Employee self-service

Submitting qualifications

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Human Resources

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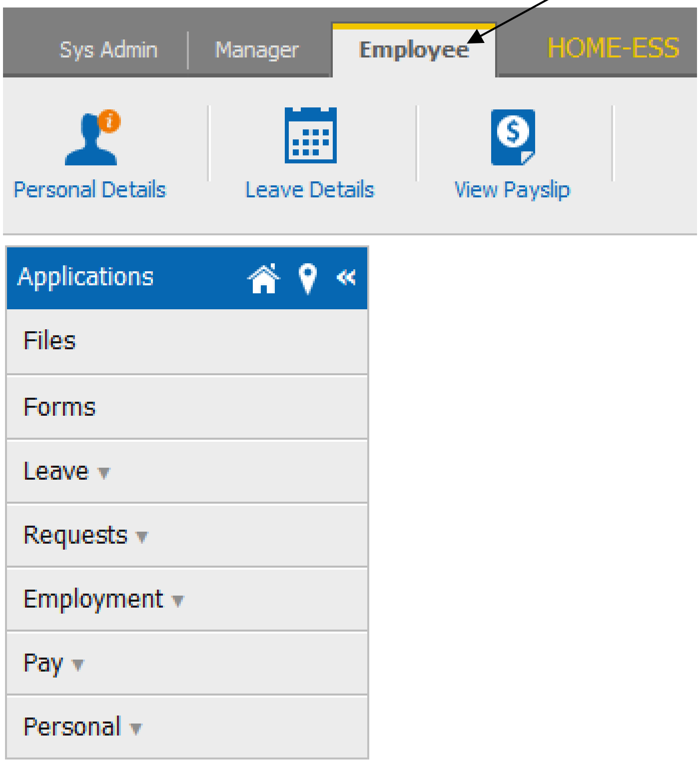
Federation University

Table of Contents

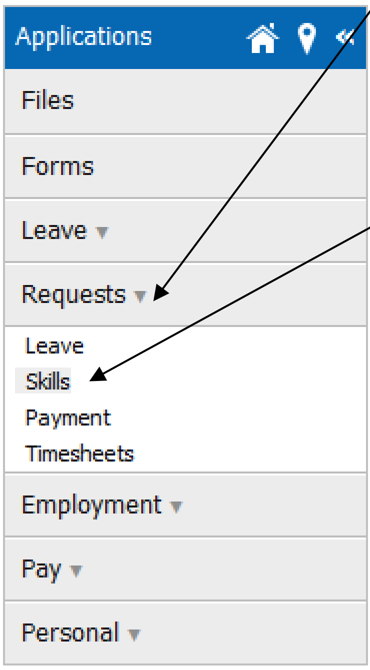
Submitting Qualifications on ESS

An additional component configured and available to Self-Service users is the ability to submit and record qualifications. Qualifications can be submitted the same way in which we already submit leave requests on the system. The employee enters their qualification details in ESS, uploads a scanned copy of the qualification and sends the request to their supervisor/manager for approval. Once the Qualification has been approved by the employee's supervisor it can be viewed by both the Employee holding the Qualification and by the current Supervisor of the employee within ESS.

1. To submit a Qualification click on the 'Employee' tab.

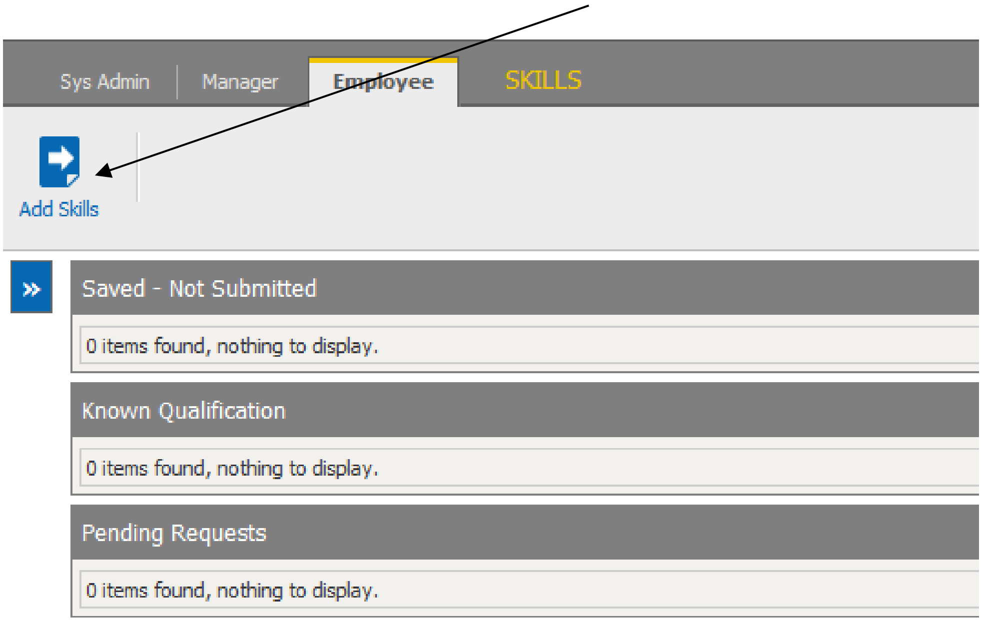


2. Expand/click on the 'Requests' menu item then click on 'Skills'.

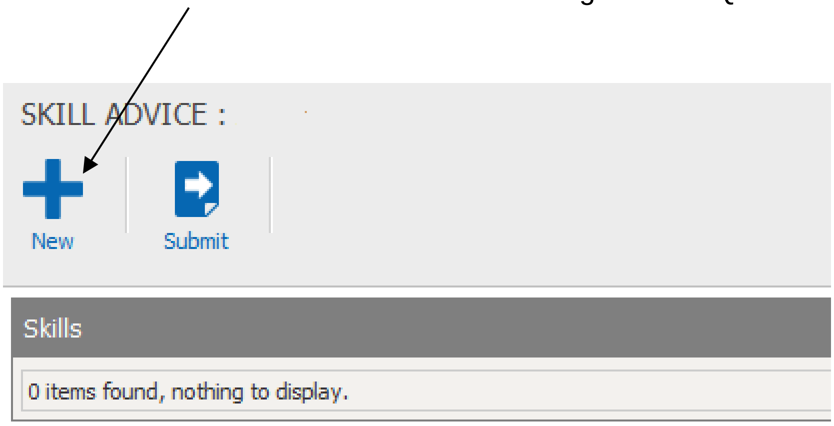


3. The following screen will appear listing any previously 'Saved' Qualifications (requests that have not been submitted to the supervisor yet), any 'Known Qualifications' meaning any confirmed qualifications that have been approved (approved and sighted by the supervisor) and any 'Pending' qualification requests (pending requests that are currently sitting with the supervisor awaiting approval).

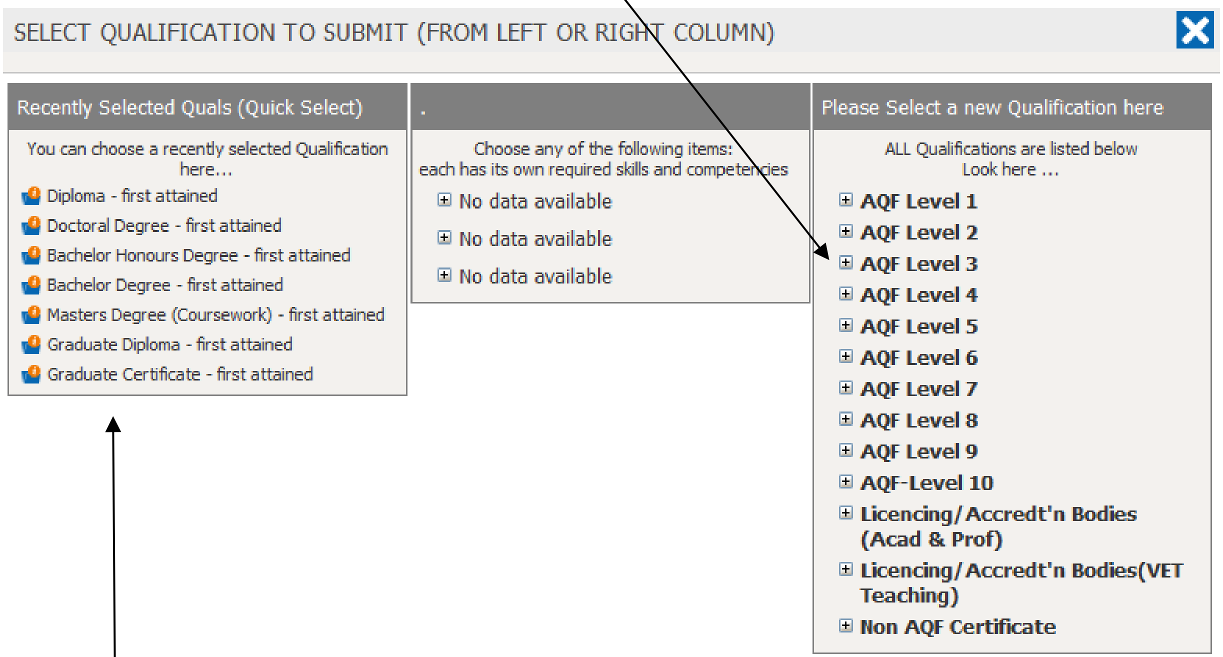
   To Add a new Qualification click on the 'Add Skills' button.



