

Approve or Reject an 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.

Approval Request Notification

If you are the approving officer for an appointment request, you will receive an email automatically generated from the Springboard system after an appointment (advertised or non-advertised) request has been raised.

This email will contain the following information:

- Name of the Requester
- Name of the Candidate
- Appointment Reference number
- A link to Approve or Decline the appointment
- Information of the process after approval has been provided

Review appointment request 2023-1099467 for Principal Business Support Officer

noreply@smartjobs.qld.gov.au
To: Tina Laws

Thu 27/07/2023 4:10 PM

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Queensland Shared Services

Hi Tina Laws,

Georgia SMITH has submitted an appointment request for Homer Simpson appointment reference 2023-1099467. This is for the Principal 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 Georgia SMITH 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.

Click on the 'Approve or decline the Appointment Request' link to commence the approval process.

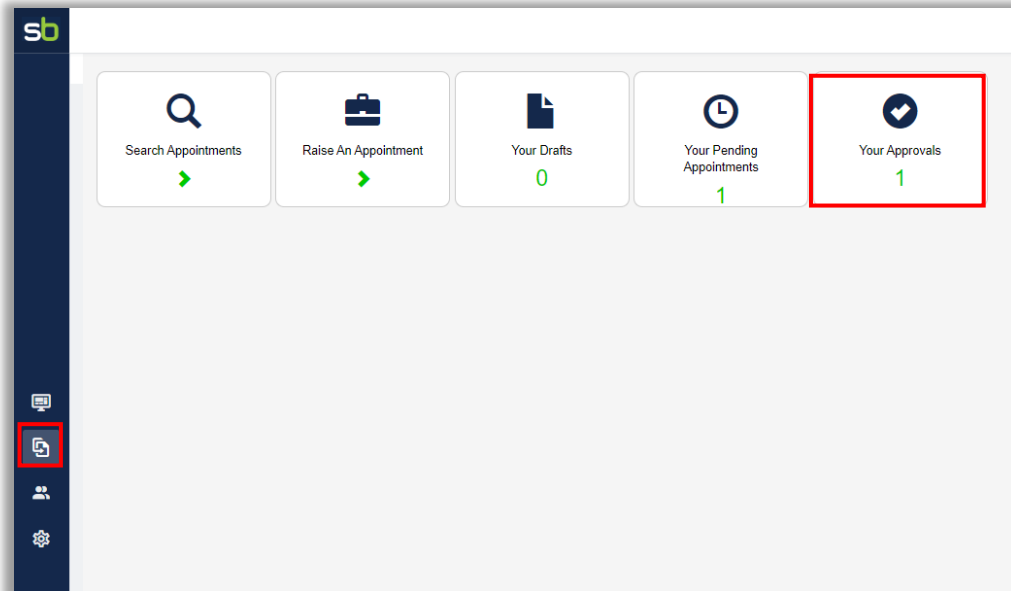
This link will take you to the Springboard login page where you can click on the Single Sign On (SSO) to access Springboard.

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 have 1 account only, you will be taken directly to the 'Appointment Requests' page in Springboard. If you have 2 accounts, you will be taken to the following screen to select the appropriate account (Advertised Vacancy).

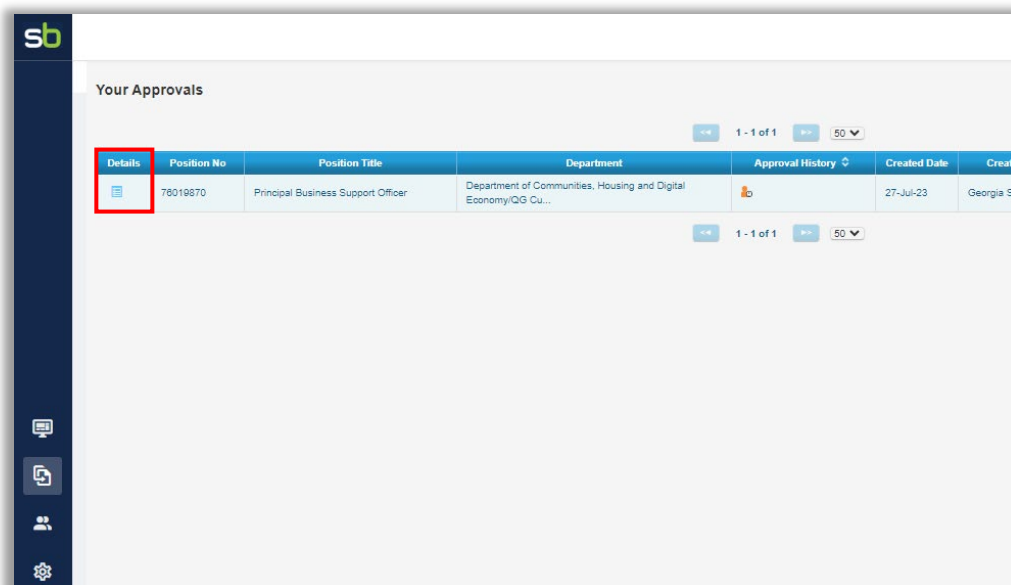
Approve or Reject an Appointment

In Springboard on the 'Appointment Requests' page, click on 'Your Approvals' to view the appointments for your approval.



