There are various situations where events don’t go as planned and changes need to be made. This guide covers the common situations.

**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.

This guide covers the following process steps:

1. **Failed recruitment**
   - Scenario 1: Failed recruitment and plan to re-advertise for same post
   - Scenario 2: Failed recruitment and plan to re-advertise at a different grade
   - Scenario 3: Failed Recruitment - Advertising Not Being Repeated
   - Scenario 4: Failed recruitment – now want to make a direct appointment
   - Scenario 5: Failed recruitment – now want to appoint an applicant who applied for a different vacancy
   - Scenario 6: Manage Repeat Recruitment

2. **Correcting vacancy errors**
   - Scenario 7: Post should have been a direct appointment, but post/appointment has been linked to a vacancy
   - Scenario 8: Assigned wrong post number to vacancy

3. **Offer issues**
   - Scenario 9: Offered wrong applicant or recorded offer for applicant against wrong post (have not appointed yet)
   - Scenario 10: Offer rejected (before appointed) by first choice, now want to offer to second choice

4. **Appointment issues**
   - Scenario 11: Appointed wrong applicant to a post
   - Scenario 12: Applicant Appointed to wrong Post/Appointment
   - Scenario 13: Applicant is linked to the wrong employee
   - Scenario 14: New starter didn’t show and plan to re-advertise for same post
   - Scenario 15: New starter didn’t show or remained in post for less than 6 months, so wish to make offer to second choice

**What’s changed?**
All references to RQ1a and RQ1b changed to RQ1_Create and approve a staff request.
1. Failed recruitment

Scenario 1: Failed recruitment and plan to re-advertise for same post

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

- a. Unlink the appointment from the vacancy
- b. Close the failed vacancy
- c. Create a new vacancy (manually)
- d. Link the vacancy to the post/appointment
- e. Notify the Advert team when you are ready to re-advertise

Note: Do not re-use a vacancy. If you are in any doubt please contact the Adverts Team.

Scenario 2: Failed recruitment and plan to 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. In this situation you must:

A. Unattach the appointment and vacancy

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

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

2. Double click to open the vacancy.

3. Go to **Select Detail > Appointments**, the Vacancy Maintenance window opens:
4. Highlight the appointment and Click the delete button [A] to unlink the appointment.

5. Click [ ] and [ ]

B. Close the failed vacancy

1. Select the appropriate vacancy status e.g. No Appointment Made.

2. Enter current date in the Date Closed field.

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

4. Click [ ] and [ ] out of the record as required.
C. Raise a new staff request for the new post

Refer to QRG: RQ1_Create and approve a staff request as required. Then repeat the standard recruitment process to advertise the new post.

D. Contact the Reward Team

Request that the original post is made dormant (un-used).

Scenario 3: Failed Recruitment - Advertising Not Being Repeated

CorePersonnel >Recruitment >Recruitment Maintenance >Vacancy Details

Where a preferred candidate has not been found and it is not planned for the advertising to be repeated then change the vacancy status to ‘No Appointment Made’ and close the vacancy.

Ensure all applicants are correctly updated with their final status before you do so.

Refer to 6. Close the Vacancy at the end of this quick reference guide.

Scenario 4: Failed recruitment – now want to make a direct appointment

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

A. Unattach the appointment and vacancy

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

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

2. Double click to open the vacancy.

3. Go to Select Detail > Appointments, the Vacancy Maintenance window opens:
4. Highlight the appointment and Click the delete button [A] to unlink the appointment.

5. Click and .

B. Close the failed vacancy

1. Select the appropriate vacancy status e.g. **No Appointment Made**.

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

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

4. Click and out of the record as required.
C. Make direct appointment

Follow QRG: PA2g_Direct Appoint.

Having unlinked the appointment from the vacancy, the appointment will appear in Posts tab to be selected for the direct appointment.

Scenario 5: Failed recruitment – now want to 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. In order to do this they must be:

a. Attached to the vacancy (manually)

b. Record offer and appoint as usual

A. Manually attach applicant to vacancy

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 OK.

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

B. Record offer and complete appointment

Refer to QRG: PANS0_Prepare for Arrival, section A onwards.

Scenario 6: Manage Repeat Recruitment

This section of the guide relates to process REC 7a Manage Interviews (and should be read in conjunction with) the recruitment process outlined on the Personnel Services website. Go to Personnel Services>Recruiting staff>Recruitment process.