4. Click on the 'New' button to commence adding the new Qualification

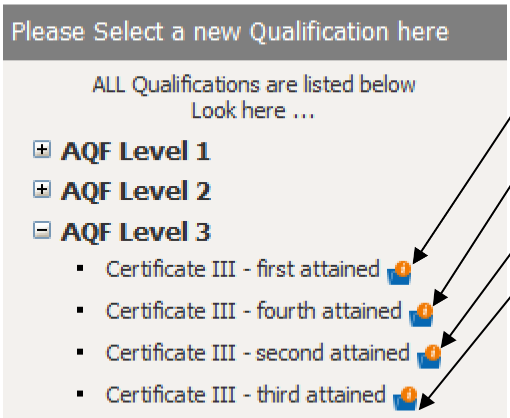


5. A screen will now appear asking the user to select the appropriate Qualification type. Qualifications on the right side of screen are grouped by AQF Level. For example, Certificate III will appear within the ‘AQF Level 3’ grouping. The user can expand each AQF grouping by clicking on the ‘+’ next to each AQF group title.

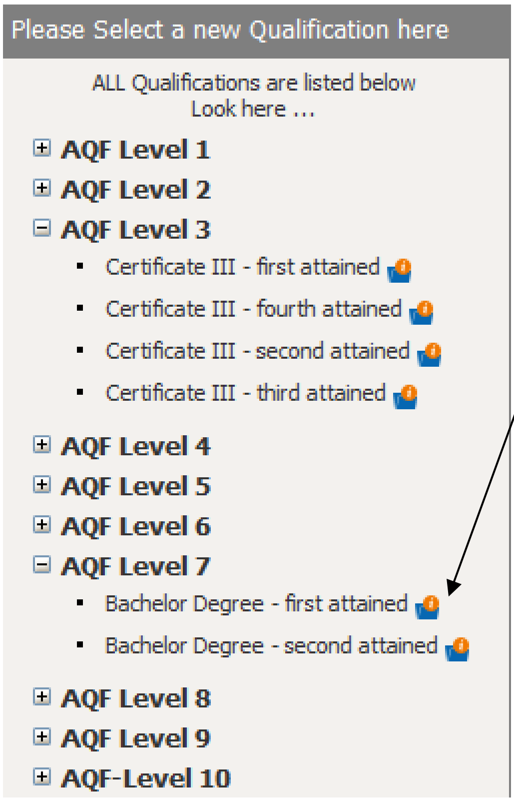


Alternatively the user can select any recently selected Qualifications on the left side of screen however this will not display the entire list and is not grouped by AQF Level.

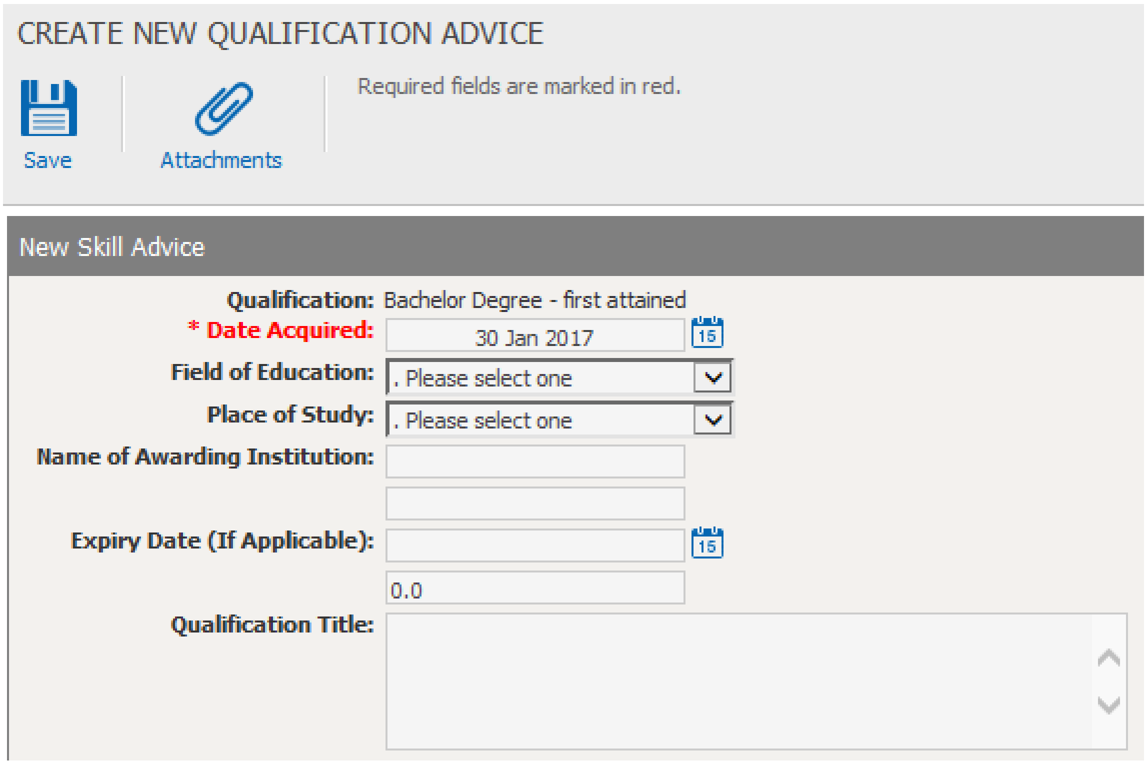
You will notice that for this example, there are four Certificate III Qualifications to choose from. The system has been configured this way because an employee may have more than one Qualification type. An employee could hold a Certificate III in Information Technology, Certificate III in Electronics and Certificate III in Business Studies. The employee can submit up to four Certificate III qualifications (if applicable) by submitting them in order by first attained, second, third and fourth attained. Please note that if an employee submits for example a ‘first attained’ qualification, then in future re-submits another ‘first attained’ qualification for the same Qualification type, it will over-write the previous ‘first attained’ Qualification they submitted. This is why it is important to utilise the first, second and third (or more) attained selections if you hold multiple qualifications of the same type.



6. Click on the small blue folder beside the Qualification description to select the desired Qualification type. (You can only select one Qualification at a time.)



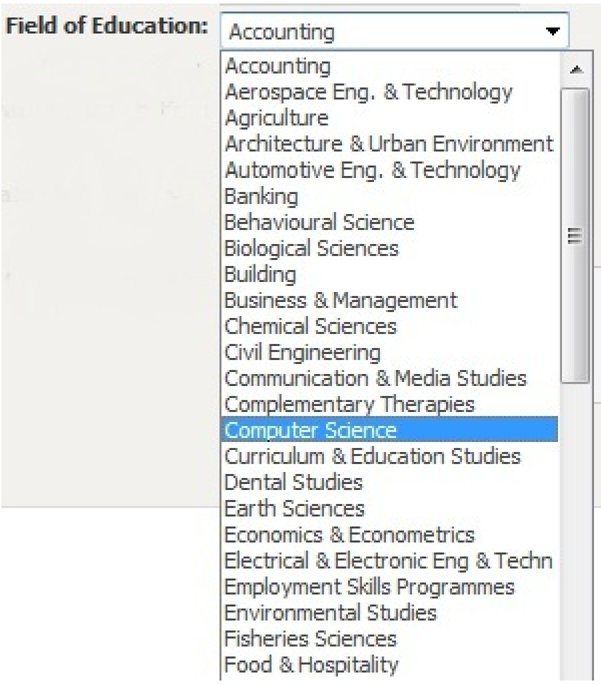
6. After selecting the desired qualification the following screen will appear. This is where the user must provide the details relating to the selected qualification they would like to submit.



