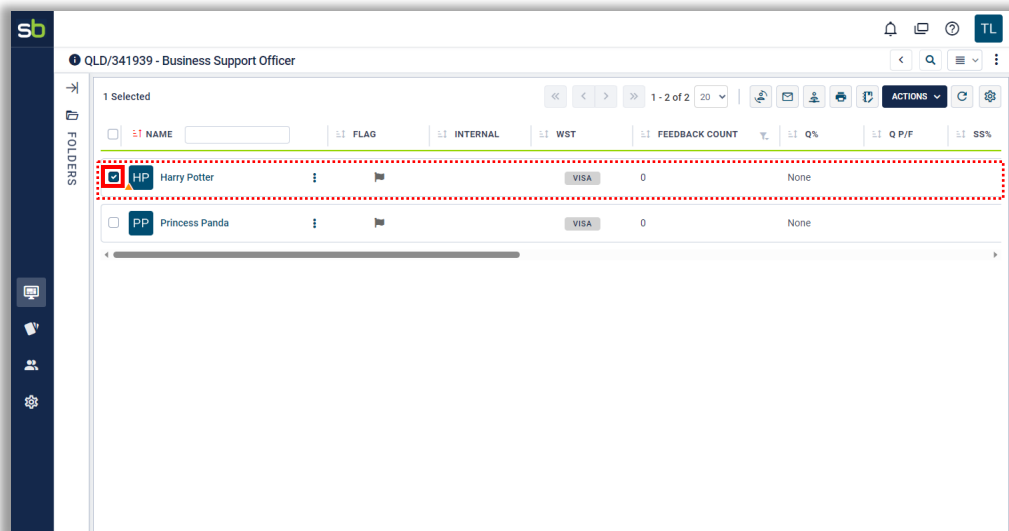
On the appropriate line, click on the number of candidates in the 'Candidates' column.



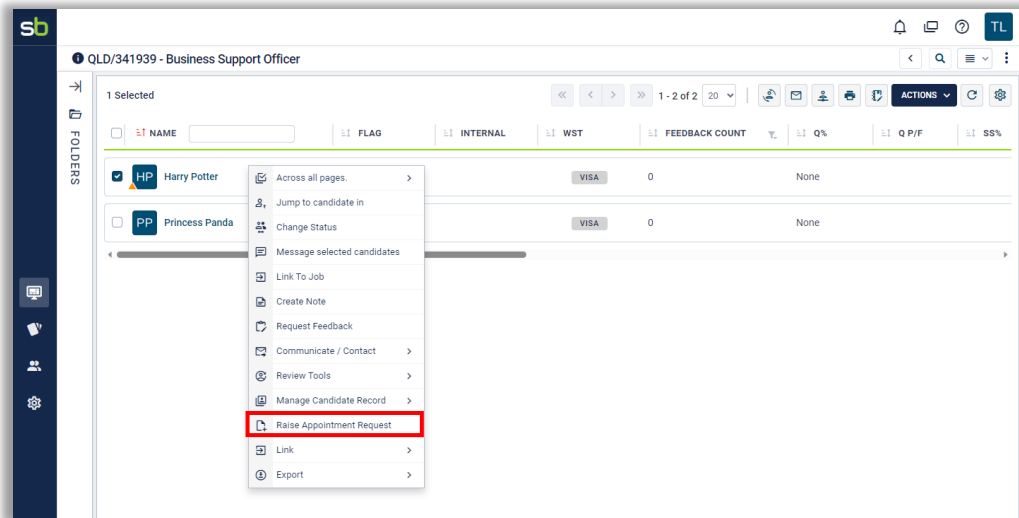
A list of candidates for the vacancy will appear in the next screen. If your folder panel appears, you can collapse it to view more of the screen.



When you have found the name of the candidate that is successful, click in the checkbox to the left of their name to select their record.



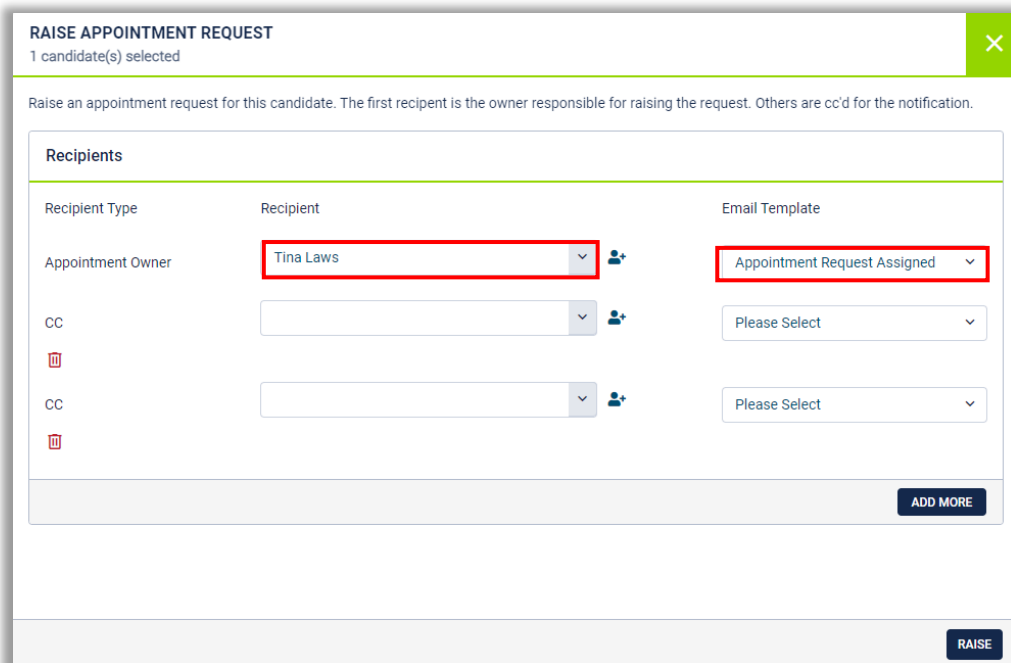
With the record highlighted, right-click in the space beside the candidate's name and from the list that appears, select *'Raise Appointment Request'*.



In the 'Raise Appointment Request' section that appears, you will need to complete the following fields in the 'Appointment Owner' line:

- Recipient – enter your name (or the name of the person who will complete the request form) and select it when it appears
- Email Template – select 'Appointment Request Assigned' from the drop-down list

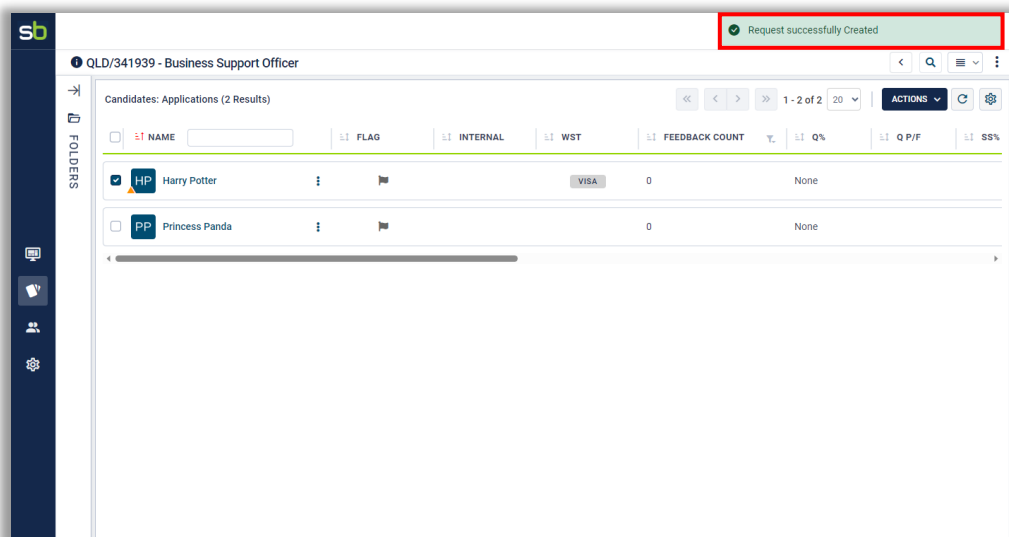
Please note that you can also 'CC' in other recipients for notification if required.



