Talent Acquisition

Frequently Asked Questions

How do I log in to Talent Acquisition?

CDU employees may log in to Talent Acquisition with their CDU Username (email address) and password.

I forgot my password or user name – what do I do?

On the login page, click "Forgot your user name?" or "Forgot your password?" links at the bottom of the page, and follow the directions to reset your user name or password.

If you have changed your password this will ask you to reset and choose a new password. Once complete the system will log you out, ending the session. You will need to log back in again with your new password.

I have a question that is not answered in the FAQ; how can I get help?

If you have further questions after reviewing the FAQ and the online help features in Talent Acquisition, please email your question to recruitment@cdu.edu.au. The team will answer your query as soon as practicable.

For hiring managers:

How do I find my open requisitions?

Log in to your Talent Acquisition account. Your dashboard page will open; click "View Requisitions."

How can I have an administration assistant help me process requisitions?

Administrative Support user access is granted on request by Hiring Managers. You will need to contact the HR Client Services team on 08 8946 6284.

How do I review resumes attached to my requisition?

Log in to Talent Acquisition, access the requisition list from your dashboard, and for any requisition where you see a number in the candidate column indicates applicants have applied. Click on the number to open the list of candidates. Click on the individual name to see their application details and their resume.

Can I review previous applicants for roles I have not advertised myself?

You will need to contact the HR Client Services team. They will send you an email of the applicant names who you will then be able to search in Talent Acquisition and review their profile.

How do I prompt my approver to approve my requisitions?

In the first instance send your requisition for approval. This will automatically send them an email advising them they have a requisition waiting for approval. You are able to send reminders from the 'approvals' tab within the requisition.

My approver is away, can I change who the approver is?

If you have already sent your requisition for approval you will need to contact the HR Client Services team to amend who the approver is. Please call 08 8946 6284 or email recruitment@cdu.edu.au.

My position is not appearing, what do I do?

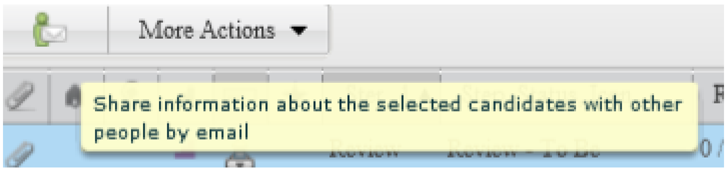
You will need to contact the HR Client Services team on 08 8946 6284.

How do I add selection Committee / Interview panel members after the requisition has been approved?

Within the requisition screen click 'Edit' and scroll down to section 5. This will allow you to add the members of your Selection Committee.

How can I add external CDU Panel members so they can review applicants?

External Panel Members cannot be added. However, you are able to download and email the applicant detail to them. You will need to be in the list of applicants. Select all applicants you wish to send and select the profile and click the share icon. Follow the prompts on screen.
Please ensure when sending this information to external panel members they are made award of CDU Policies, including but not limited to the Privacy and Confidentiality Policy.



I disagree with a member of the Selection Committee / Interview Panel, what do I do?

Please refer to the Guide for Selection Committee Members. Alternatively call Strategic Recruitment for advice on 08 8946 6027.

I want my position to be advertised somewhere other than Seek / Unijobs, what do I do?

You will need to call Strategic Recruitment on 08 8946 6027.

Does the system automatically send out unsuccessful letters?

No. You will need to tell the system when to do this by ticking the "Send Correspondence" box while updating the 'step/status'. There are prepopulated templates within the correspondence listing to select from.

Can I amend the wording on the unsuccessful letters?

You will be able to customise the prepopulated correspondence if you wish. After selecting the template, it will then give you the option to edit.

Can I amend the letter of employment/offer?

No. This is created and issued by the HR Client Services team only. If there is any special terms that have been agreed, please contact the HR Client Services team on 08 8946 6284.

I'd like to extend my employees contract; how do I do this?

This is not done with the Talent Acquisition System. You will need to complete the contract extension request and send to the HR Client Services team.

How do I know if the candidate has signed their contract?

Once the contract has been accepted and onboarding documents completed the system will automatically send you an email.

I don't know my cost code, where do I find it?

Please contact your Management Accountant for assistance.

I don't know the level of the position, where do I find it?

This will be indicated on the current Position Profile. Please contact the HR Client Services team on 08 8946 6284 if you do not have a copy.

I want to change the level / name of my position; how do I do this?

Complete a request for reclassification and submit to the HR Client Services team. This will need to be completed before you submit your requisition.

I'd like to direct appoint someone, how do I do this?

Refer to the Talent Acquisition User Guide – Direct Appointment.

What is the maximum amount of time for a direct appoint?

Please contact the HR Client Services team on 08 8946 6284.

I've just discovered an error in the requisition that has already been approved, how do I correct it?

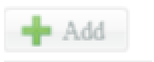
Open the requisition and click edit. Once you have made the changes resubmit for approval. If you have already posted for advertisement you will need to contact Strategic Recruitment on 08 8946 6027 to assist with the removal of your advertisement.

How do I get my Management Accountant to let me know if I have budget?

Contact your Management Accountant for assistance. You will need to attach a copy of your evidence of confirmation of budget from your Management Accountant to your requisition.

How do I attach PDF's and Word documents to my requisition?

Open your requisition, click on the attachments tab, browse. Once you have selected your file, click the 'Add' button.



I don't know the job number for the role I want to fill, where do I find this?

This will be indicated on the current Position Profile. Please contact the HR Client Services team on 08 8946 6284 if you do not have a copy.

How do I get my Position Profile?

Contact the HR Client Services team on 08 8946 6284, or email hrclientservices@cdu.edu.au.

How do I update my Position Profile?

Contact the HR Client Services team on 08 8946 6284, or email hrclientservices@cdu.edu.au.

How do I include new Position Profiles in the system?

Open your requisition, click on the attachments tab, browse. Once you have selected your file, click the 'Add' button.

I have a candidate that does not have access to a computer, what do I do?

Once you have created your requisition you are able to click on 'create candidate' within the candidate section. Select the requisition you are applying them to and follow the screen prompts. You may find section in the Direct Appointment user guide titled 'Candidate is not in the database' useful.

How do I check the Redeployee / Mobility Talent Pool?

In the first instance, you are able to view the existing list of those registered for the Mobility Talent Pool via StaffOnline. For new applicants, or to check the Redeployee list you will need to contact the Strategic Recruitment Team on 08 8946 6027.

For approvers:

How do I approve a new requisition?

Please refer to the Talent Acquisition Approver User Guide.

How do I know if there is sufficient budget?

Click on the link for approval. You will then be able to view any attachments uploaded, including the evidence of budget.

I want more information; can I send this back to the Hiring Manager with a request for additional information?

You will need to reject the requisition and include in the comments section the specific details you require. If the information is only minor, it is encouraged you call the Hiring Manager for clarification. You are able to add your notes in the comments box before approving.

How do I view the details of the requisition?

Click on the link for approval. You will then be able to view the details. Please refer to the Talent Acquisition Approver User Guide for specific instructions.

How do I view the candidates interviewed / interview notes?

You will need to log into Talent Acquisition. Using the search bar at the top, type in the requisition number. This will allow you to view all details of the requisition. You will not be able to view the details unless you are the approver, or a selection committee member.
Please ensure you update the search bar to requisition search.