CAPPS HR/Payroll Recruiting

Introduction

Welcome to CAPPS HR/PAYROLL End-User Training (EUT)

Recruiting

Course Number: 116

Course Name: Agency Recruiting

This course does NOT contain audio.

Recommended Users: Agency Hiring Managers and Recruiters

Welcome

Hello!

I’m Lisa. I will be walking you through your course today.

Duration

This course will take approximately three and half hours. You can complete it all today or by sections. It’s really up to you. You can take the training how it best fits in your schedule.

Preparation

Course Preparation

Avoid Distractions

It is recommended that you avoid distractions during training. You should close all other applications including your email while taking the course and silence your cell phone.
Course Navigation

Be sure you use the Next and Prev navigation buttons only when directed to view information in this course.

Course Outline

CAPPS HR/Payroll Recruiting is organized in four sections. Throughout each section you will learn how to use the CAPPS Recruiting functionality. The four sections are:

- Section 1 – Overview
- Section 2 – The Recruitment Process
- Section 3 – Practice the Recruitment Process Checklist
- Section 4 – Review

Course Objectives

After completing this course you will be able to:

- Describe CAPPS HR/Payroll Recruiting
- Navigate through CAPPS HR/Payroll Recruiting
- Recognize Key Terms, Definitions and Shortcut Icons
- Create, add questions, approve, and post requisitions
- Manage Candidates
- Perform steps for the Interview Process
- Perform steps for the Offer Process

Section 1 - Overview

Objectives

After completing this section you will be able to:

- Describe CAPPS HR/Payroll Recruiting
- Explain the benefits of CAPPS HR/Payroll Recruiting
- Recognize Key Terms, Definitions, and Shortcut Icons
- Navigate through CAPPS HR/Payroll Recruiting

Section 1 – Outline

1) CAPPS HR/Payroll Recruiting Overview – 10 min
2) Introduction to New Terms and Shortcut Icons – 15 min
Section 1, Lesson 1

CAPPS Recruiting Overview

- CAPPS Recruiting helps agencies source, assess, and hire the best talent. In addition to automating the process, CAPPS Recruiting delivers insights to continuously improve talent acquisition efficiency and effectiveness.

- Hiring Managers and Recruiters are able to electronically create and view job requisitions, manage candidates, screen and schedule interviews, change statuses, present an offer, and prepare the candidate for hire. Recruiters are also able to post jobs.

CAPPS Recruiting Benefits

- Give managers and recruiters intuitive tools to evaluate candidates and track their progress through the recruiting process and know their status at a glance.

- Easily coordinate individual or group interviews.

- Streamline the process of creating, extending, approving, comparing, and tracking offers.

Section 1, Lesson 2

Key Terms and Definitions

Job Requisition – A job requisition is a request to hire someone. The requisition outlines who is responsible for the search and the description of the position being advertised. It also contains the text of the job posting.

Requisition Template – A requisition template is a requisition file containing information that will likely be reused for a similar job position. A requisition template has been created for each position.

Job Requisition ID – The job requisition identification number uniquely identifies every requisition created. The requisition number is automatically generated. It is 8 digits in length.

Questionnaire – Disqualification/Pre-Screening Questions are asked of applicants within the online application process to gather more information such as licensing and/or to assess if the candidate has a particular skill.

Owner – Owner refers to the individuals chosen as the recruiter, the hiring manager, or assistants for a specific requisition. The owners have the authority to complete requisition-related tasks within the system.
**Posting** – A job posting is an advertisement that alerts current employees and/or the public of an immediate or future job opening.

**CSW** – Candidate Selection Workflow (CSW) provides the framework to move a candidate through the hiring process. It is used to track and manage candidates from the time they are new to the system through hire.

**Step** – Within the CSW, a Step identifies the candidate’s progression.

**Status** – The status of a candidate reflects the details of where they are currently within a CSW step.

**ACE** – ACE stands for Abilities, Certifications, and Experience. This assessment tool helps hiring managers identify the best candidate for a position without sorting through volumes of unqualified candidates.