*If the 'Appointment Owner's' name does not appear, you will need to add their details (First Name, Last Name, Email & Job Title) by using the 'Add' button (👤) on the right of the field.*

When completed, click on the 'RAISE' button in the bottom right corner of the screen.

You will be returned to previous screen, where you will notice that a confirmation for the creation of the request will appear at the top of the screen.



Log out of Springboard.

## Appointment Process

When the appointment request has been completed, an email will automatically be generated and sent to the nominated appointing officer.

## Logging into Springboard

To commence the appointment process, open the email provided to you and click on the link. This link will take you to Springboard login page. Select the Single Sign On (SSO) option and you will be taken to Springboard where you can enter additional details for the successful candidate and submit for approval.

## Queensland Shared Services

Hi Tina Laws,

An Appointment Request for candidate Harry Potter in position QLD/341939 - Business Support Officer has been generated for you to complete by Tina Laws ([tina.laws@chde.qld.gov.au](mailto:tina.laws@chde.qld.gov.au)).

To log in and complete this request, please access your unique account using the link below in My Appointments Springboard to edit and submit the request.

[https://preprod.smartjobs.qld.gov.au/jobtools/auto\\_login?u1=1082139825&o2=14903&h3=232FFD756A19ABA546845AAF9A0393D2](https://preprod.smartjobs.qld.gov.au/jobtools/auto_login?u1=1082139825&o2=14903&h3=232FFD756A19ABA546845AAF9A0393D2)

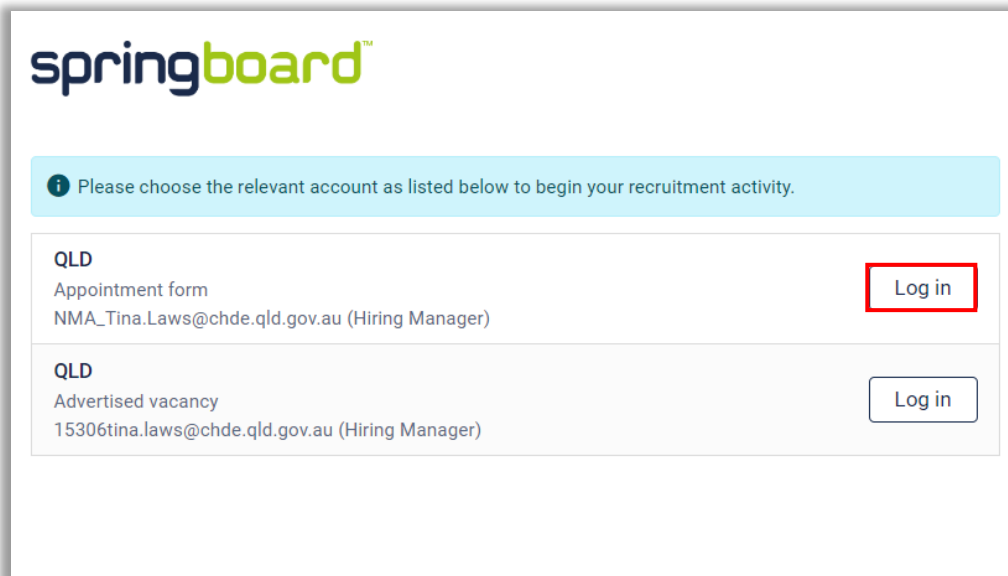
For help, see [Initiate an appointment](#) or [contact us](#).

Regards  
QSS Recruitment team.

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

If you *do not* have a user account with Springboard, to register your details refer to the Springboard Single Sign On User Guide for instructions.

If you are a registered user and you have 1 account only (Appointment Form) with Springboard, you will be taken directly to the Springboard *'Dashboard'*. If you have 2 accounts (Appointment Form & Advertised Vacancy) in Springboard, you will be taken to following screen to select the appropriate account (Appointment Form).

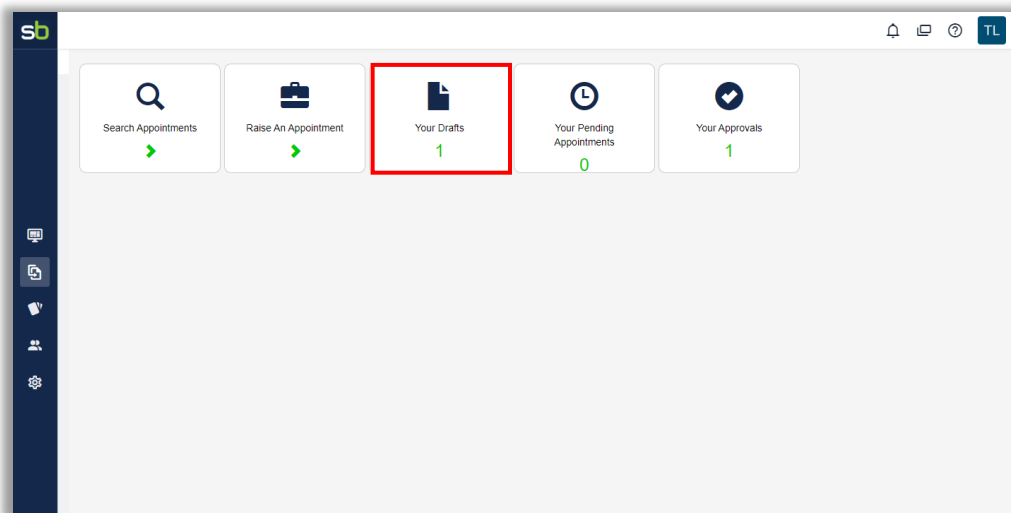


The screenshot shows the Springboard login interface. At the top left is the Springboard logo. Below it is a light blue information bar with an 'i' icon and the text: "Please choose the relevant account as listed below to begin your recruitment activity." Below this is a table with two rows, each representing a different account type. The first row is for an "Appointment form" account with email "NMA\_Tina.Laws@chde.qld.gov.au (Hiring Manager)" and a red-bordered "Log in" button. The second row is for an "Advertised vacancy" account with email "15306tina.laws@chde.qld.gov.au (Hiring Manager)" and a standard "Log in" button.