The details required include:

Date Acquired – This is the date you actually acquired/achieved the qualification. You can click on the calendar button to the right of the field to select the date or type in the date manually.

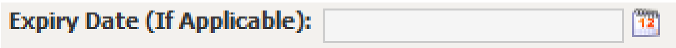
Field of Education – You must select the appropriate Field of Education which relates to the Qualification you are submitting. These Fields of Education match up with those listed on the Australian Government 'HEIMS' website.



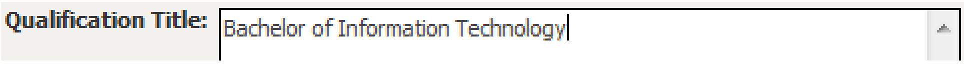
Place of Study – The 'Place of Study' must also be selected from the drop-down menu provided. Please select one of the four available options.

Name of Awarding Institution – This is a free-text field where you must type in the name of the Institution that has awarded you with the Qualification.

Expiry Date – The Expiry Date is only applicable for Qualifications that have an Expiry or require renewal. Please leave this field blank if the Qualification you are submitting has no expiry date.

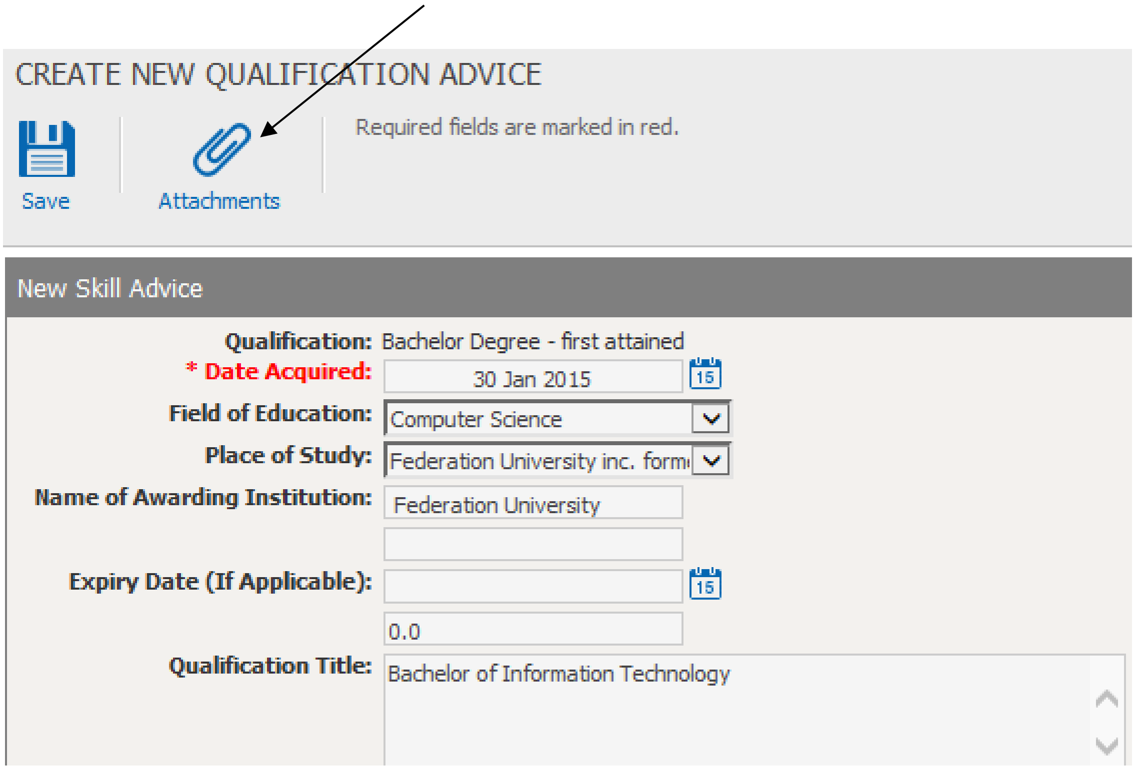


Qualification Title - This is another free-text field where you must enter the full title of the qualification as shown on the scanned copy submitted. For this example, 'Bachelor of Information Technology'

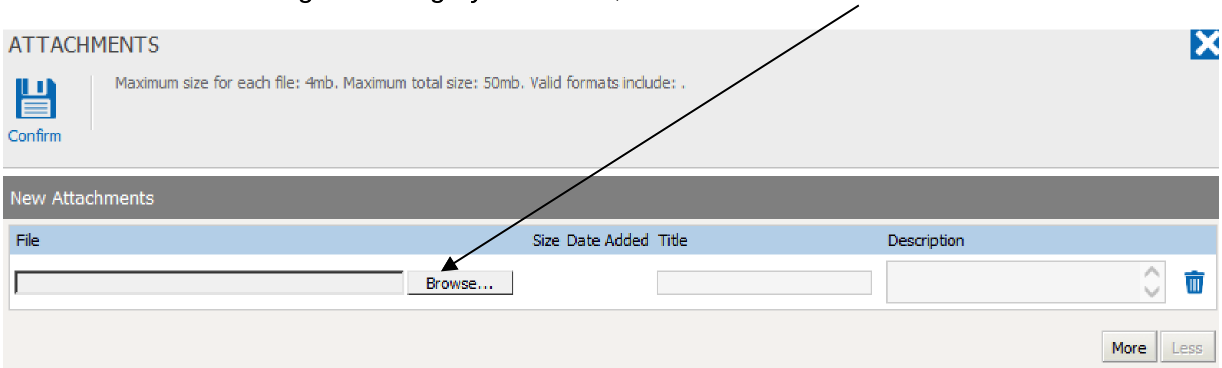


7. When you have completed the form you need to also upload a scanned copy of the qualification before it can be sent to your supervisor for approval. To do this click on the blue paperclip button titled ‘Attachments’.

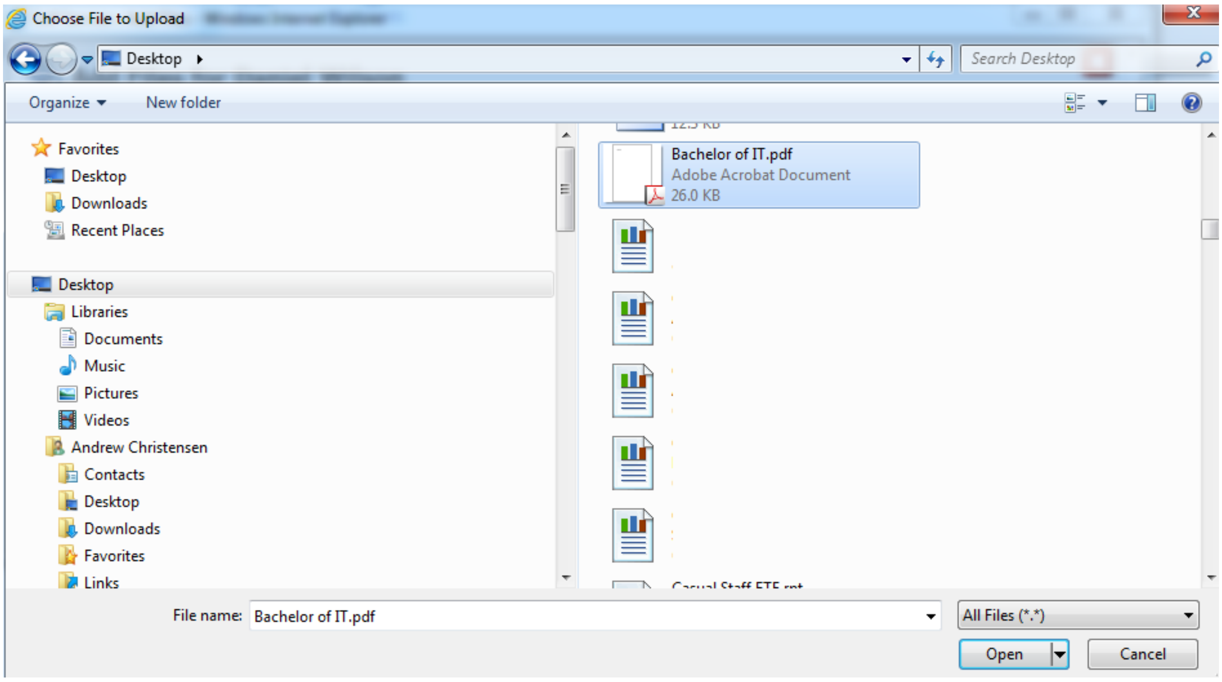
PLEASE NOTE: The scanned copy cannot be uploaded to the request if you have already submitted the request to your supervisor without the attachment.