Locate the appointment to approve or reject from the list and then click the 'Details' icon (☰) in the 'Details' column for the appointment.

This will take you to Step 1 of the approval process.



Step 1 – Confirmation

You will need to confirm that you are the person that the email link has been sent to for the approval process.

Check that your name appears in the 'You are' field and click on the checkbox to confirm your identity.

Then click on 'Next' when ready.

The screenshot shows the Queensland Government logo and the text "Queensland Government". Below this is a progress bar with two steps: "Step 1" (highlighted in blue with a red border) and "Step 2" (light grey). The main content area is enclosed in a blue border and contains the following elements:

- The text "You are" followed by a text input field containing "Tina Laws".
- A checked checkbox with the text "Confirm your identity by checking the box *".
- A blue "Next" button.

Step 2 – Appointment & Approval

In Step 2, scroll down the screen, checking that all the listed details of the appointment are correct.

The screenshot shows the Queensland Government logo and the text "Queensland Government". Below this is a progress bar with two steps: "Step 1" (light grey) and "Step 2" (highlighted in blue with a red border). The main content area is enclosed in a blue border and contains the following elements:

- A blue header bar with the text "Appointment details".
- A text input field labeled "Appointment Ref Number" containing "2023-1099467".
- A blue header bar with the text "Your details".
- A text input field labeled "Name" containing "Georgia SMITH".
- A text input field labeled "Email address" containing "Georgia.SMITH@chde.qld.gov.au".
- A text input field labeled "Department" containing "Department of Communities, Housing and Digital Economy".
- A text input field labeled "Business area" containing "Queensland Shared Services".

When you reach the end of the page, you will see the approval section.

In the 'Approval delegation' field, select one of the following from the drop-down menu:

- I hold the department Human Resource/Financial delegation to approve this appointment
 - I have sighted the approval by the Delegate for this appointment**
- **If you select this option, another field will appear below. Enter the Delegate's name and in the 'Your Comments' field, enter the form of approval you sighted (e.g. – email, etc...)**

Then enter any additional comments or notes in the 'Your Comments' field.

You can print a copy of this appointment by clicking on the 'Print' button.

To finalise this process, select one of two options available:

- Approve
- Reject

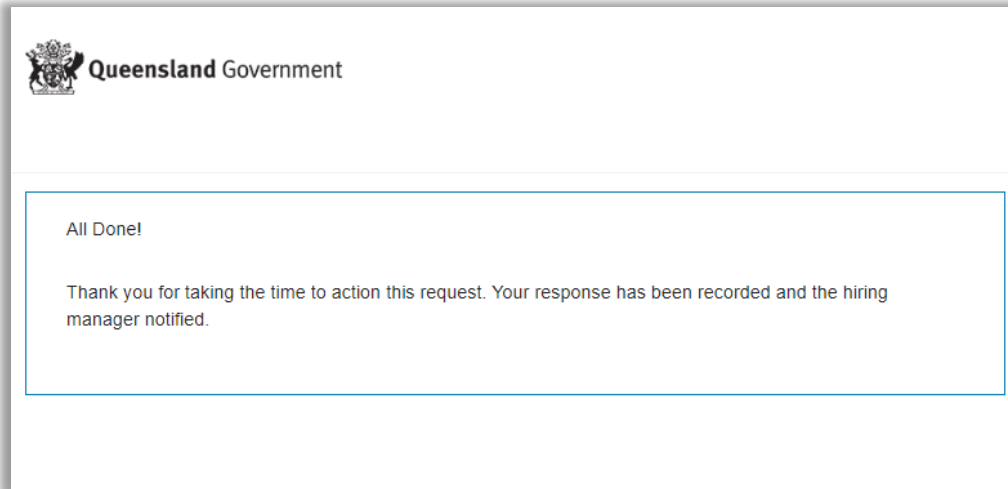
The screenshot shows a form titled 'Approval'. It features a dropdown menu for 'Approval delegation *' with the selected option 'I hold the department Human Resource/Financial delegation to approve this appointment'. Below this is a large text area for 'Your Comments'. At the bottom, there are three buttons: 'Print', 'Reject', and 'Approve'.