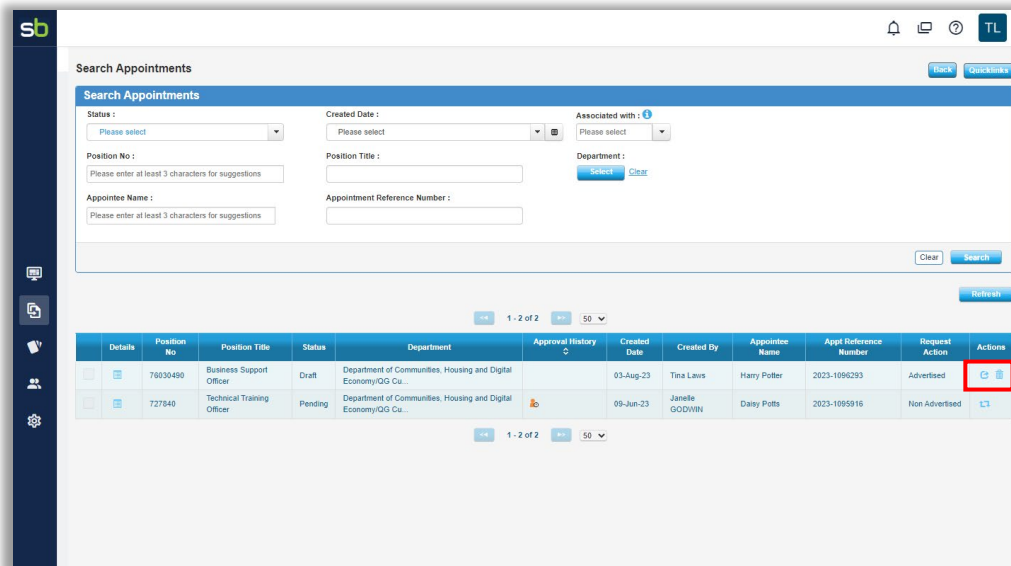
Account Type	Email (Hiring Manager)	Action
QLD Appointment form	NMA_Tina.Laws@chde.qld.gov.au (Hiring Manager)	<a href="#">Log in</a>
QLD Advertised vacancy	15306tina.laws@chde.qld.gov.au (Hiring Manager)	<a href="#">Log in</a>

You will then be taken to your *'Appointment Requests'* page, where the appointment request will be available under *'Your Drafts'* for you to select and action.





In the next screen that appears, go to the line that has the appropriate appointment request and on the far right of the line, click on the 'Go' icon (🔗) in the 'Actions' column.



## Advertised Appointment Request

The Appointment Request will appear on your screen. Commencing with Step 1 (of 4) of the process, review and/or enter any additional information and make changes or amendments.

### Step 1 – Appointment Details

Read through the following sections:

- **Before You Begin**
  - If the appointee is a visitor, ensure their work visa covers the period of employment. For more information, refer to [Hiring someone in Australia](#)
  - If the appointee has received a Voluntary Medical Retirement (VMR) benefit, ensure they have medical clearance. For more information, refer to [Voluntary Medical Retirement Directive](#)
  - Ensure you have the following minimum information:

- Appointee's full name, address and email
- Appointee's date of birth (if new to your agency)
- Appointee's employee number (if a current Qld Govt employee)
- Appointee's timesheet application – Timekeeper or CATS
- Position number and Cost Centre
- Approver's details
- *After You Submit* – explains what will occur when you have finished your submission.

## Your Details

This section contains your information. Enter the following details:

- Check your name as the requester – *this should be pre-populated*
- Enter your contact phone number
- Check that your email is correct – *this should be pre-populated*
- Select your department from the drop-down list.
  - A Business Area field (with a drop-down list) will appear if applicable for your department.
- Confirm you are the contact for this request – if you select 'No', you will be required to enter the following details of the contact person in the fields that appear.
  - Contact person's Name
  - Contact person's Phone Number
  - Contact person's Email

### Your details

---

Name \*

Phone number

Email address \*

Department \*

Business area \*

Next, confirm if you are the contact person for this appointment request:

- 'Yes' – continue to the next section
- 'No' – complete the details of the contact person
  - Name – enter the name of the contact person
  - Phone Number – enter the phone number of the contact person
  - Email – enter the email of the contact person

Then confirm if you are the contact person for the candidates:

- 'Yes' – check your details are correct and continue to the next section (edit if required)
- 'No' – complete the details of the contact person
  - Name – enter the name of the contact person

- Phone Number – enter the phone number of the contact person
- Email – enter the email of the contact person

Are you the contact for this appointment request? \*

Yes

Are you the contact for candidates? \*

No

Contact name for candidates \*

Janelle Godwin

Contact phone number

3777 7777

Contact email \*

janelle.godwin@chde.qld.gov.au

## Recruitment Details

The section relates to the Smart Jobs and Careers job ad reference. Enter the following details:

- Smart jobs and careers job ad reference – *should be pre-populated*
- Date Selection report was approved:
  - Enter date if known, using the calendar function\*\*
  - If date unknown, leave blank


### Recruitment details

---

Smart jobs and careers job ad reference \*

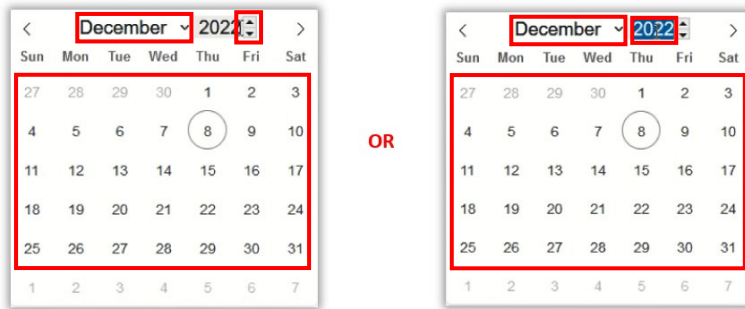
QLD/341764/23

Date Selection report was approved



\*\*If the Selection Report in Springboard was used, the approved date will automatically populate. If not, click on the Calendar icon to the right of the field to open the calendar options and enter the date:

- Year  
Use the Up and Down arrows to the right of the year to scroll to the year  
*or*  
Double click on the year and manually enter the year
- Month  
Use the drop-down list to select the month
- Day  
Click on the appropriate day to select the day



Then complete the remaining fields in this section by selecting the appropriate response as follows:

- Are you self-managing your recruitment process? – select ‘Yes’ or ‘No’
- Did you receive any applications directly?:
  - No – go to next question
  - Yes – enter the names for the applications you received
- Did any applicants withdraw from the process?:
  - No – go to next question
  - Yes – enter the names of the applicants that withdrew
- Did any applicants decline an offer of appointment?:
  - No – go to next question
  - Yes – enter the names of the applicants that declined
- Will you make any additional appointments besides this one from the selection process?:
  - No
  - Yes – enter the details of the additional appointment

When completed, click on ‘Next’ to go to Step 2.