On occasions, having completed the shortlisting and interview process, it may not have been possible to choose a preferred candidate.
6.1 Recruitment Re-run Required - Advertising To Be Repeated

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

A. Unattach the appointment and vacancy

1. Complete search criteria as required and click [Search] to find relevant vacancy.

2. Double click to open the vacancy.

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

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

5. Click [ ] and [OK]
B. Close the failed vacancy

1. Select the appropriate vacancy status e.g. **No Appointment Made**.

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

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

4. Click and **OK** out of the record as required.

C. Create a new vacancy

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

The **Vacancy Maintenance (Vacancy Detail)** screen will open:
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 DRAFT</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. Click **Save**. The **Vacancy ID** will have been automatically created. Make a note of this number.

4. Select the **Recruitment Opens** date from the List of Values, and the opening time from the drop down list [D].

5. 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 [D]. Click the save and **OK**.

D. Link the Vacancy and Post/Appointment, and complete set up of the new vacancy

Refer to QRG: REC01_Creating a Vacancy (Recruitment & Personnel) section 1.2 onwards to link the original post/appointment to the new vacancy and to complete the set-up of the vacancy.

E. Notify the Adverts Team

When you are ready to advertise the post, send the original ‘Post/Appointment now Authorised’ notification email to the Advert Team stating the new vacancy ID and the fact that it is a re-advertisement.
6.1.1 Request for External Advertising Rejected

After being notified that the Joint Group has rejected your request for external advertising, it will need to be decided whether to repeat the internal-only advertising. Where it is decided not to repeat the internal-only advertising, then the vacancy should be closed with a status of ‘No Appointment Made’. All applicant statuses must be updated to reflect the final status before closing the vacancy.

Refer to 6. Close the Vacancy at the end of this quick reference guide.

If it has been decided that internal-only advertising will be repeated, then start the process again by creating a new vacancy. Please refer to QRG: REC01a_Creating a Vacancy in CoreHR for further details.

The original vacancy needs to be closed; refer to 6. Close the Vacancy at the end of this quick reference guide. Remove the appointment from the old vacancy and add to the new one.

To set up the vacancy and recruitment details, refer to REC01: Creating a Vacancy in CoreHR quick reference guide.
To update the Vacancy Events; refer to QRG: REC00_Recruitment Basics in CoreHR quick reference guide

6.1.2 Request for External Advertising Approved

Where external advertising has been approved by the Joint Group and confirmation has been received by the recruitment administrator, create a new vacancy, (refer to QRG: REC01a_Creating a New Vacancy in CoreHR).

Update the old vacancy with a status of ‘No Appointment Made’ and ensure all applicant statuses have been updated to reflect the final status before closing the old vacancy.

Refer to 6. Close the Vacancy at the end of this quick reference guide.
Remove the appointment from the old vacancy and add to the new one.
2. Correcting vacancy errors

Scenario 7: Post should have been a 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:

A. Unattach the appointment and vacancy

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

1. Complete search criteria as required and click [Search] to find relevant vacancy.

2. Double click to open the vacancy.

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

4. Highlight the appointment and Click the delete button [A] to unlink the appointment. Click [ ] and [ ].
B. Close the unused vacancy

1. Update the vacancy status to **APPTMD – Appointment made**.

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

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

4. Click and out of the record as required.

C. Make direct appointment

Follow QRG: **PA2g_Direct Appoint**.

Having unlinked the appointment from the vacancy, the appointment will appear in Posts tab to be selected for the direct appointment.

**Scenario 8: Assigned wrong post number to vacancy**

It is possible for a vacancy to be linked to the wrong post number. To address this you must:

   a. Unlink the appointment from the vacancy  
   b. Re-link the vacancy to the correct post

A. Unattach the appointment and vacancy

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail
1. Complete search criteria as required and click **Search** to find relevant vacancy.

2. Double click to open the vacancy.

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

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

5. Click **[A]** and **OK**.

**B. Link the Vacancy and correct Post**

1. Enter the correct **Post/Sequence**. Continue to **[Tab]** until all fields are populated.

2. Click **[A]** and **OK**.
3. Offer issues

Scenario 9: Offered wrong applicant or recorded offer for applicant against wrong post (have not appointed yet)

Where an offer has been recorded for the wrong applicant for a post the applicant status must be updated before the offer can be recorded for the correct applicant.

A. Update Status of ‘wrong’ applicant (if possible)

CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Status

1. Enter the relevant Vacancy ID and click to show the applicants.

2. To change the status of the ‘wrong’ applicant select the correct value e.g. Rejected at Shortlisting from the Applicant Status drop down for the relevant applicant.

3. Click and out of the record as required.

Note: If the applicant had applied for multiple posts and the offer has been recorded against the wrong post then additional steps are required as per Scenario 6.