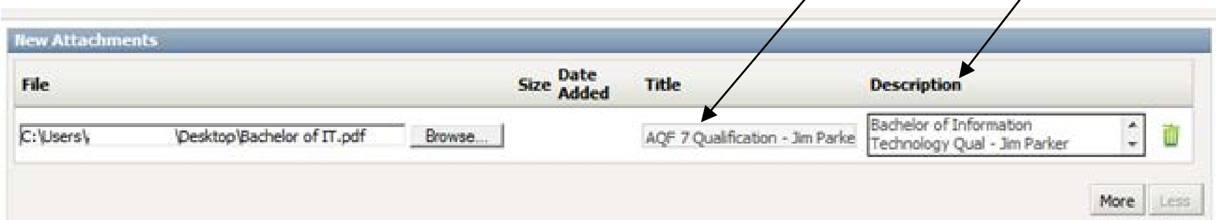
8. The following screen will now appear. To attach the scanned Qualification click on the ‘Browse’ button to navigate through your drives, files and folders.



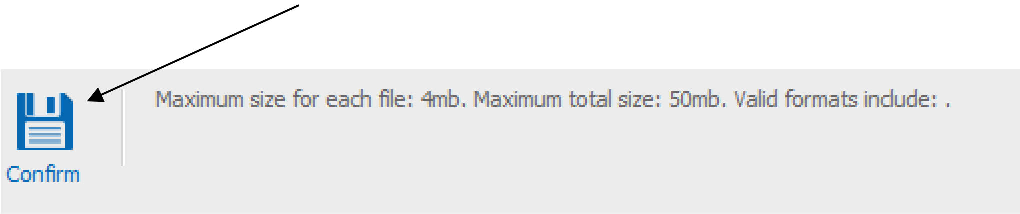
9. Select the file for upload by double clicking on it or by selecting the file and clicking the ‘Open’ button.



10. After selecting the file for upload you must also type in a ‘Title’ and ‘Description’ for the attachment. This should be something meaningful so that you will be able to find and review the file at a later time.

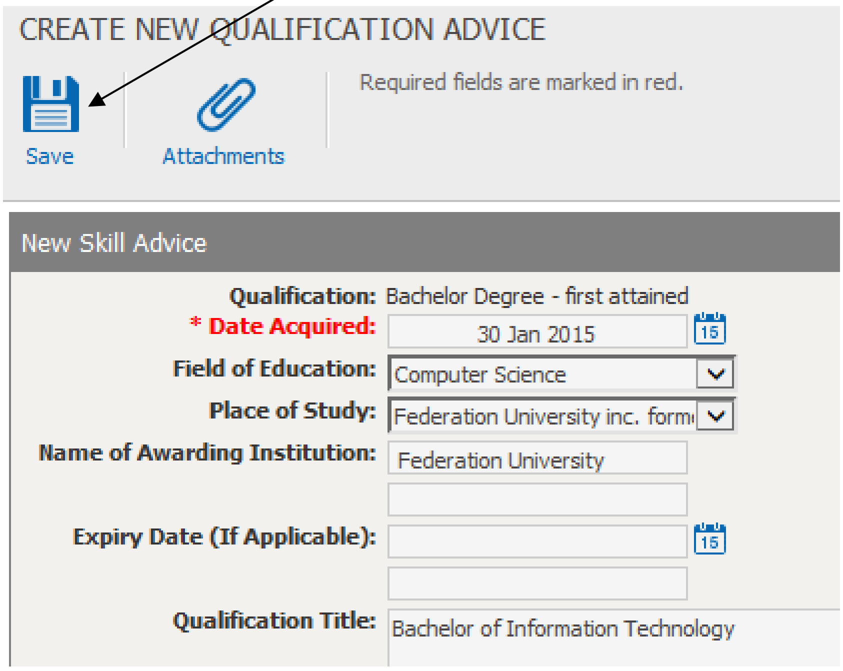


11.Now click on the ‘Confirm’ button which will attach the file to your Qualification request.

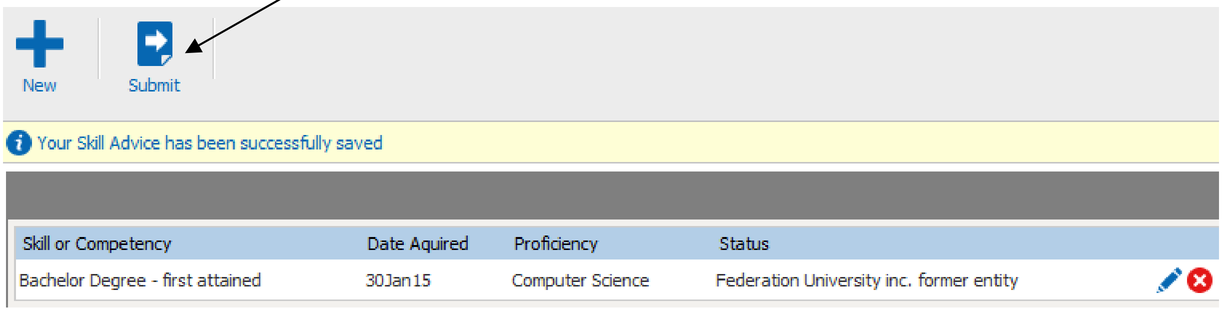


12. If you want to double check that the file is attached to the request you can now click on the Attachments button again and you will see the attachment along with the title and description you entered. Further to this you are also able to attach additional files if required by clicking on the ‘Browse’ button again.

13. After all of the Qualification details have been completed on the form and the file is attached click on the 'Save' button.

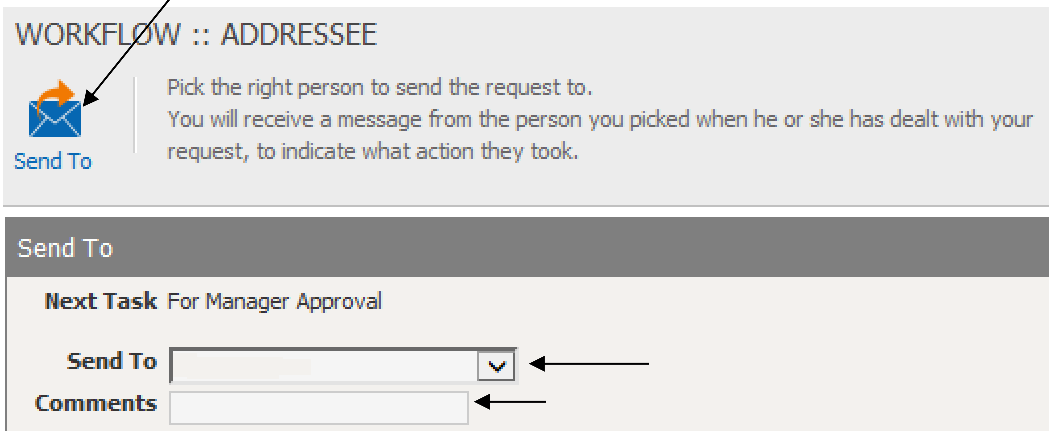


14. A new screen will now appear with a message explaining that your request has been successfully 'saved'. This however does not mean that your request has been submitted to your Supervisor / Manager. It is important that you now click on the 'Submit' button so that the request can be sent through to your Supervisor for approval.