Are you self-managing your recruitment process? \*

Did you receive any applications directly? \*

Did any applicants withdraw from the recruitment process? \*

Did any applicants decline the offer of appointment? \*

Will you make any additional appointments beside this one out from the selection process? \*

 *If any point you need to pause this process, click on the ‘Save’ to the left of the screen. You can return to this process at any time by accessing it through the Appointments menu.*

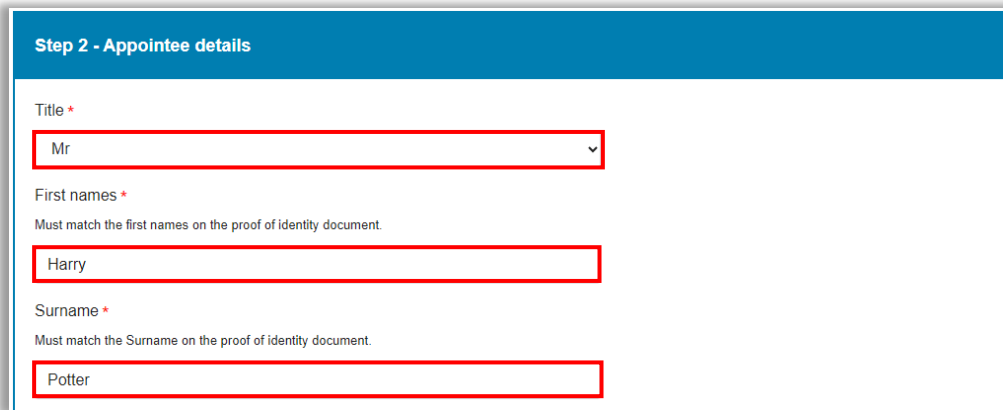
## Step 2 (Part 1) – Appointee Details

This step is comprised of 2 parts – Appointee Details and Position Details.

## Employee Details

In this first section, the details of the candidate should be pre-populated for you. Please review to confirm these details are correct:

- Title
- First Names
- Surname



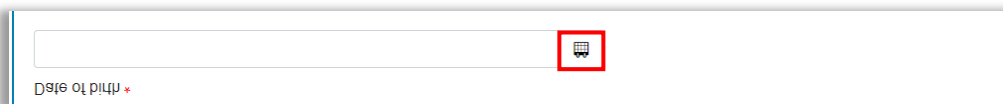
Then use the drop-down menu in the next fields, making note of the following:

- Is the appointee new to the Queensland Government:
  - 'Yes' – you will need to enter their Date of Birth in the field that appears below.
  - 'No' – you will need to enter their employee number (if known) and their substantive position details in the appropriate fields.

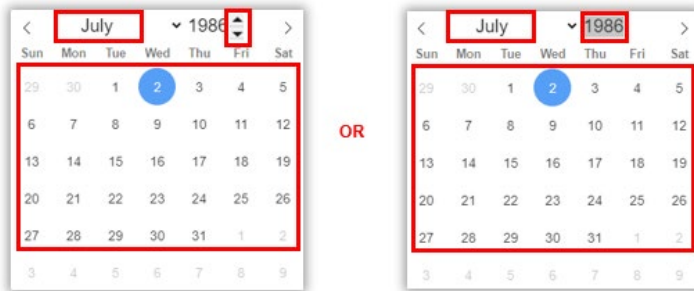



*If the candidate is an existing employee of the Queensland Government, you will need to complete additional fields in the 'Part 2 - Position Details' section with the details of their substantive position and details of their current position if applicable.*

To enter the employee's *Date of Birth*, click on the Calendar icon to the right of the field to open the calendar options.



- Year of Birth  
Use the Up and Down arrows to the right of the year to scroll to the birth year  
*or*  
Double click on the year and manually enter the birth year
- Month of Birth  
Use the drop-down list to select the birth month
- Day of Birth  
Click on the appropriate day to select the birth date



Review the following contact details the candidate provided when they applied for the vacancy and correct if required:

- Email Address
- Postal Address
- Town, City or Suburb
- Postcode
- State
- Country

Email address \*

Enter 'Post' in this field if the employee doesn't have an email address. In this case, if you ask us to send an appointment letter, we'll send it to the appointee's postal address. This will cost your agency an additional fee.

Postal Address line 1 \*

Address line 2

Town, city or suburb \*

Postcode \*

State \*

Country \*

In the next field, advise if you would like QSS Recruitment to send an appointment letter on your behalf by selecting 'Yes' or 'No' from the drop-down list.

Do you want us to send an appointment letter? \*

We'll send the appointment letter by email, cc'ing the hiring manager, unless you've indicated above that the employee does not have an email. In this case we'd send it by post and your agency would be charged an additional fee.

Then select 'Yes' or 'No' if you have confirmed the employee can work in Australia.

Have you confirmed the appointee can legally work in Australia? \*

The appointee must be an Australian citizen or permanent resident, a New Zealand citizen, or hold an appropriate work visa that is valid for the whole employment period. Visit [Hiring someone in Australia](#) to see what documents you must sight to confirm.

Yes

**\*\*If 'No' is selected, the following message will appear and you will not be able to continue in this process until you have confirmed the employee is permitted to work in Australia.**

You cannot proceed with the appointment. Your appointee must be permitted to work in Australia. See [Hiring someone in Australia](#) for more.

In the next field, indicate if the employee has received one of the following benefits in the last 12 months:

- VER Benefit\*\* - Voluntary Early Retirement
- VSP Benefit\*\* - Voluntary Separation Package
- VMR Benefit\*\* - Voluntary Medical Retirement

If the employee has not, select:

- None of the above

Has the appointee received a Voluntary Early Retirement (VER), Voluntary Separation Payment (VSP) or Voluntary Medical Retirement (VMR) benefit in the last 12 months ? \*

None of the above

**\*\*If a benefit is selected, the following fields will appear below to confirm if a refund of the benefit is required or (for a VMR only) if a medical clearance has been received. Select the appropriate responses – 'Yes' or 'No'.**

Is a severance payment refund required? \*

Speak to your agency's HR team if you're not sure.

No

Has the employee received medical clearance? \*

Yes

In the next fields, select or enter following information:

- Agency Timesheet Program – Aurion ESS Timekeeper or TMR CATS (MyTime)
- Timesheet Program Ruleset – e.g. PSA018
- Requires a Qualification, Licence, Skill or Registration – 'Yes' or 'No'

Does your agency use Aurion ESS Timekeeper, or TMR CATS (MyTime)? \*

Contact your HR team if you're not sure. QSS does not need to know if you use paper timesheets or another timesheet solution.

Aurion ESS Timekeeper

What is the Aurion ESS Timekeeper ruleset? \*

You can see this information on your Aurion timesheet page. Examples include PSA018, PSA019, OPS001.

PSA018

Does the role require a qualification, licence, skill or registration? \*

No

Next enter the appropriate Cost Centre for your Agency.

Cost centre \*

This is your cost centre, internal order or WBS number. We'll use this for payment of any Government Gazette charges. You may receive an invoice if this appointment is gazetted.

3500999

## Step 2 (Part 2) – Position Details

This step contains the details of the position the candidate is being appointed to and any associated allowances or entitlements.

### Position Details

In the first field, review to confirm the correct position number is used.



*Please note that if this is a new position or, the existing position number requires updating or amending, any changes must be completed before you complete this appointment process. Please use the highlighted link provided.*

Also note, that the position number can be changed for making subsequent appointments to this vacancy.

**Step 2 - Position details**

Position number \*

If the position number is not available, enter 'New position' and complete the position information below.

76030490

If you're providing new position details or need to update existing position details below, you must submit a [create or change position request](#). You should do this before completing this form.