Scenario 10: Offer rejected (before appointed) by first choice, 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.
A. Change status of first choice

CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Status

1. Enter the relevant Vacancy ID and click to show the applicants.

2. To change the status of the first choice applicant select the correct value e.g. Offer Refused from the Applicant Status drop down for the relevant applicant.

3. Click and out of the record as required.

B. Change status of second choice

Change status as above, selecting Offer Made – Personnel as Applicant Status.

C. Record Offer and complete appointment

Refer to QRG: PANS0_Pre-Arrival and New Starter Guide, section A onwards to appoint the second choice applicant.

4. Appointment issues

Scenario 11: Appointed wrong applicant to a post

Where a wrong (unsuccessful) applicant has been appointed to a post this must be addressed by:

a. Ending the appointment
b. Contacting the Reward Team for a new planned appointment
c. Linking the new appointment to the vacancy
d. Recording the offer for the correct applicant and appointing to the new post/appointment

e. Updating the status of ‘wrong’ applicant (if possible)

A. End the Appointment

Note: This guide assumes that, in appointing the wrong applicant, you have created a new employee record and have not transferred an existing employee into the post. If you have appointed an existing employee record into the post please contact the HRIS Support Centre for further guidance.

Navigate to: Personnel > Maintenance > Personal Profile

1. Search for appointed applicant and open the person record.

2. Go to Select Detail box > Appointment Details. The Appointment Details window opens.

3. Click the button. The Post Appointment Maintenance window opens.

4. Go to Selection > End Appointment. The End Appointment window opens.

5. Complete details as relevant:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date *</td>
<td>Same as start date.</td>
</tr>
<tr>
<td>Leaving Code *</td>
<td>Select Other.</td>
</tr>
<tr>
<td>Leaving Destination Code *</td>
<td>Select Not Applicable</td>
</tr>
<tr>
<td>Location after leaving*</td>
<td>Select Information Refused</td>
</tr>
<tr>
<td>Ending Reason *</td>
<td>Enter Appointed in Error.</td>
</tr>
</tbody>
</table>

6. Click . A message appears asking if you are sure want to end this appointment. Click . Exit all windows back to the main Personnel screen.
B. Request a new planned appointment

Email Reward team and ask for a new Planned Appointment. Quote the Post Number and Original Staff Request number (where applicable).

C. Link the new Post/Appointment to the vacancy

When the new Planned Appointment has been authorised, link the new post/appointment sequence to the vacancy.

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

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

2. Double click to open the vacancy.

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

4. Enter the correct Post/Sequence. Continue to [Tab] until all fields are populated.

5. Click and .
D. Record offer and complete appointment

Refer to QRG: PANS0 Pre-arrival and New Starter Guide, section A onwards.

E. Update Status of ‘wrong’ applicant (if possible)

As follows:

CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Status

1. Enter the relevant **Vacancy ID** and click **Search** to show the applicants.

2. To change the status of the ‘wrong’ applicant select an alternative status from the Applicant Status drop down for the relevant applicant. Eg. **Rejected at Interview**.

3. Click **|** and **OK** out of the record as required.

Scenario 12: Applicant Appointed to wrong Post/Appointment

Where the correct successful applicant has been appointed in Personnel but to the wrong post this must be addressed by:

a. Commencing the incorrect appointment
b. Unlinking the correct appointment and vacancy
c. Appointing (via direct appoint) the applicant to the correct post as an additional appointment
d. Ending the incorrect appointment
e. Contacting the Reward team for a new planned appointment to correct the wrong post
A. Commencing the Incorrect Appointment

**Note:** This guide assumes that, in appointing the applicant, you have processed the appointment back-dated. **If you find that commencing the appointment results in a ‘Future Confirmed’ appointment please contact the HRIS Support Centre for alternative guidance.**

Commence appointment in the incorrect post, ensure that a £0 salary line has been set up and approved, and reject all other salary lines. Let HRIS Support Centre know so that they can amend the appointment to show that it was appointed to in error.

B. Unlinking the correct appointment and vacancy

**Note:** This guide assumes that the correct post has been linked to a vacancy and you are aware of which vacancy it is linked to. **If the post is not linked to a vacancy, proceed to Step C.**

CorePersonnel > Recruitment > Recruitment Maintenance > Vacancy Detail

1. Complete search criteria as required and click **Search** to find the vacancy which the correct appointment is linked to.

