There are various situations where events don’t go as planned and changes need to be made. This guide covers the most common scenarios and simple steps to correct them. Where more complex actions are required you are referred to the relevant QRG.

Note: When you attach a post/appointment to a vacancy, the status of the appointment changes to Recruiting. This stops it from appearing in the New Appointments Post tab and ensures that you can only offer it to someone who applies for the vacancy it is attached to. For this reason it is often necessary to unlink the appointment and vacancy to resolve an issue.

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A. Failed recruitment

Scenarios

Scenario 1: Re-advertise for same post

When a recruitment exercise fails to lead to an appointment the post and planned appointment can be re-used, but a new vacancy is required. To re-advertise the post:

- Unlink the original appointment from the vacancy  
- Close the failed vacancy  
- Create a new vacancy manually

You can now proceed with preparing the vacancy for advertising following QRG: REC01 Managing a vacancy

Scenario 2: Re-advertise at a different grade

When a recruitment exercise fails to lead to an appointment the decision may be made to adjust the duties of the post and advertise at a different grade. The original post must be made dormant. In this scenario follow the steps below:

- Unlink the original appointment from the vacancy  
- Close the failed vacancy  
- Email the Reward Team to request that the original unused post is made dormant

You can now proceed with raising a new staff request for the new post following QRG: RQ1 Raising and approving a staff request.

Scenario 3: Failed Recruitment - Advertising Not Being Repeated

Where a preferred candidate has not been found and it is not planned for the advertising to be repeated, follow the steps below:
Scenario 4: Make a direct appointment

When a recruitment exercise fails to lead to an appointment the decision may be made to make a direct appointment. Follow the steps below:

- Unlink the original appointment from the vacancy  
Section B:1
- Close the failed vacancy  
Section B:2

You can now proceed with the direct appointment following **QRG: PA2g Direct Appoint**

Scenario 5: Appoint an applicant who applied for a different vacancy

When a recruitment exercise fails to lead to an appointment there may be an applicant from a different vacancy who is ideal for the post and so the decision is made to appoint them. Attach the applicant to the vacancy you wish to appoint them to, following the steps below:

**CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Detail**

1. Complete search criteria as required and click to find the relevant applicant.
2. Double click to select the applicant.

3. Go to Select Detail > Vacancy Detail.

The Applicant Maintenance window opens:

4. Click the icon on the toolbar to add a new row.

5. Select the relevant vacancy from the list of values in the Vacancy ID field (scroll across to the right to see the Vacancy ID) and click .

6. Click to link the applicant to the vacancy and . Then out of the record as required.

7. Record the offer following QRG: REC03 Managing online applications section C

Scenario 6: Manage Repeat Recruitment

6.1 Request for External Advertising Rejected

If the Joint Group has rejected your request for external advertising, it will need to be decided whether to repeat the internal-only advertising.
6.1.1. Where it is decided not to repeat the internal-only advertising follow the steps below:

- Close the original vacancy with the status 'No Appointment Made'. Section B:2

Note: All applicant statuses must be updated to reflect the final status before closing the vacancy.

6.1.2. If it has been decided that internal-only advertising will be repeated follow the steps below:

- Remove the appointment from the old vacancy Section B:1
- Close the original vacancy with the status 'No Appointment Made'. Section B:2
- Create a new vacancy manually Section B:3
- Link the original post/appointment to the new vacancy. Section B:4

Note: All applicant statuses must be updated to reflect the final status before closing the vacancy.

6.2 Request for External Advertising Approved

Where external advertising has been approved by the Joint Group and confirmation has been received by the recruitment administrator, follow the steps below:

- Unlink the appointment from the original vacancy Section B:1
- Close the original vacancy with the status 'No Appointment Made'. Section B:2
- Create a new vacancy manually following the guidance in QRG REC06 Creating a manual vacancy. Section B:3
- Link the original appointment to the new vacancy Section B:4

You can now proceed with preparing the vacancy for advertising following QRG: REC01 Managing a vacancy

Note: All applicant statuses must be updated to reflect the final status before closing the original vacancy.
B. Process steps