Approve an Appointment

To approve the appointment, click on the 'Approve' button.

This screenshot is identical to the previous one, but the 'Approve' button is highlighted with a red border, indicating it is the next step in the process.

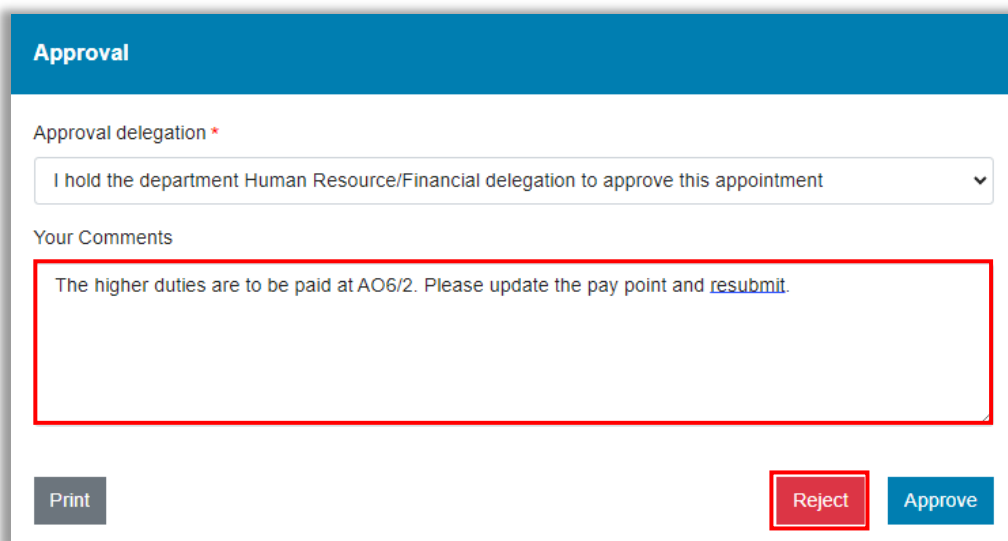
When this process is completed, the following message will appear advising that this process is now completed.



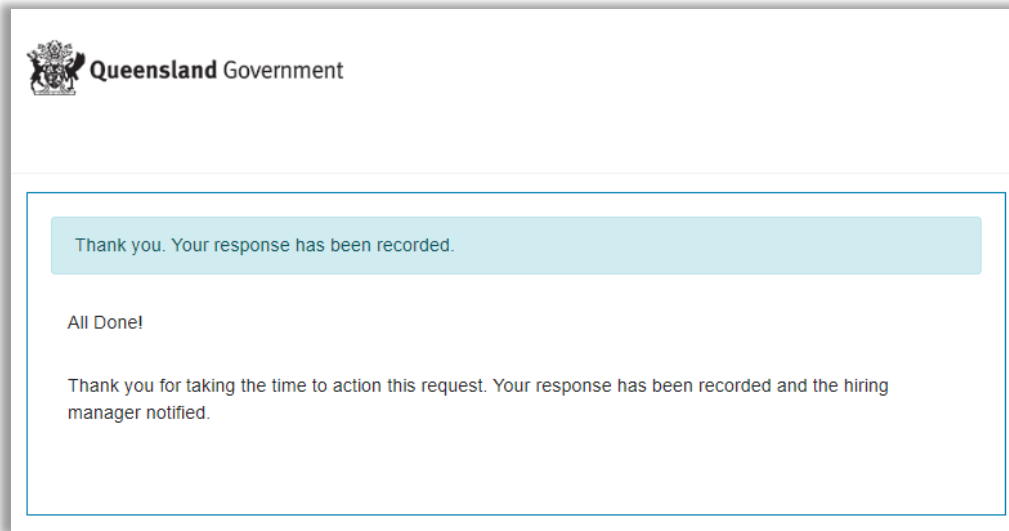
Close this screen by clicking on the 'X' in the top right corner of the page to return to Springboard and log out.

Reject an Appointment

To reject the appointment, enter the reason for rejecting (or not approving) the appointment in the 'Your Comments' field and then click on the 'Reject' button.

A screenshot of the 'Approval' form. The title 'Approval' is in a blue header. Below it is a dropdown menu for 'Approval delegation *' with the selected option 'I hold the department Human Resource/Financial delegation to approve this appointment'. Underneath is a 'Your Comments' section with a text area containing the text: 'The higher duties are to be paid at AO6/2. Please update the pay point and [resubmit](#).' At the bottom, there are three buttons: 'Print' (grey), 'Reject' (red), and 'Approve' (blue).