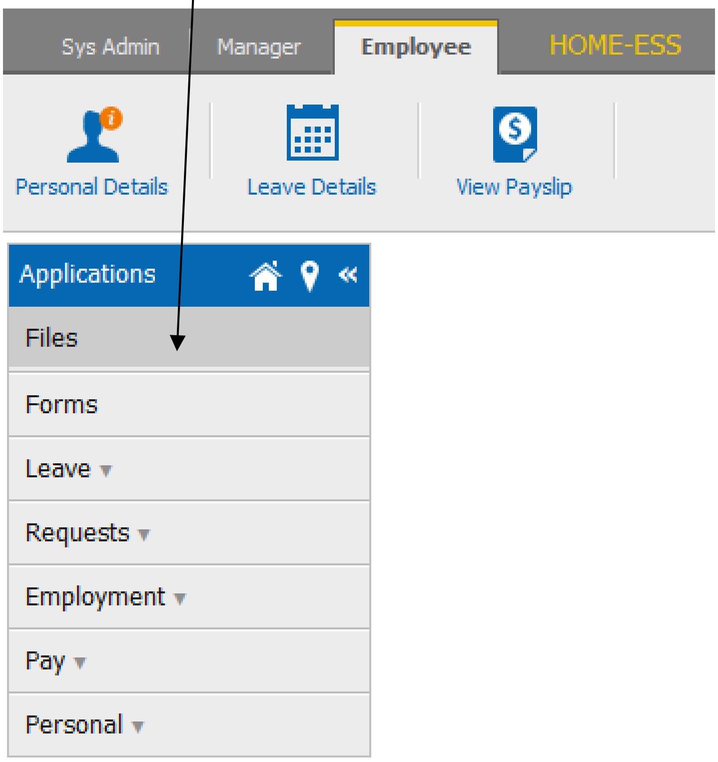
15. The final step in the qualification submission process is for you to send the request to your Supervisor / Manager for approval. Please select the Supervisor / Manager you directly report to from the drop-down menu. If your supervisor is away you can send it to another supervisor/manager within your department who has the authority to approve your Qualification. You may also want to add a small comment in the 'Comments' field if you need your supervisor to know something further about the request.

Now click on the 'Send To' button. An email will be sent to your Supervisor / Manager alerting them that you have a Qualification request for them to action.



Retrieving files previously attached to Qualification Requests

There is a 'Files' button which appears on the Home page of Self-Service. This allows users to retrieve files that they may have attached to a Qualification request in the past.



Users have the ability to open all historical attachments by simply clicking on the File name(s) listed on the following screen. (The file name is highlighted in blue text.)

Workflow - Skills

File	Size	Date Added	Title	Description
Bachelor of IT.pdf	27kb	10 Sep 2013	AQF 7 Qualification - Jim Parke	Bachelor of Information Technology Qual - Jim Parker

You can view your previously submitted/approved Qualifications by hovering the mouse cursor over the 'New Request' button and clicking on the 'Skills' button.

Saved - Not Submitted

0 items found, nothing to display.

Known Qualification

Accredited Qualifications	Field of Education	Date From	Expiry	Preferred
Bachelor Degree - first attained	Computer Science	16 Jul 2013		
Bachelor Degree - second attained	Mathematical Sciences	05 Aug 2013		
Certificate III - first attained	Computer Science	04 Aug 2010		
Doctoral Degree - first attained	Sport & Recreation	16 Jul 2013		
Doctoral Degree - second attained	Medical Studies	05 Aug 2013		

Pending Requests

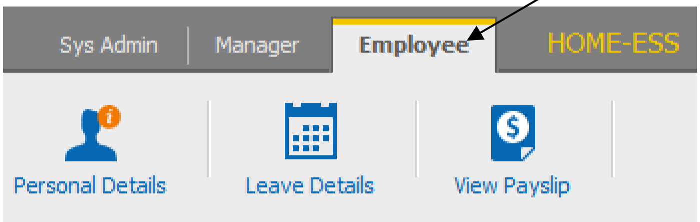
0 items found, nothing to display.

Further details relating to each Qualification can be viewed by clicking on the information buttons to the right of each record.

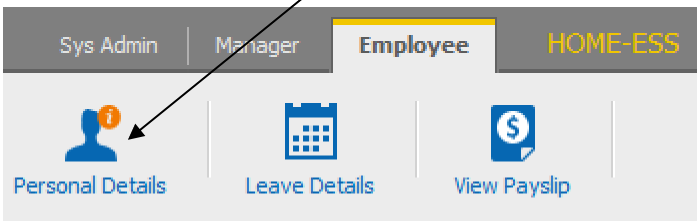
Viewing a summary of existing qualifications recorded in ESS

The ‘Quals’ tab within the Personal Details screen in ESS also displays all Accredited Qualifications recorded on the system that you have previously submitted to your Supervisor. When your Supervisor approves a Qualification request within ESS it will appear on the Quals screen.

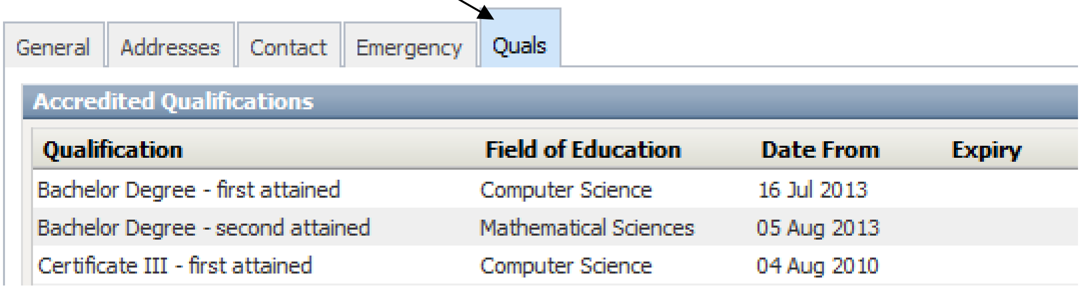
1. To access the ‘Quals’ tab, first click on the ‘Employee’ Tab as seen below:



2. Now click on the ‘Personal Details’ button



3. Click on the ‘Quals’ tab.



Qualification	Field of Education	Date From	Expiry
Bachelor Degree - first attained	Computer Science	16 Jul 2013	
Bachelor Degree - second attained	Mathematical Sciences	05 Aug 2013	
Certificate III - first attained	Computer Science	04 Aug 2010	

Please note that this will display only a summary of qualifications. For steps on how to access the full qualification details please refer to page 13.

Employee self-service

Processing staff qualification requests

Prepared by:

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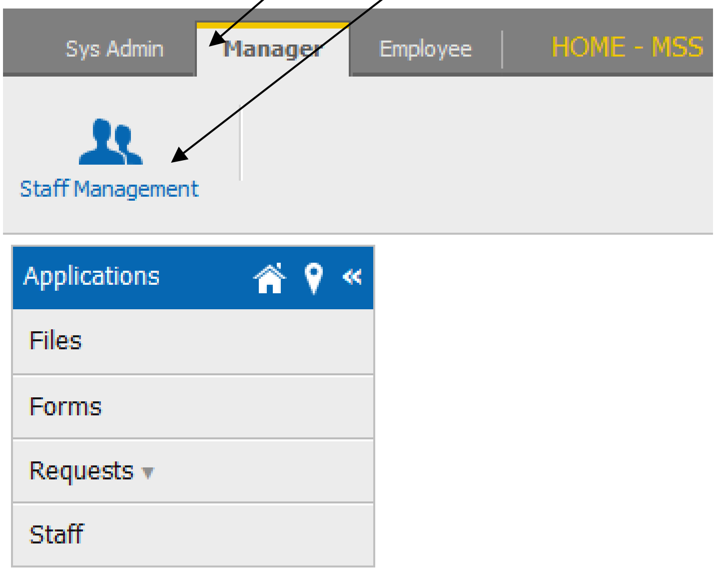
Human Resources

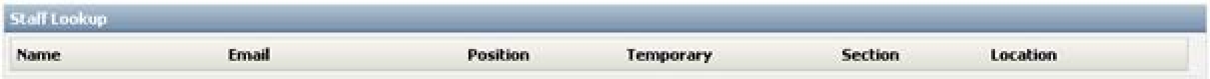
Status: Final **Version:** 1.4 **Date:** 04/08/2020

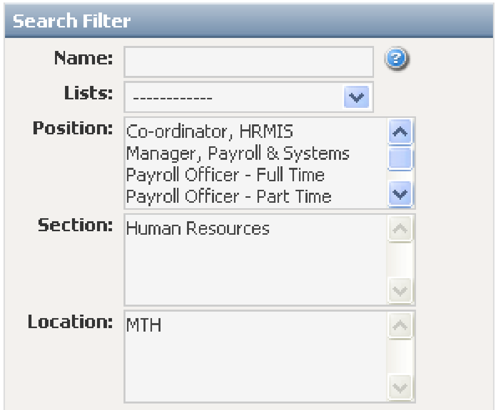
Accessing MSS, Searching for Staff using Filters & Accessing Individual Staff Qualifications

1. Managers and Supervisors will notice they have an extra tab at the top of the screen called 'Manager'. This is the MSS component of the Self-Service System. Click on this tab then click on the larger 'Staff Management' Button



2. The following screen will appear. This is where the Supervisor/Manager can select the desired team members for review.