2. Double click to open the vacancy.

3. Go to **Select Detail > Appointments**

The Vacancy Maintenance window opens:
4. Highlight the appointment which should have been appointed to and Click the delete button to unlink the appointment. This will allow you to make a direct appointment in step B. If you find that you are unable to unlink the post from the vacancy at this stage this may indicate that the post has been already used, if this is the case please contact the HRIS Support Centre for further guidance.

5. Click and out of the record as required.

C. Make direct appointment

Once the appointment and vacancy have been separated you can direct appoint the applicant to the correct appointment (you can’t appoint the applicant via the vacancy again) using the Employee Record used or created when appointing to the wrong post.

You will need to appoint to the correct appointment as an additional appointment in order to appoint from the correct start date.

Follow QRG: PA2b_Appoint Additional Appointment using Section 2.2 - If your employee is a 'direct appoint' (i.e. not via e-Recruitment).

You will need to search for the employee record and use the same ‘Start Date’ as you used when appointing to the incorrect appointment.

D. Ending the incorrect Appointment

Note: If the correct appointment is fixed term, make a note of the Target End Date, Action and Reason Code of the correct appointment before proceeding.

Navigate to: Personnel > Maintenance > Personal Profile

1. Search for and open the relevant employee record and go to Select Detail > Appointment Details. The Appointment Details window opens.
2. Click on **End Appointment**. (If necessary click into the Appointment ID field to select the appointment to be ended. Where multiple appointments exist, check in the Appointment Detail section that you have selected the correct one to be ended.)

The **End Appointment** window opens.

3. In the Leaving Detail section enter/select details as below:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date *</td>
<td>Same as start date</td>
</tr>
<tr>
<td>Leaving Code *</td>
<td>Select Other</td>
</tr>
<tr>
<td>Leaving Destination Code *</td>
<td>Select Not Applicable</td>
</tr>
<tr>
<td>Location after Leaving*</td>
<td>Select Information Refused</td>
</tr>
<tr>
<td>Ending Reason *</td>
<td>Enter Appointed in Error</td>
</tr>
</tbody>
</table>
4. Click OK. A message appears asking if you are sure want to end this appointment. Click OK. Exit all windows back to the main Personnel screen.

E. Correct the wrong post

If the wrong post is still vacant, email the Reward team and ask for a new planned Appointment for that post. Remember to quote the Post Number and Original Staff Request number (where applicable).

When the new planned Appointment has been authorised add the new post-seq to the correct vacancy. See Scenario 9, section C.

Scenario 13: Applicant is linked to the wrong employee

During the appointment process if an applicant is accidently linked to the wrong employee there are two options, depending on the stage of appointment that had been reached.

Section 1 below shows the resolution where the appointment was cancelled out before step 3 of the appointment wizard.

a. Update Applicant Status  
b. Unlink Applicant from Employee  
c. Reapply the Applicant Status  
d. Complete the appointment

Section 2 shows the resolution where the appointment wizard was completed.

a. Discuss Ending the Appointment with the HRIS Support Centre  
b. Request a new planned appointment  
c. Make direct appointment

Section 1

A. Update Applicant Status

CorePersonnel > Recruitment > Recruitment Maintenance > Applicant Status
1. Enter the relevant **Vacancy ID** and click **Search** to show the applicants.

2. Change the status of the applicant temporarily to undo the offer e.g. **Offer Refused** from the **Applicant Status** drop down for the relevant applicant.

3. Click **[ ]** and **[ ]** out of the record as required.

**B. Unlink Applicant from Employee**

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

1. Search for and open the relevant applicant in the **Applicant Maintenance** screen.

2. Click on the un-link button then **[ ]** out of the record as required.

**C. Reapply the Applicant Status**

Follow A above to update the **Applicant Status** back to **Offer made – Personnel**.

**D. Complete the appointment**

Begin the appointment process again. Refer to **QRG: PANS0_Pre-Arrival and New Starter Guide**, section A onwards.
A. Discuss Ending the Appointment with the HRIS Support Centre

Appointing to a new post will have had an impact on the incorrect Employee Record which the Applicant was linked to. You may not be able to assess this impact as you may not have access to view all of the Employee’s Appointments on the system.

Therefore, you must contact the HRIS Support Centre for advice on removing the Appointment from the incorrect Employee Record.