The following details of the position should be pre-populated. Please ensure that these details are correct before progressing any further:

- Position Title
- Position Classification
- Position Location



Position title \*

Business Support Officer

Position classification \*

AO3

Position location (e.g. Brisbane, Cairns, etc.) \*

Brisbane

When details are confirmed correct, select to indicate if the position is vacant or not vacant.

If the position is not vacant, enter additional information in the field that appears below.

Is the position vacant? \*

Yes

In the 'Organisational Structure' section, the details for each level should pre-populate as shown below:

**Organisational structure**

Level 1 \*

Department of Communities, Housing and Digital Economy

Level 2 \*

QG Customer & Digital Group

Level 3 \*

Service Delivery & Operations

Level 4 \*

Queensland Shared Services

Level 5 \*

Office of the GM QSS - QSS Executive Services (00014575)

In the 'Appointment Type' section, if the details are not pre-populated, enter the appointment details.

- What is the appointment type? – select an option from the drop-down list
- Classification – this field should pre-populate
- Pay point – enter the pay point the employee is commencing on

**Appointment type**

What is the appointment type? \*

Permanent

Classification \*

For example, AO5, BAO6, C-10, NAWPAY.

AO3

Pay point \*

The increment level you will be paid. For example, 1, Q, 1E. If a pay point is not applicable, enter N/A.

1

In the next fields, enter the employee's work arrangements:

- Arrangement\*\* - Full-time or Part-time
- Is the appointee a shift worker – select 'Yes' or 'No' from the drop-down list
- Work hours per fortnight – enter fortnightly hours in hh:mm format

What is the work arrangement? \*

If the appointee works for the Queensland Government on a part-time arrangement, but has won this position on a full-time basis, select 'Full-time'. Then select 'Yes' to the Part-time arrangement question below.

Full-time

Does your appointee have a part-time work arrangement in place? \*

Has your appointee won the position on a full-time basis with a current part-time work arrangement in place.

No

Is the appointee a shift worker? \*

No

Work hours per fortnight \*

Use hh:mm.

72:30

\*\*Please note that if the employee's position is full-time and the employee commences on a part-time arrangement, when 'Full-time' is selected a Part-time arrangement field will appear to complete.

Next complete the start date details for the employee:

- Do you have an agreed start date?
  - 'Yes' – use the calendar function to the right of the 'Start Date' field to select the date
  - 'No' – a text box will appear advising 'Start date to be confirmed'

Do you have an agreed start date? \*

Yes

Start date \*

28-AUG-2023

If the appointment is a contract or for a set period of time, complete the end date fields next:

- Do you have an agreed end date?
  - 'Yes' – use the calendar function to the right of the 'End Date' field to select the date
  - 'No' – enter the length of the contract in the 'Length of the engagement' field that appears

Do you have an agreed end date? \*

Yes

End date \*

29-MAR-2024

Complete the legislative conditions for the employee by selecting the appropriate legislative option from the drop-down lists for the following fields:

- Act
- Award
- Agreement

Act

Public Sector Act 2022

Award

Queensland Public Service Officers and Other Employees Award - State 20

Agreement

State Government Entities Certified Agreement 2019

In the following field, please indicate if the employee is entitled to any allowances:

- 'No' – go to next question
- 'Yes' – enter the type of allowance in field that appears (*shown*)

Will the appointee receive any allowances? \*

For example, Locality allowance, District allowance, etc.

Yes

Allowances \*

Only allowances that will be part of the employee's base pay (e.g. Locality allowance, District allowance). Do not include those that are paid via submission of a form or timesheet.

Locality Allowance

Then indicate if the employee is to serve a probationary period upon appointment:

- 'No' – go to next question
- 'Yes' – enter the period of the probationary period in the field that appears (*shown*)

Will the appointee serve a probationary period? \*

Yes

Probationary period \*

Probation is usually 3 months. If you want to impose a longer period, you must get written approval from your chief executive before completing this form.

3 months

In the next field, indicate if the employee is entitled to any transfer or appointment expenses by selecting 'Yes' or 'No' from the drop-down list.

Is the appointee entitled to transfer and appointment expenses? \*

Refer to your agency's policies and guidelines, the award provisions and relevant directive if you're not sure. Select all that apply.

No

In the *'Additional Information'* section, you can add any additional relevant instructions or comments to the QSS Recruitment team and/or the QSS Payroll team.

Click on *'Next'* when you complete this section.

**Additional information**

Comments for QSS Recruitment

Add any additional information QSS Recruitment might need to complete this request.

Comments for QSS Payroll

Add any additional information QSS Payroll might need to complete this request. If the nominated pay point classification is above the base level, please provide notes in the field below to confirm it has been negotiated.

Previous Save Next

## Step 3 – Approval

In this step you will need to enter the Approver's name and contact details. You will also be able to include the employee's supervisor in the notification.

### Approver Details

In the *'Approver'* fields, enter the name and email address (respectively) of the Approver. If you would like the employee's supervisor to receive a notification of this appointment, add the supervisor's email address in the field provided.

Please note that you cannot nominate yourself as the Approver if you are completing this appointment form.

Click on *'Next'* when completed.

**Step 3 - Approval**

Approver	Name	Email
Approver: *	Janelle Godwin	Janelle.Godwin@chde.qld.gov.au

Additional officer email address  
If the approver is not the appointee's immediate supervisor, you can add the supervisor's email here. They will receive a copy of this request.

Kayleen.Watson@chde.qld.gov.au

Previous Save **Next**

## Step 4 – Appointment Details (Review)

Before the final submission, please review all the details in this step.

The first field in this screen should show the Appointment Reference Number.

**Appointment details**

Appointment Ref Number

2023-1096293

Scroll through sections of the form and review the information as you go. When you have reached the 'Approval' section, confirm that the 'Approver' details are correct and click on the 'Submit' button.

If you need to make changes, click on the 'Previous' button to go back.

**Approval**

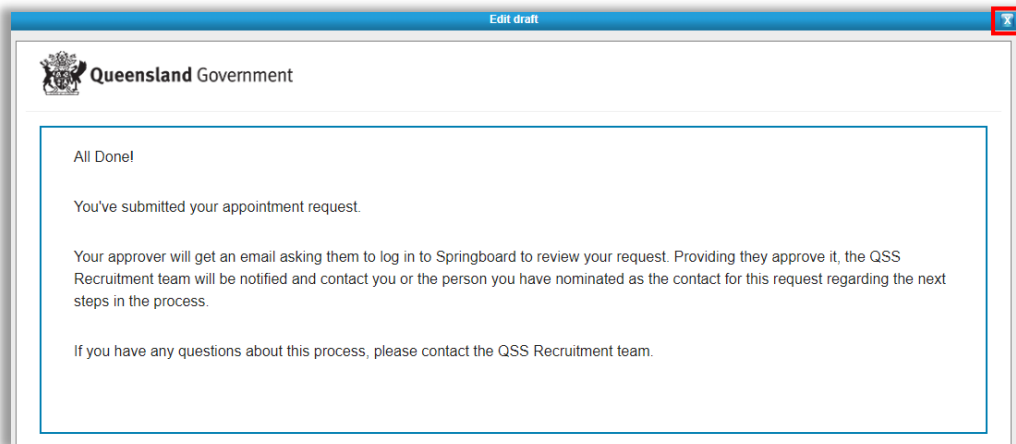
Approver	Name	Email
Approver:	Janelle Godwin	Janelle.Godwin@chde.qld.gov.au