**Tasks** – Tasks are actions to be performed in order to move candidates through the recruiting process.

**Pre-Offer/Post Offer Checks** – A background check is authenticating the credentials and references of a potential employee. It ensures that the candidate’s background is valid.

**On-boarding** – On-boarding refers to the mechanism through which new employees acquire the necessary knowledge, skills, and behaviors to become effective employees.

**Manager Self-Service (MSS)** – From a recruiting perspective, this is the page where a manager may onboard their candidates who were selected for a position reporting to them.

**Recruiting Self-Service (RSS)** – This is a page where users with access will be able to onboard for the entire agency.

**e-Share Center** – e-Share is an electronic means of receiving and sending information that requires your action via email.

**New Hire Extract** – The New Hire Extract pulls any candidate that has been updated to the Step/Hire and Status/To Be Hired, and sends both their Personal data that they entered and the Job data from the Offer to CAPPS HR/Payroll. The CAPPS HR and Payroll system stages the data, allowing the Recruiter and/or the Hiring Manager to review the data sent to CAPPS.
**Section 1, Lesson 3**

**Navigation Fundamentals**

This lesson will help you get started using CAPPS HR/Payroll Recruiting.

You will learn how to:

- Sign-in to CAPPS Recruiting
- Navigate in CAPPS Recruiting

**Exercise**

The following exercise provides step-by-step instructions on how to perform a task in CAPPS Navigation Fundamentals

**Scenario 1: Navigation Fundamentals**

[View Section 1, Lesson 3 Exercise]

After completing this exercise, close the browser tab and return to the course.

**Section 2 – The Recruitment Process**

**Objectives**

After completing this section you will be able to:

- Create requisitions, add questions, approve and post requisitions
- Identify how the steps, statuses and actions within the CSW progress candidates throughout the Recruiting Process
- Describe the roles and responsibilities of users involved in the Recruiting Process
- Apply the steps involved on the Recruitment Process Checklist
Section 2, Lesson 1

The Candidate Selection Workflow (CSW) Process

Workflow Steps and Statuses within the Step

Step 1. Recruiter Screen
  - Candidate Status
    - To Be Reviewed
    - Under Consideration
    - Passed HR Screen*
    - Not Selected*
    - Applicant Withdrew*

Step 2. Hiring Manager Screen
  - Candidate Status
    - To Be Reviewed
    - Under Consideration
    - Passed Hiring Manager Screen*
    - Not Selected*
    - Applicant Withdrew*

Step 3. 1st Interview
  - Candidate Status
    - 1st Interview
    - 1st Interview Scheduled
    - Under Consideration
    - Passed Interviews*
    - Not Selected*
    - Applicant Withdrew*

Step 4. 2nd Interview
  - Candidate Status
    - 2nd Interview
    - 2nd Interview Scheduled
    - Under Consideration
    - Passed Interviews*
    - Not Selected*
    - Applicant Withdrew*

Step 5. Pre-Offer Checks
  - Candidate Status
    - To Be Checked
    - In Progress
    - Passed Checks*
    - Not Selected*
Step 6. Offer
- **Candidate Status**
  - Offer to be Made
  - Draft
  - Canceled
  - Approval in Progress
  - Approval Rejected
  - Approved
  - Extended
  - Rescinded
  - Reneged
  - In Negotiation
  - Refused
  - Offer Accepted*
  - Rejected
  - Applicant Withdrew

Step 7. Post-Offer Checks
- **Candidate Status**
  - To be Checked
  - In Progress
  - Passed Checks*
  - Not Selected*
  - Applicant Withdrew*

Step 8. Stage Hire
- **Candidate Status**
  - To be Hired (Linked to New Hire extract)
  - Hired – External*
  - Hired – Internal*
  - Not Selected*
  - Applicant Withdrew*

The Candidate Selection Workflow (CSW) process is discussed in detail in the Recruitment Process Checklist.

- Recruiter and Manager Screens are used for the Screening Process
- The 1st and 2nd Interviews (if applicable) are used for the Interview Process
- Pre-Offer Checks, Offer, and Post-Offer Checks are used for the Offer Process
- Staging the New Hire is used for the Stage for Hire Process
Roles in Recruitment

Hiring Manager (examples of other Agency titles): Director, Supervisor, Budget Manager

Responsibility: The Hiring Manager may participate in the candidate screening, interviewing, and recommend the hiring of a candidate. They may also have the authority to approve a requisition and offers.