The Support Centre may ask you to liaise with other Departments in order to correct the record; you may also be asked to end the appointment that has been made against the wrong person. If this is the case, please follow the steps below:

---

**Navigate to: Personnel > Maintenance > Personal Profile**

1. Go to Select Detail box > Appointment Details. The Appointment Details window opens.

2. Click the button. The Post Appointment Maintenance window opens.

3. Go to Selection > End Appointment. The End Appointment window opens.

4. Complete details as relevant:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date *</td>
<td>Same as start date.</td>
</tr>
<tr>
<td>Leaving Code *</td>
<td>Select Other.</td>
</tr>
<tr>
<td>Leaving Destination Code *</td>
<td>Select Not Applicable</td>
</tr>
<tr>
<td>Location after leaving*</td>
<td>Select Information Refused</td>
</tr>
<tr>
<td>Ending Reason *</td>
<td>Enter Appointed in Error.</td>
</tr>
</tbody>
</table>

5. Click . A message appears asking if you are sure want to end this appointment. Click . Exit all windows back to the main Personnel screen.
B. Request a new planned appointment

Email the Reward team and ask for a new Planned Appointment. You will need to quote the Post Number and Original Staff Request number (where applicable).

C. Make direct appointment

Direct appoint the applicant to the new planned appointment (you can’t appoint the applicant via the vacancy again).

Follow QRG: PA2g_Direct Appoint.

Scenario 14: New starter didn’t show and plan to re-advertise for same post

Providing the recruitment exercise is to be rerun within six months the post can be re-used and re-authorisation isn’t required. This is managed as follows:

a. End the used appointment
b. Raise a staff request for a replacement/refill
c. Link the Vacancy and Post/Appointment, and complete set up of the new vacancy
d. Notify the Advert Team

A. End the Appointment

Navigate to: Personnel > Maintenance > Personal Profile

6. Go to Select Detail box > Appointment Details. The Appointment Details window opens.

![Appointment Details window](image-url)
7. Click on **End Appointment**. (If necessary click into the Appointment ID field to select the appointment to be ended. Where multiple appointments exist, check in the Appointment Detail section that you have selected the correct one to be ended.)

The *End Appointment* window opens.

8. 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** |

9. Click **OK**. A message appears asking if you are sure want to end this appointment. Click **OK**. Exit all windows back to the main Personnel screen.

10. If the New Starter did not show but you have commenced the appointment and the salary has been approved you will need to discuss this with your Payroll Officer to stop any payment.
B. Raise a staff request for a replacement refill

Refer to QRG: RQ1_Create and approve a staff request and base it on the previous post.

C. Link the Vacancy and Post/Appointment, and complete set up of the new vacancy

Refer to QRG: REC01_Creating a Vacancy (Recruitment & Personnel) section 1.2 onwards to link the new post/appointment to the new vacancy and to complete the setup of the new vacancy.

D. Notify the Advert Team

When you are ready to re-advertise the post, send the original ‘staff request complete’ notification email to the Advert Team stating the new vacancy ID and the fact that it is a re-advertisement.

Scenario 15: New starter didn’t show or remained in post for less than 6 months, so wish to make offer to second choice

Within six months the post can be re-used and re-authorisation isn’t required, so this can be resolved by:

- a. Ending the Appointment
- b. Requesting a new Planned Appointment
- c. Linking the Vacancy and new Planned Appointment
- d. Recording the offer for the 2nd choice and completing their appointment

A. End the Appointment

**Navigate to: Personnel > Maintenance > Personal Profile**

1. Search for and open the relevant employee record and go to Select Detail > Appointment Details.

The Appointment Details window opens.
2. Click on **End Appointment**. (If necessary click into the Appointment ID field to select the appointment to be ended. Where multiple appointments exist, check in the Appointment Detail section that you have selected the correct one to be ended.)

The **End Appointment** window opens.

3. In the Leaving Detail section enter/select details as below:

4. Complete details as relevant:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date *</td>
<td>If the new starter did not show: Select <strong>Same as start date</strong>. If the new starter stayed less than 6 months: Select <strong>Last paid/working day</strong></td>
</tr>
<tr>
<td>Leaving Code *</td>
<td>If the new starter did not show: Select <strong>Other</strong></td>
</tr>
</tbody>
</table>
5. Click **OK**. A message appears asking if you are sure want to end this appointment. Click **OK**. Exit all windows back to the main Personnel screen.

6. If the New Starter did not show but you have commenced the appointment and the salary has been approved you will need to discuss this with your Payroll Officer to stop any payment.

**B. Request new Planned Appointment**

Email Reward team and ask for new **Planned Appointment**. Remember to quote the Post Number and Original Staff Request number (where applicable).

**C. Link the Vacancy and Post/Appointment**

See **Scenario 9, section C**.

**D. Record offer and complete appointment**

Refer to **ORG: PANS0 Pre-Arrival and New Starter Guide, section A onwards**.