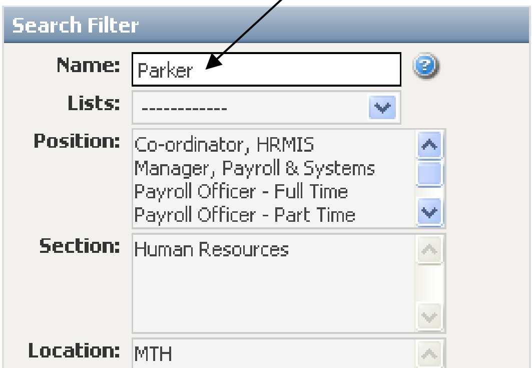
You can select staff you would like to view information about by using the 'Search Filter' You can find a staff member by typing their name in the 'Name' field or select by 'Position' title or select Staff by Section or Location. After each search it is important to click on the 'Reset Search' button, otherwise there will be conflicting filters and you may find that not all staff members are selected.

Searching Staff by Name

For example, John Smith who is the Manager and logged into MSS wants to find out qualification details for just one of his staff members, James Parker. John can begin typing in ‘Parker’ into the ‘Name:’ field and James’ record will appear automatically.

Staff Lookup

Name	Email	Position	Temporary	Section	Location
Parker, James D	a.christensen@ballarat.edu.au	Co-ordinator, HRMIS	No	Human Resources	MTH



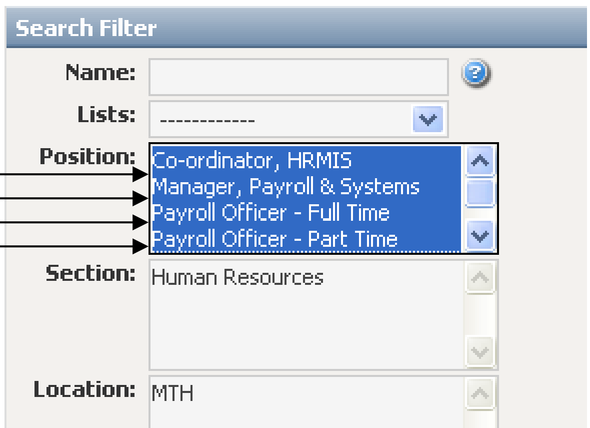
Searching Staff by Position

If you would like to select staff members by their position title you can simply click on the desired position title from the ‘Position’ list. If you would like to select multiple staff by position title hold down the ‘Shift’ key on the keyboard then click once on the desired positions.

Staff Lookup

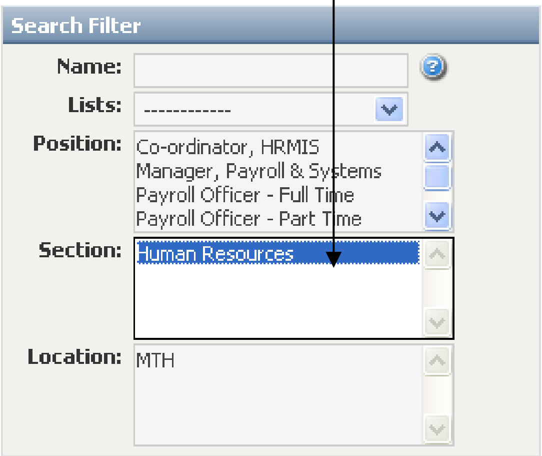
Name	Email	Position	Temporary	Section	Location
Johnson, Sarah V	a.christensen@ballarat.edu.au	Senior Payroll Officer	No	Human Resources	MTH
Murphy, Cathy	a.christensen@ballarat.edu.au	Payroll Officer - Part Time	No	Human Resources	MTH
Parker, James D	a.christensen@ballarat.edu.au	Co-ordinator, HRMIS	No	Human Resources	MTH
Peterson, Anne J	a.christensen@ballarat.edu.au	Payroll Officer - Full Time	No	Human Resources	MTH
Smith, John	a.christensen@ballarat.edu.au	Manager, Payroll & Systems	No	Human Resources	MTH

Hold down the Shift key to select & deselect Staff Positions



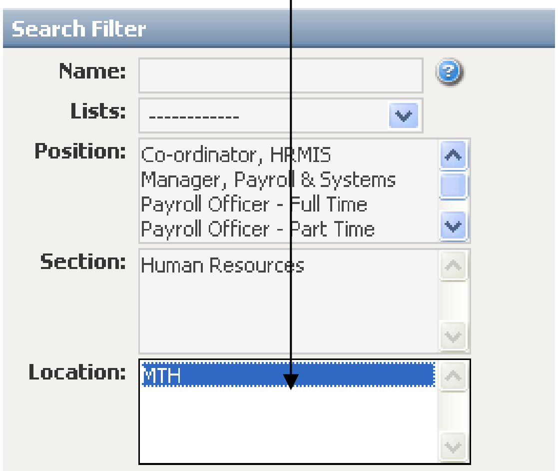
Searching Staff by Section

If the Manager/Supervisor has staff reporting to them from more than one section, they can select the Section of their choosing. (in this example there is only one section to choose from)

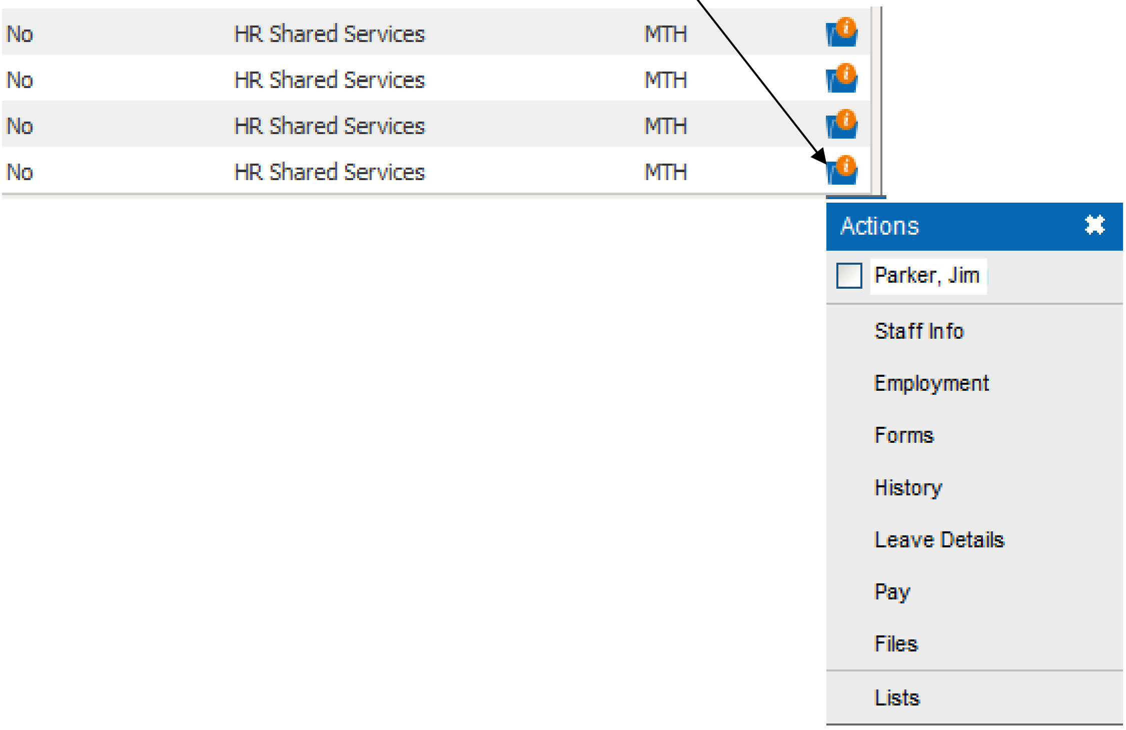


Searching Staff by Location

Staff can also be filtered by Campus Location. For example, Mt. Helen Campus. (in this example there is only one campus to choose from)