1. Unlink the appointment from the original vacancy

1.1. Complete search criteria as required and click **Search** to find relevant vacancy.

1.2. Double click to open the vacancy.

1.3. Go to **Select Detail > Appointments**, the Vacancy Maintenance window opens:

1.4. Highlight the appointment and Click the delete button [A] to unlink the appointment.

1.5. Click **[ ]** and **OK**.

2. Close the original vacancy
2.1. Select the appropriate vacancy status e.g. **No Appointment Made**.

2.2. Enter current date in the **Date Closed** field.

2.3. Select the **Closed** radial in the Vacancy Status/Date section of the screen.

2.4. Click ![ ] and ![ ] out of the record as required.

3. **Create new vacancy manually and complete setup**

   **CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail**

1. The **Search Criteria** form will open. To create a new vacancy, click the **New** button.

2. The **Vacancy Maintenance (Vacancy Detail)** screen will open. The **Vacancy ID** will have been automatically created. Make a note of this number.

The **Vacancy Maintenance (Vacancy Detail)** screen will open:
3.1. Check/update as applicable:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Select the <strong>Status</strong> as <strong>DRAFT</strong></td>
</tr>
<tr>
<td>Description</td>
<td>Enter the actual Job Title into the <strong>Description</strong> field (in upper &amp; lower case).</td>
</tr>
<tr>
<td>Date Opened</td>
<td>Select the <strong>Date Opened</strong> to be today's date</td>
</tr>
<tr>
<td>Requested By</td>
<td>Select the <strong>Requested By</strong> to be your name</td>
</tr>
<tr>
<td>Vacancy Type</td>
<td>Select the appropriate <strong>Vacancy Type</strong></td>
</tr>
<tr>
<td>Job Title</td>
<td>Select the appropriate <strong>Job Title</strong> to match the Post</td>
</tr>
<tr>
<td>Company</td>
<td>Select the appropriate <strong>Company</strong> to match the Post</td>
</tr>
<tr>
<td>Department</td>
<td>Select the appropriate <strong>Department</strong> to match the Post</td>
</tr>
<tr>
<td>Location</td>
<td>Select the appropriate <strong>Location</strong> to match the Post</td>
</tr>
<tr>
<td>Pay Scale</td>
<td>Select the appropriate <strong>Pay Scale</strong></td>
</tr>
<tr>
<td>Position Type</td>
<td>Select the appropriate <strong>Position Type</strong></td>
</tr>
</tbody>
</table>

3.2. Click **Save**. The **Vacancy ID** will have been automatically created. Make a note of this number.

3.3. Select the **Recruitment Opens** date from the List of Values, and the opening time from the drop down list.
3.4. Select the **Recruitment Closes** date from the List of Values, and the closing time (mid-day) in the next field from the drop down list. Click the save and **OK**.

---

**4. Link the post/planned appointment**

![Link the post/planned appointment](image)

The **Search Criteria** screen will open:

![Search Criteria](image)

**4.1.** To search for vacancy, enter the Vacancy ID and click the **Search** button.

**4.2.** The Vacancy Selection screen will display:
4.3. To open the vacancy, double-click onto the record. The *Vacancy Maintenance* screen will open.

4.4. From Select Detail click on to **Appointments**. The lower part of the screen will be as shown below:

4.5. Enter the Post Number, as supplied in the email notification, into the **Post/Sequence** field and press either the [Tab] or [Enter] key.

4.6. Enter the Sequence number into the next field and again press the [Tab] or [Enter] key.
Continue to press either the [Tab] or [Enter] key until all the fields have been populated across the screen:

Check that all the details are correct and click . A confirmation message will appear, click OK to confirm.

5. Manually attach an applicant

Complete search criteria as required and click to find the relevant applicant.

Double click to select the applicant.

Go to Select Detail > Vacancy Detail.
The Applicant Maintenance window opens:

5.4. Click the icon on the toolbar to add a new row.

5.5. Select the relevant vacancy from the list of values in the Vacancy ID field (scroll across to the right to see the Vacancy ID) and click OK.

5.6. Click to link the applicant to the vacancy and out of the record as required.

6. Update applicant status

CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Status
6.1. Enter the relevant **Vacancy ID** and click ![Search](image) to show the applicants.

6.2. Click on the relevant Applicant ID to select the applicant, then select the correct applicant status e.g. **Rejected at Shortlisting** from the drop down list.