Additional officer email address

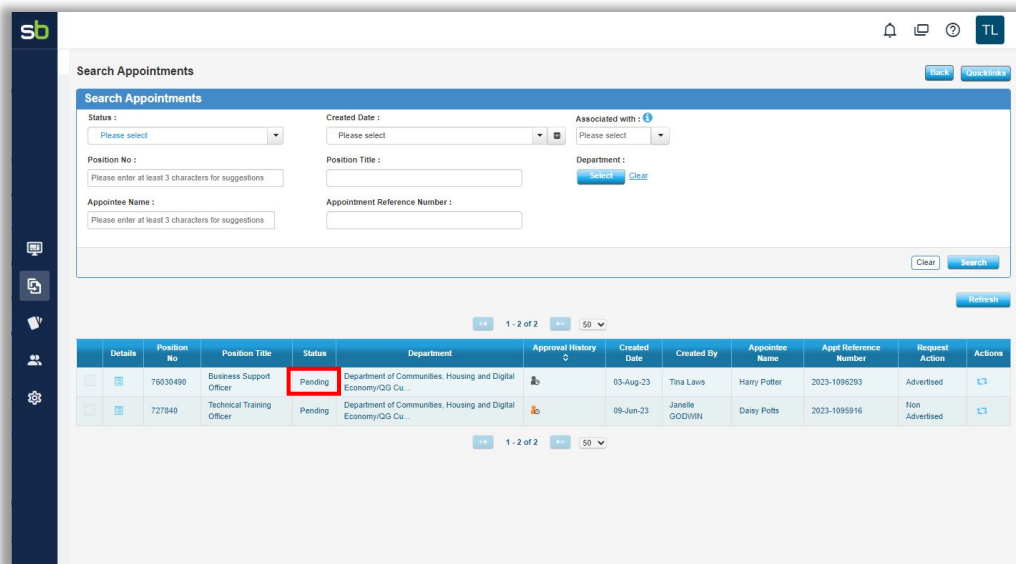
Kayleen.Watson@chde.qld.gov.au

Previous Print **Submit**

The appointment will now be 'Loaded' and the process completed. Click on the 'X' in the top right of the screen to return to your Appointment Requests screen.



You will now see that this appointment request status has changed to 'Pending'.



Log out of Springboard.

## Email Notifications

After submitting the appointment for approval, 2 emails will be automatically generated.

- Confirmation of Appointment Submission (this is sent to the Initiator)
- Appointment Approval Request (this is sent to the Approver)

### Confirmation of Appointment Submission

When you have clicked on Submit and the appointment has been loaded, as the initiator of the submission, you will receive an email confirming the submission process.

This email will have the following details:

- Appointment Reference Number
- Position Title and Number
- Approving Officer's Name

- A link to view the appointment request

**Queensland Shared Services**

Hi Tina Laws,

Thank you for completing the Appointment form. Your request **2023-1096293** 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.

## Appointment Approval Request

The approving officer will receive an Appointment Approval Request with the following details:

- Submitter's Name
- Candidate's Name
- Appointment Reference Number
- Position Title
- Link to Approve or Decline Appointment

**Queensland Shared Services**

Hi Janelle Godwin,

**Tina Laws** has submitted an appointment request for **Harry Potter**, appointment reference **2023-1096293**. This is for the **Business Support Officer** role.

You need to approve or decline the request.

[Approve or decline the appointment request](#)

You'll need to login using your Springboard username and password. If you don't have a Springboard username and password, complete the [Springboard appointment access form](#) in the QSS Self Service Centre.

**Before you approve**

- Confirm you have the appropriate HR delegation.
- Review the request and check the role number and period of employment.
- Confirm the request meets the relevant directive or agreement.

For help, see [Approve an appointment](#) or [contact us](#).

**After you approve**

We'll notify Tina Laws of your decision.

If you approve the appointment, providing we have everything we need, we will (within 5 working days):

- send an appointment letter to the successful candidate
- forward appointment documentation to our payroll team for processing
- advise the unsuccessful candidates if applicable
- arrange a Queensland Government Gazette notice to confirm the appointment (if applicable).

If the appointment requires a Gazette notice, the Gazette team will send an invoice to your agency's nominated contact for payment prior to publishing.

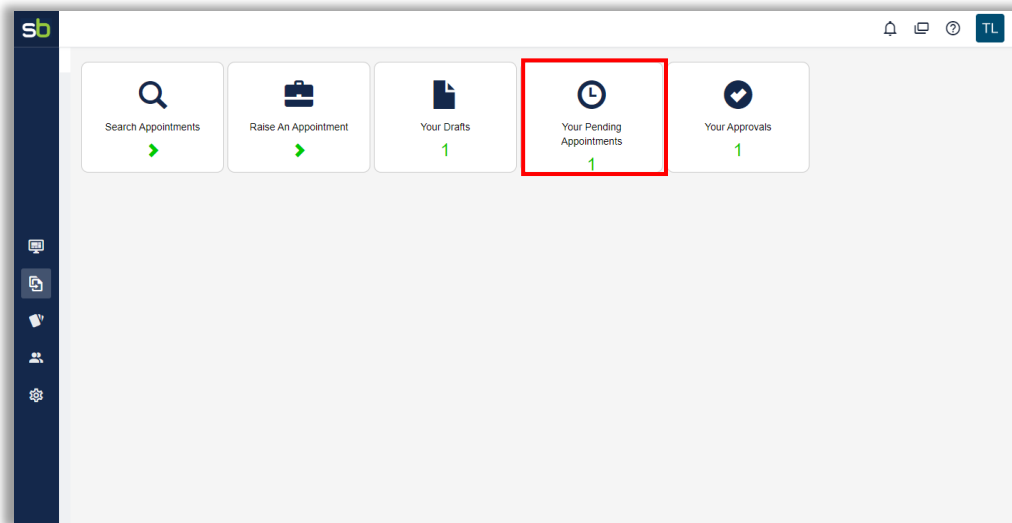
Regards  
QSS Recruitment team.

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

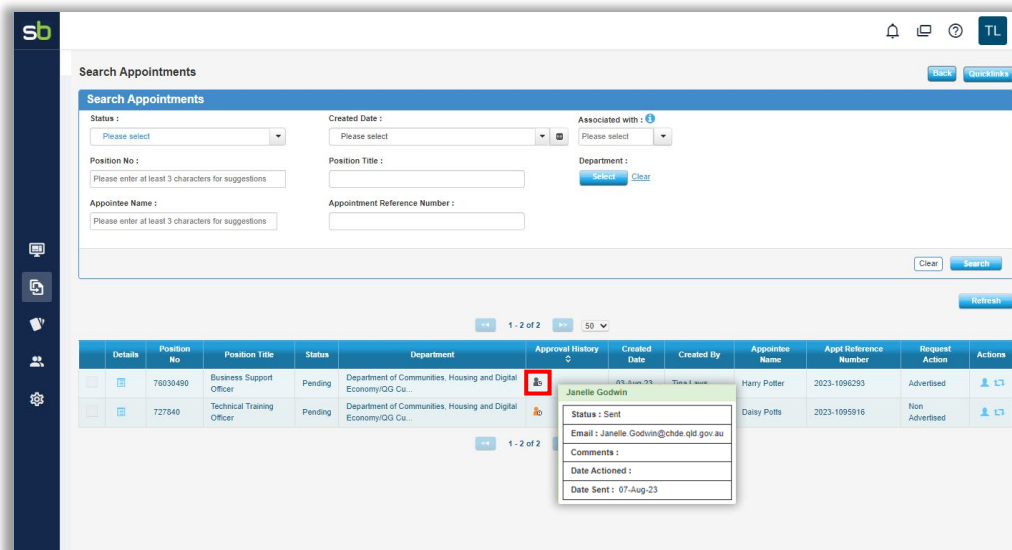
After the Approver has approved the appointment, the Initiator will receive 2 emails. Refer to **'Approve or Decline an Appointment'**.