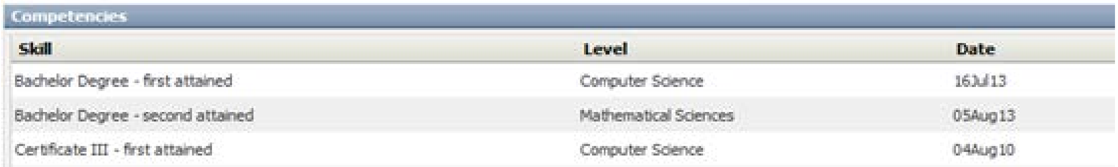
3. Once you have selected the desired staff, you can now lookup individual staff info, employment details, employee history details, view leave details, qualifications and qualification attachments (Uploaded Files). To do this hover the mouse cursor over the blue folder icon which appears to the right of each employee record you selected earlier.



When you hover over the folder icon, a new menu appears where you can then select what information you would like to view:

Staff Info

The Staff Info Screen will display Personal Information for the employee such as Address, Phone No, Mobile No, Work Phone No., Work Email address, Emergency Contacts and a Qualification summary. (for qualifications already stored/approved on the system)

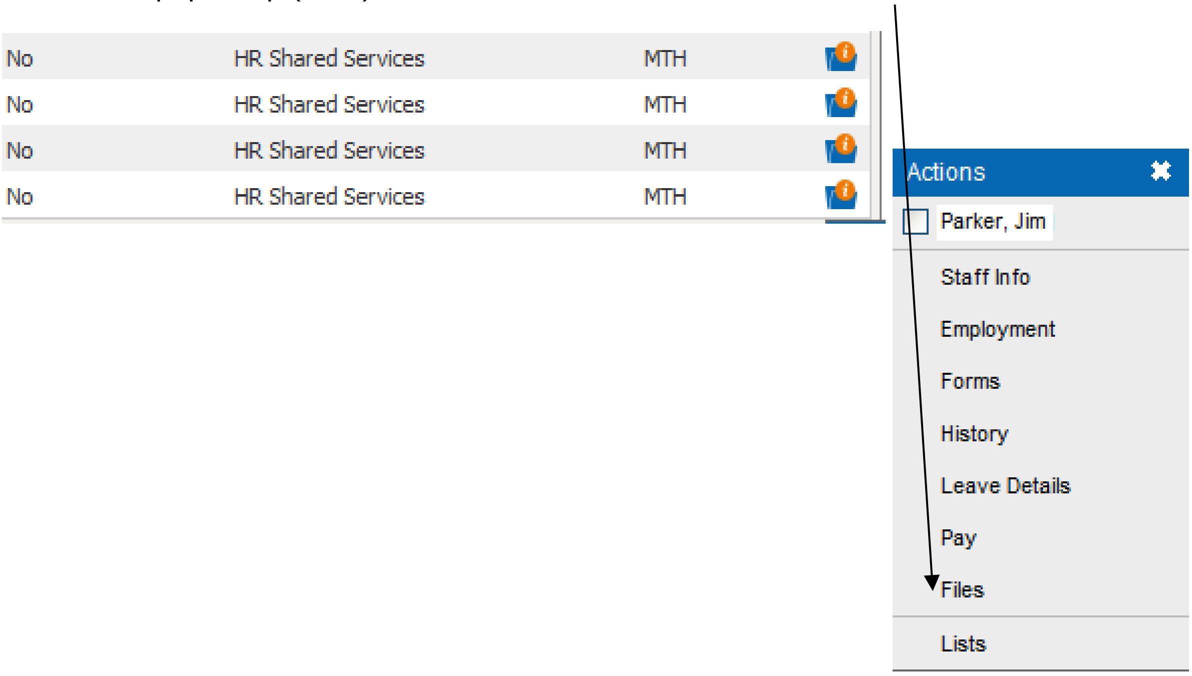


Competencies

Skill	Level	Date
Bachelor Degree - first attained	Computer Science	16Jul13
Bachelor Degree - second attained	Mathematical Sciences	05Aug13
Certificate III - first attained	Computer Science	04Aug10

Attachments (Uploaded Files) - Qualification requests

If a Qualification request has been sent to you in the past by an employee and it contained an attachment ie. scanned copy of a qualification, you are able to view the file again by clicking on the blue paper clip (Files) button.



A list of previously uploaded files will appear. To load up a file click on the file name highlighted in blue.

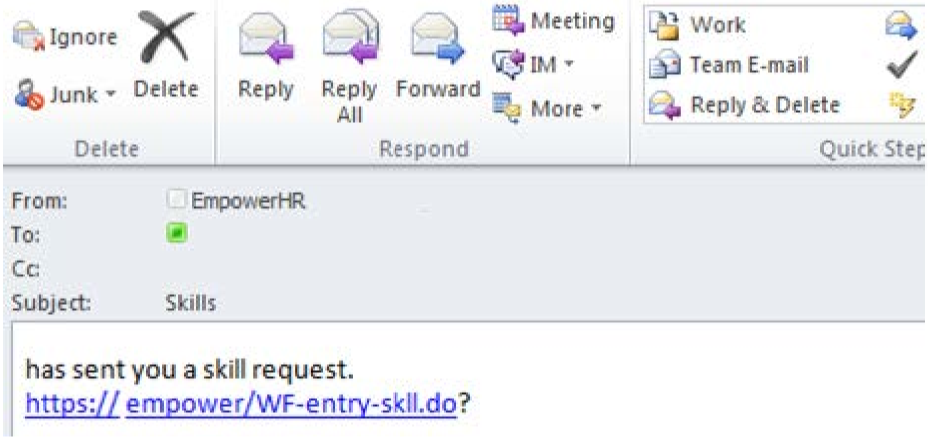
Processing Staff Qualification Requests

Processing Staff Qualifications works the same way as approving leave requests. The only workflow differences between the two types of requests is that the Qualification request does not need to go to Payroll for final approval. The Qualification request becomes an official record on the system when the Supervisor / Manager approves the request.

PLEASE NOTE: The scanned copy cannot be uploaded to the request if the employee has already incorrectly submitted the request to you without the attachment. (An attachment cannot be uploaded to a request that has already been submitted.)

1. When a staff member submits a qualification request it must be sent to their Supervisor/Manager for approval. An email is sent to the Supervisor/Manager's Federation Outlook Email address and the email's Subject will read 'Skills' and the Sender will read 'EmpowerHR' (please see below)

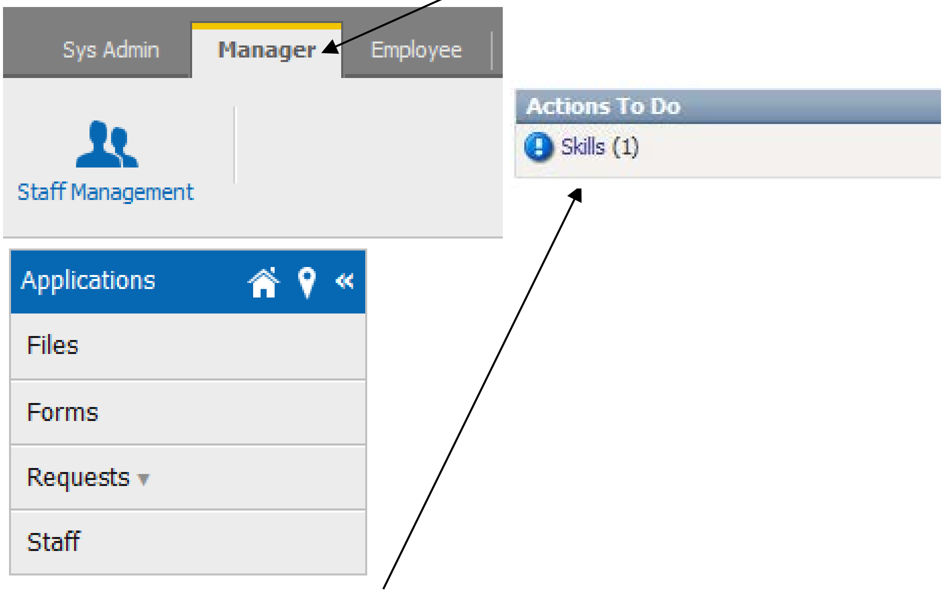
2. When opening the email, it should look similar to the following:



The email will notify the Supervisor/Manager which staff member has submitted the qualification request.