6.3. Click ![Back](image) and ![Save](image) out of the record as required.

---

7. **End appointment**

7.1. Refer to [QRG EA1 Ending appointment(s)](image) entering the details as shown below:

7.2. Complete details as relevant:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Effective Date** *     | If the new starter did not show: **Same as start date.**  
If the new starter stayed less than 6 months: **Last paid/working day** |
| **Leaving Code** *       | If the new starter did not show: **Other**  
If the new starter stayed less than 6 months: **Probation: Dismissal/Resignation** as relevant |
| **Leaving Destination Code** * | If the new starter did not show: Select **Not Applicable**  
If the new starter stayed less than 6 months: **Select relevant code** |
| **Location after leaving** | If the new starter did not show: Select **Information Refused**  
If the new starter stayed less than 6 months: **Select relevant code** |
| **Ending Reason** *      | If the new starter did not show enter **Didn’t show**  
If the new starter stayed less than 6 months: **Enter appropriate details** |

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**C. Correcting vacancy errors**

**Scenarios**
Scenario 7: Direct appointment, but post/appointment has been linked to a vacancy

A direct appointment does not need the vacancy created by the Reward Team to be used, so it can be closed. However, if it is wrongly linked it is important to unlink the appointment and vacancy before proceeding:

- Unlink the post/planned appointment from the vacancy  
  Section B:1
- Close the vacancy  
  Section B:2

Scenario 8: Assigned wrong post/planned appointment to a vacancy

Occasionally a post/planned appointment can be linked to the wrong vacancy. To address this you must:

- Unlink the incorrect post/planned appointment from the vacancy  
  Section B:1
- Link the correct post/planned appointment to the vacancy  
  Section B:4

D. Offer issues

Scenarios

Scenario 9: Recorded offer against wrong applicant or for wrong post (not appointed yet)

Where an offer has been recorded for the wrong applicant, or against the wrong post, the status must be updated for the incorrect applicant or post before the offer can be recorded for the correct applicant.

Following the guidance in section B:6 complete the steps below:

- Update the applicant status against the wrong applicant/post
- Update the applicant status for the correct applicant/post

You are now able to proceed with the usual steps to record the offer and appoint the correct applicant following QRG: REC03 Managing online applicants
Scenario 10: Offer rejected by preferred candidate, now want to offer to second choice

Where an applicant rejects an offer (before appointment has been made) their status must be updated, and the status of the second choice similarly updated. Follow the steps below:

- Update the applicant status to “Offer rejected”  

You are now able to proceed with the usual steps to record the offer and appoint the second choice applicant following QRG: REC03 Managing online applicants
E. Appointment issues

Scenarios

Scenario 11: Appointed wrong applicant to a post

Where a wrong (unsuccessful) applicant has been appointed to a post the following steps should be taken:

- End the original appointment  
  Section B:7
- Contact the Reward Team for a new planned appointment
- Link the new post/planned appointment to the vacancy  
  Section B:4
- Update the status of ‘wrong’ applicant (if possible)  
  Section B:6

You are now able to proceed with the usual steps to record the offer and appoint the correct applicant following QRG: REC03 Managing online applicants

Scenario 12: Applicant Appointed to wrong Post/Appointment

Where the correct, successful, applicant has been appointed in Personnel but to the wrong post, the steps required to correct it will be dependent upon the individual circumstances.

Contact the HRIS Support Centre for guidance.

Scenario 13: Applicant is linked to the wrong employee

During the appointment process if an applicant is accidently linked to the wrong employee the steps required to correct it will be dependent upon the individual circumstances.

Contact the HRIS Support Centre for guidance.
Scenario 14: New starter didn’t show and plan to re-advertise for same post

This is managed as follows:

- End the used appointment following the steps in Section B:7
- Raise a staff request for a replacement/refill following QRG: RQ1 Creating and approving a staff request
- Follow the standard recruitment steps in QRG: REC03 Managing online applications

Scenario 15: New starter didn’t show, so wish to make offer to second choice

This is managed as follows:

- End the used appointment following the steps in Section B:7
- Raise a staff request for a replacement/refill following QRG: RQ1 Creating and approving a staff request
- Follow the standard recruitment steps in QRG: REC03 Managing online applications