## Change Approver – Post Submission

After you have submitted the appointment, you may need to change or amend the Approver. To do this, log into Springboard and on your *'Appointment Requests'* page select *'Your Pending Appointments'*.

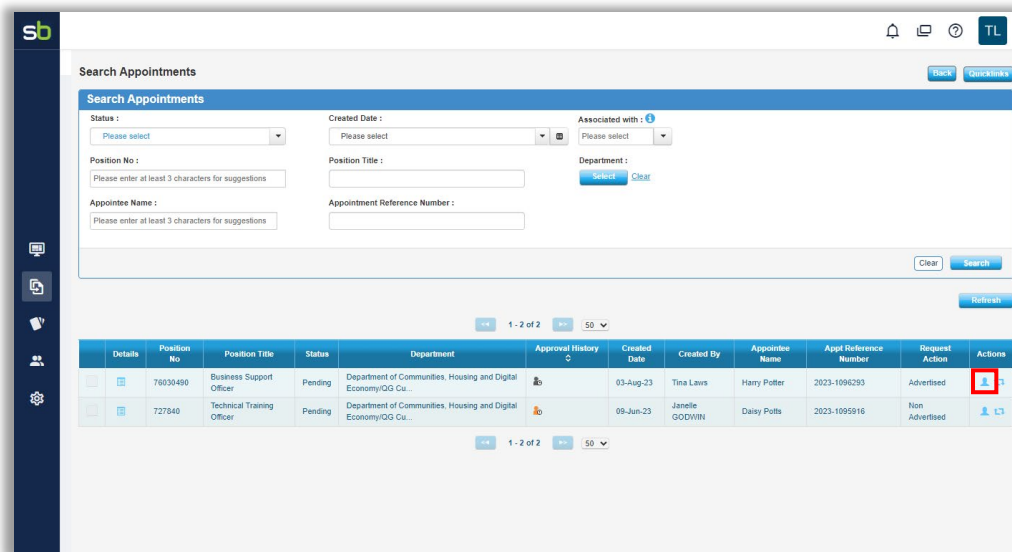


In this next screen you will see all pending appointments that you have submitted that are awaiting approval. Hover your mouse over the 'Approval History' column, towards the centre of the line, hover your mouse over the icon (👤) to view the current Approver.

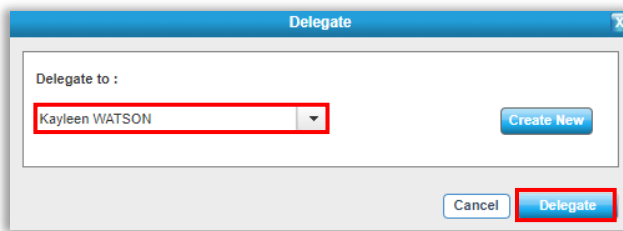


To change the name of the Approver, click on the icon (👤) in the 'Actions' column on the far right of the screen and for the appointment you want to update.

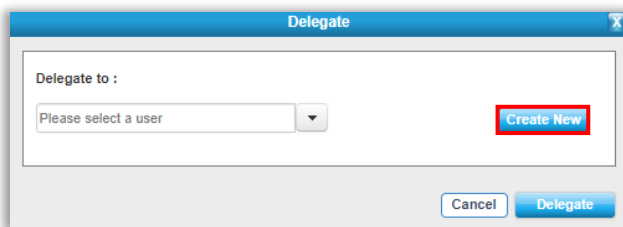




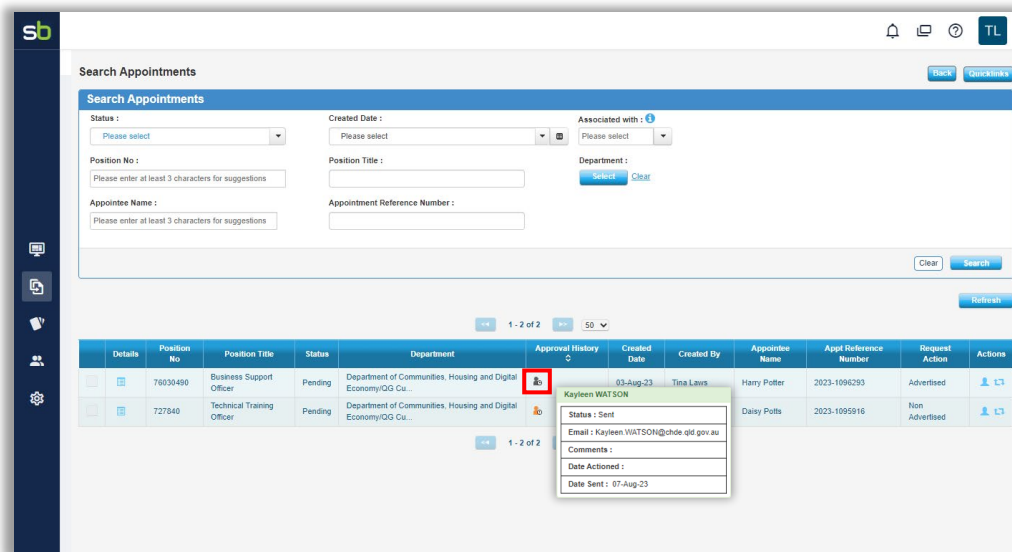
The 'Delegate' box will appear on your screen. Enter the name of the new Approver and select the name when it appears, then click on the 'Delegate' button to update.



If your Approver does not appear in the list, click on 'Create New' and follow the prompts to create a record for your Approver.



To confirm your change, in the 'Approval History' column, towards the centre of the line, hover your mouse over the icon (👤) to view the current Approver.



Log out of Springboard.

## Amend an Appointment Post Rejection

If the appointment is rejected by the Approver due to an error in the form, you will need to 'Retract' and 'Re-launch' the form to make amendments or changes as necessary.

You will have received 2 emails advising of the rejection, these will include a link to the appointment application. Click on the link in one of the emails to log in and make any changes as mentioned in the 'Comments' field in the appointment form by the Approver.

### Queensland Shared Services

Hi Tina Laws,

The following appointment request was Not Approved by Janelle Godwin.