Recruiter (examples of other Agency titles): HR Specialist, HR Generalist, HR Analyst, Program Specialist

Responsibility: The Recruiter assists agencies in filling job vacancies with individuals who possess the necessary skills and experience for the job.

The Recruiter will utilize CAPPS Recruiting to create requisitions, screen candidates and progress the selected candidates through the Candidate Selection Workflow (CSW) to a point of completion.

Human Resource Liaison (examples of other Agency titles): HR Manager, HR Specialist, HR Analyst, HR Generalist

Responsibility: The Human Resource Liaison may have the authority to approve requisitions, offers and candidates for hire. Based on an agency’s business requirement, these various roles may be assigned different tasks within the recruiting process.

The Recruitment Process Checklist

Step 1. Create Requisition

Job Requisitions detail the specific requirements for a job position.

When creating a requisition, users will select an existing Requisition Template then review and/or enter information in the following five sections:

Step 1. Requisition Structure – Job Title, User Group, Structure, Owners, etc.
Step 2. Process – Candidate Select Workflow (CSW)
Step 3. Job Information – Profile, Compensation, Other
Step 4. Job Description – External/Internal Description and Qualifications
Step 5. Questionnaire – Disqualification and Pre-Screening Questions (not accessible to Hiring Managers)

After all sections are filled in and saved, the user must Request Approval.
Exercise(s)

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Create a Requisition

Scenario 1: Requisition List and File
Scenario 2: Creating a Requisition
Scenario 3: Duplicating a Requisition
Scenario 4: Canceling and Reopening a Requisition
Scenario 5: Printing a Requisition

View the Section 2, Lesson 1 Exercises

After completing the exercise(s) close the browser and return to the course.

Step 2. Add Questions

The Prescreening section of the requisition contains disqualification question and prescreening questions that are used to find the ideal candidates. The questions will default on the requisition and recruiters can designate which of the prescreening questions may be Required or Assets (e.g., nice-to-have qualifications). Recruiters have the ability to add new questions to the requisition, if needed.

CAPPS Recruiting also has an Abilities, Certifications, and Experience (ACE) candidate alert that identifies top candidates who achieve or exceed the ACE alert threshold for a job offer based on their responses to the questions in the Prescreening section of the requisition. The designation of Required and Assets for questions will trigger a Candidate to become an “ACE” candidate. When setup, the ACE alert sends an email to specific recipients (e.g., the Recruiter, Hiring Manager, etc.) to inform them that ACE candidates were found.

Exercises(s)

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Add Questions

Scenario 1: Adding New Questions to a Requisition
Scenario 2: Adding an Alert for ACE

View Section 2, Lesson 2 Exercises

After completing the exercise(s) close the browser and return to the course.
Step 3. Approve Requisition

The request for approval will be sent via email to the users whom the requisition owner has designated. The approver(s) can approve or reject the requisition using the email link that launches an approval page or the approver can log into the system to respond. When rejecting the requisition, comments must be included.

Once the approver responds, an email is sent back to the requester, however users should check for updates in the system periodically throughout the day.

Once the requisition is approved, it can be Posted and Sourced.

Exercise(s)

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Approve Requisition

Scenario 1: Approving a Requisition
Scenario 2: Rejecting a Requisition

View Section 2, Lesson 3 Exercises

After completing the exercise(s) close the browser and return to the course.

Step 4. Post

A requisition posting allows a user to publish a requisition in order to have candidates apply for the job. Once the requisition has received approval, it can be posted to CAPPS Career Sections and the Work in Texas website. This can be done for both Internal and External positions. Potential applicants will be able to search and find the posting.

Potential applicants will be able to search and find the posting.

Note: The Work in Texas website is the only career site that is going to interface with CAPPS Recruiting. Any other site must be used outside of the system.

Exercise(s)

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Post and Source Job

Scenario 1: Posting a job
Scenario 2: UnPosting a job  
Scenario 3: Extending a Posting

**View Section 2, Lesson 4 Exercises**

After completing the exercise(s) close the browser and return to the course.