When this process is completed, the following message will appear advising that this process is now completed.



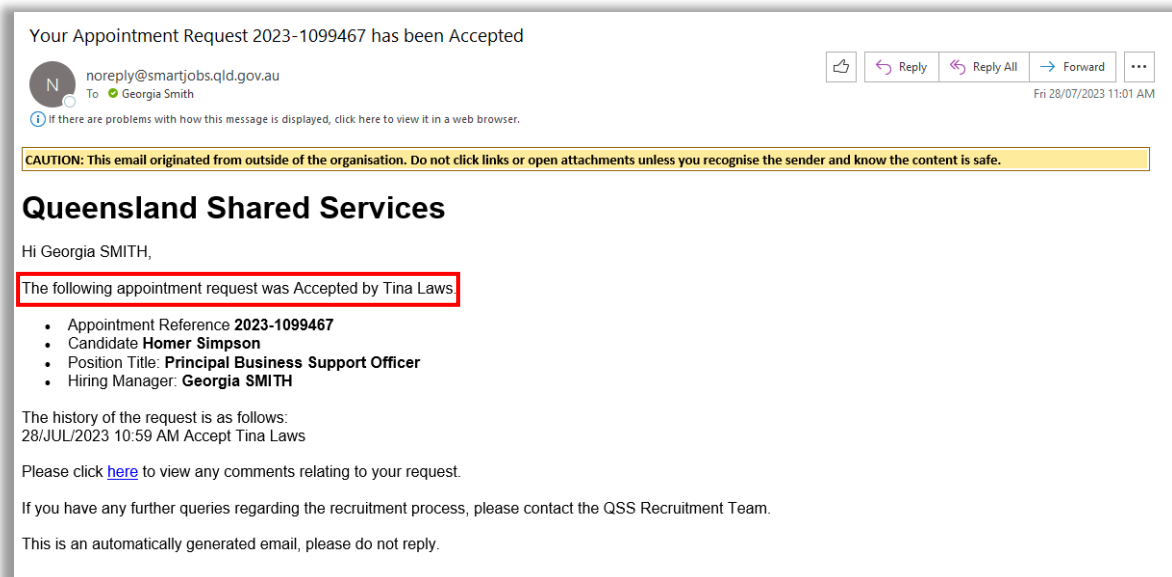
Close this screen by clicking on the 'X' in the top right corner of the page to return to Springboard and log out.

Confirmation Emails

When the appointment has been approved or rejected, the Requester will receive 2 emails from Springboard.



Approved Emails

The first email will be to advise that the Approver has accepted the appointment:



The second email, will be to advise that Approver has approved the appointment:

Appointment Request 2023-1099467 update: Principal Business Support Officer approved by Tina Laws

 noreply@smartjobs.qld.gov.au
To:  Georgia Smith

[Reply](#) [Reply All](#) [Forward](#) [More](#)

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

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Queensland Shared Services

Hi Georgia SMITH,

Tina Laws has approved the appointment request:

- Appointment Reference **2023-1099467**
- Candidate **Homer Simpson**
- Position Title: **Principal Business Support Officer**
- Position Number: **76019870**
- Request Date: **27-Jul-2023**

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

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



Not Approved Emails

If the appointment has not been approved (or rejected), the Requester will receive 2 emails from Springboard.

Both emails will advise that the Approver has not approved the appointment:

Email 1:

Your Appointment Request 2023-1099482 has been Not Approved

 noreply@smartjobs.qld.gov.au
To:  Georgia Smith

[Reply](#) [Reply All](#) [Forward](#) [More](#)

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

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Queensland Shared Services

Hi Georgia SMITH,

The following appointment request was Not Approved by Tina Laws

- Appointment Reference **2023-1099482**
- Candidate **Marge Simpson**
- Position Title: **Principal Business Support Officer**
- Hiring Manager: **Georgia SMITH**

The history of the request is as follows:
28/JUL/2023 11:17 AM Not Approve Tina Laws



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






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

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

Email 2:

Appointment Request 2023-1099482 update: Principal Business Support Officer Not Approved by Tina Laws

 noreply@smartjobs.qld.gov.au
To:  Georgia Smith

  Reply  Reply All  Forward 

Fri 28/07/2023 11:18 AM

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Queensland Shared Services

Hi Georgia SMITH,

Tina Laws has Not Approved the appointment request

- Appointment Reference **2023-1099482**
- Candidate **Marge Simpson**
- Position Title: **Principal Business Support Officer**
- Position Number: **76019870**
- Request Date: **28-Jul-2023**

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

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