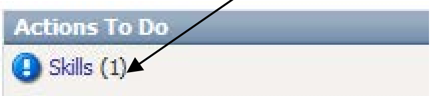
3. Now the Supervisor/Manager can action the request by either logging into the Self-Service system by clicking on the link on the email or by accessing the site from the Federation/Human Resources website.

4. Now ensure that once logged into the Self-Service system that you are in the ‘Manager’ section (MSS) by clicking on the ‘Manager’ tab as it may default to Employee Self-Service (ESS).

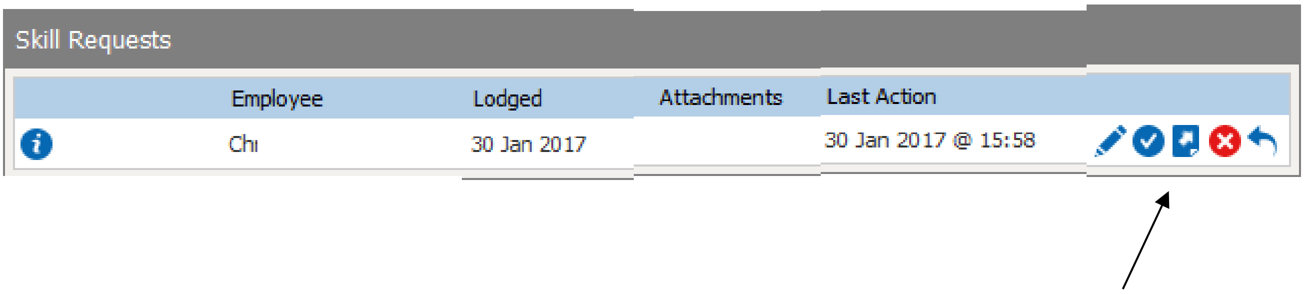


You will notice that once logged in there is a new option on the MSS Home Page called ‘Actions To Do’. This appears when a member of your staff has sent a qualification request.

5. To action any outstanding leave requests click on the ‘Skills’ link.



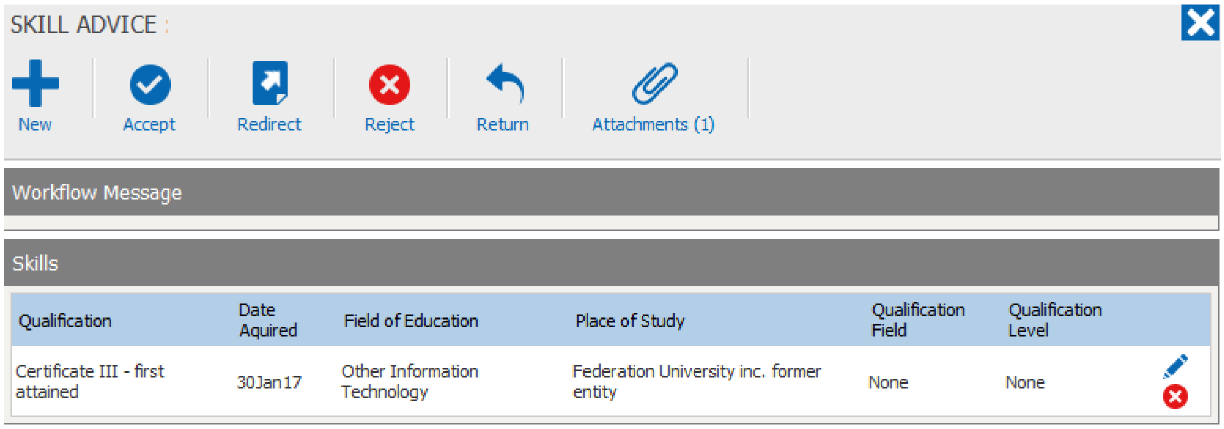
6. You will now be presented with the following screen.



As expected, the qualification request has appeared for processing. You will also notice that on the end of the leave request record there are five options/buttons to choose from. These options are as follows:

Edit button

When clicking on the Edit button the following screen will appear.



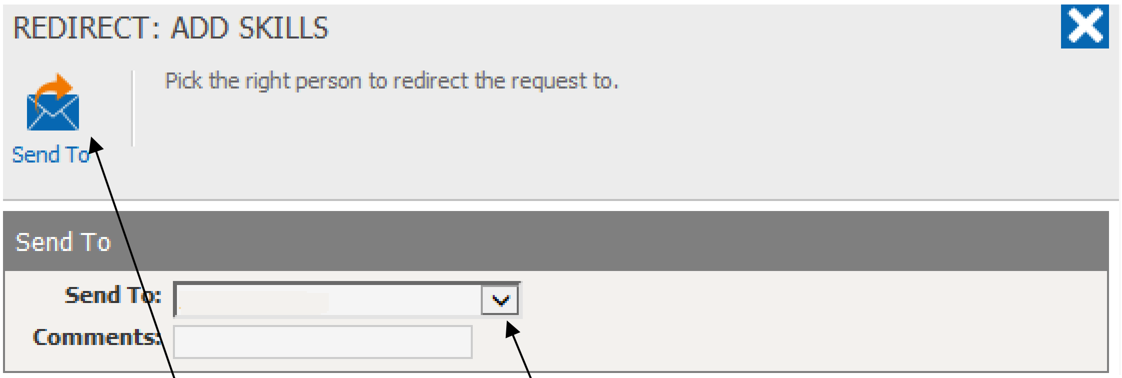
This option allows you to view the request in more detail and also view any other qualifications the staff member may have submitted earlier. Once the Supervisor/Manager has looked over the request in more detail, they can Accept the request, Redirect it to a different Manager for approval or Reject the request.

Accept button

This button should be clicked if you are happy for the qualification request to be approved. Once 'Accepted' an email will be sent to the staff member who made the request acknowledging that you have approved it.

Redirect button

After clicking on the Re-direct button the following screen appears:



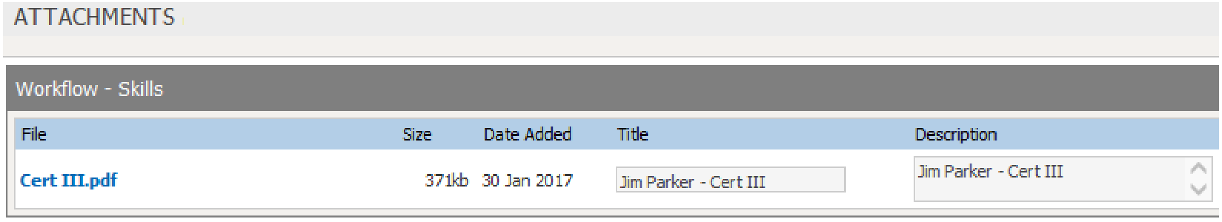
If the request was sent to you incorrectly or you believe another manager would be better suited to approve the request, then you can redirect it to another manager. Simply click on the drop-down menu, select the person you would like to re-direct the request to then click on the 'Send To' button. An email will be sent to you confirming you have redirected the request and an email will also be sent to the Manager you have re-directed the request to.

Reject button

If you would like to reject the request, simply click on the Reject button. Another screen will appear where you are able to add a comment to why you may have rejected the qualification submission. You must click on the 'Confirm' button to Reject the request. An email will be sent to the staff member who sent the request explaining that it has been rejected.

Attachments button 

The qualification request should have been submitted with an attachment. The Supervisor can view the file by clicking on the blue paper clip (Attachments) button.



To load up the attached file click on the file name highlighted in blue.