- Appointment Reference **2023-1096293**
- Candidate **Harry Potter**
- Position Title: **Business Support Officer**
- Hiring Manager: **Tina Laws**

The history of the request is as follows:

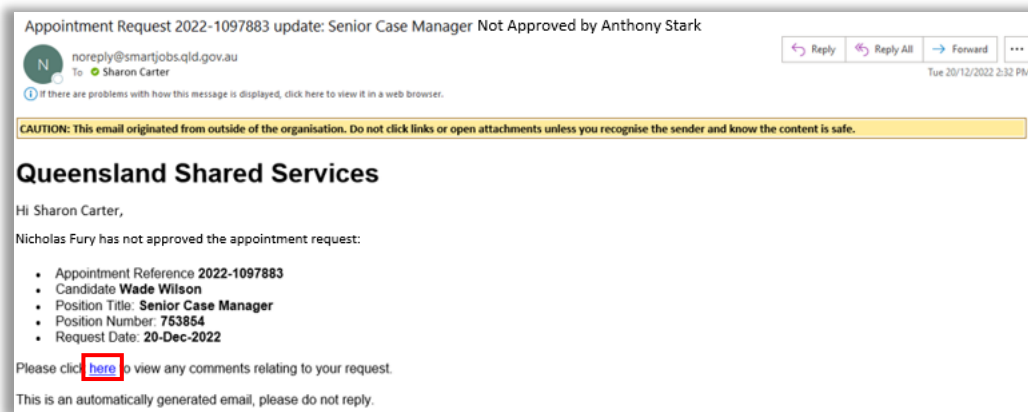
07/AUG/2023 04:02 PM Not Approve Janelle Godwin

Please click [here](#) to view any comments relating to your request.

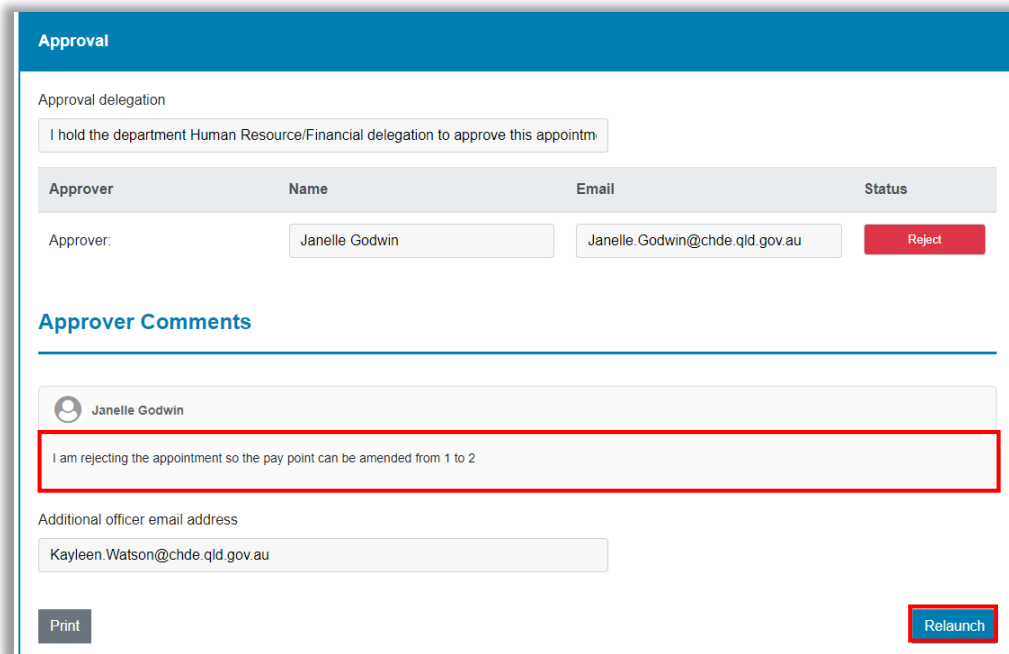
If you have any further queries regarding the recruitment process, please contact the GSS Recruitment Team.

This is an automatically generated email, please do not reply.

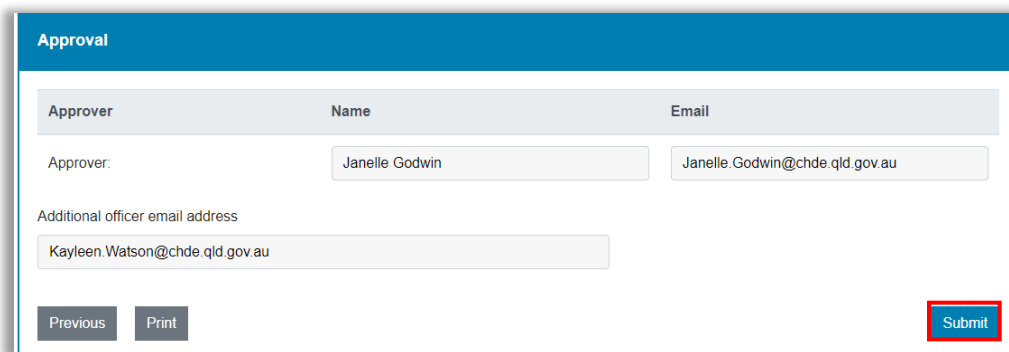
Or



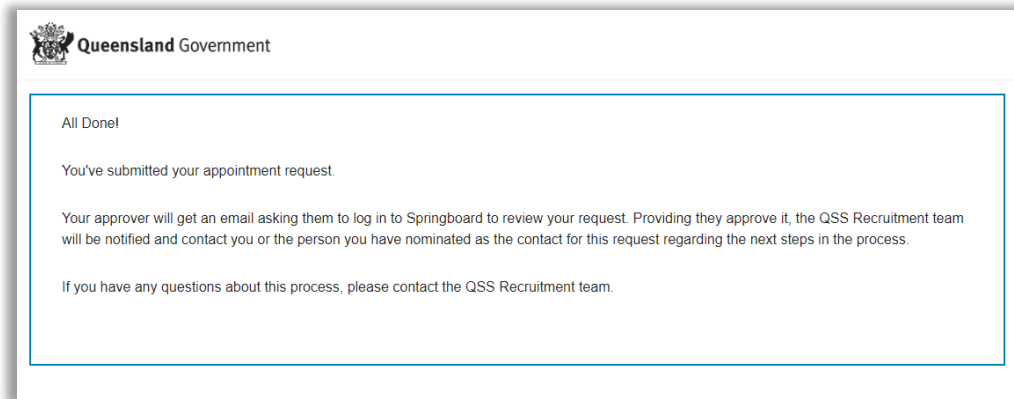
You will be taken directly into the Springboard and the appointment form will appear on your screen. Scroll to the end of the form and in the 'Approver Comments' field at the end, review the changes or corrections to be actioned. Click on the 'Re-launch' button to open the appointment form in order for any edits to be made.



After you have made the changes, go to the end of the application form and click on the 'Submit' button to re-submit for approval.



The following message will appear to confirm completion.



Close this screen when completed.

As before, you will receive an email confirmation of the appointment submission and the Approver will receive another email for the approval request.

## Subsequent Appointment

If you would like to appoint another candidate from the same vacancy list from an existing Advertised Appointment, you can access the vacancy using your unique link provided to you when the vacancy was initially advertised. Please note that this link will become inactive after 3 months of the first appointment being processed.

If the link has expired, you will need to contact the QSS Recruitment team to resend the link to the vacancy list. Go to ForGov and submit a 'Contact Us' request in ServiceNow Self Service Centre. You will need to include the following information:

- Job Advertisement Reference
- Name and email address of person the link is to be sent to

When the link is received, follow the above process to appoint another candidate - see [Successful Candidate Request](#).