**Step 5. Manage Candidates**

The management of candidates involves knowing where information is found in CAPPS HR/Payroll Recruiting.

A candidate’s demographic information and job submission status is available for review and updating. This information may be viewed, updated or printed as part of the manage candidate process.

**Exercise(s)**

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

**Manage Candidates**

Scenario 1: Candidate File and List  
Scenario 2: Candidate Actions  
Scenario 3: Candidate Creation

**View Section 2, Lesson 5 Exercises**

After completing the exercise(s) close the browser and return to the course.

**Step 6. Screen for Candidates**

CAPPS HR/Payroll Recruiting users are able to use questions and screening tools to find the ideal candidates.

Requisitions are created with preset prescreening questions that are accessible only by the Recruiter. The Recruiter may add questions to the requisition based on the position requirements.

Candidates apply on posted requisitions and answer the prescreening questions.

**Exercise(s)**

Exercises provide step-by-step instructions on how to perform a task in CAPPS.
Screen for Candidates

Scenario 1: PreScreening Candidates

View Section 2, Lesson 6 Exercises

After completing the exercise(s) close the browser and return to the course.

Step 7. Interview Candidates

Recruiters and the hiring manager work in progressing the best candidates through the appropriate selection steps.

When an interview is scheduled, updated or canceled in CAPPS Recruiting, an email message is sent to the selected attendees.

The Candidate Selection Workflow (CSW) allows for multiple opportunities to interview a candidate. Recruiters and/or Hiring Managers may update the candidate’s records with the appropriate interview status.

Exercise(s)

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Interview Candidates

Scenario 1: Interviewing Candidates

View Section 2, Lesson 7 Exercises

After completing the exercise(s) close the browser and return to the course.

Step 8. Make Offer

Recruiters can use CAPPS Recruiting to create offers. The Recruiter and/or Hiring Managers can view and approve offers and then extend offers to candidates.

Once approved, the offer is sent to the candidate in writing via email, letter or electronically.

E-Offer Candidates can view and respond to offers online using a link sent via email.
Exercise(s)
Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Make an Offer

Scenario 1: Creating and Extending an Offer
Scenario 2: Creating an eOffer

View Section 2, Lesson 8 Exercises

After completing the exercise(s) close the browser and return to the course.

Step 9. Stage to Hire a Candidate

After a candidate has accepted the offer, the Recruiter may change the Candidate’s Selection Workflow (CSW) to the “To be Hired” status. This status enables the ‘New Hire Extract’ to stage the candidate’s profile for hire in CAPPS HR/Payroll. The hire process will be done using RSS and MSS.

After the extract has been processed, the Recruiter will update the candidate’s status to “Hired.” When this status is indicated on a candidate’s file, the open count of this position is adjusted or the requisition is closed.

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Stage a Candidate for Hire

Scenario 1: Staging a Candidate for Hire

View Section 2, Lesson 9 Exercise

After completing the exercise(s) close the browser and return to the course.
Section 3 – Self-Service Recruiting

Objectives

After completing this section you will be able to:

- Outline the Hire Candidate process
- Explain the New Hire Extract
- Describe the Recruiting Self-Service (RSS) and Manager Self-Service (MSS) process
- Complete the Hire Candidate process in CAPPS Recruiting

Hire Candidate Process from CAPPS Recruiting

Process Overview

1) CAPPS Recruiting “To Be Hired”
   - The Candidate Selection Workflow (CSW) Status must be set to “To be Hired” for the New Hire Extract to select the candidate for CAPPS HR/Payroll.

2) New Hire Extract
   - The New Hire Extract pulls any candidate that has been updated to the Step/Hire and Status/To Be Hired, and sends both their Personal data that they entered and the Job data from the Offer information to stage in CAPPS HR/Payroll.

3) Recruit Self-Service (RSS)
   - After the New Hire Extract stages the data in CAPPS HR/Payroll, generally the Recruiter and others (depending on access) can review the data on this page.
   - This page is used to view/updated selected candidates for an entire agency to onboard.

Manager Self-Service (MSS)

- After the New Hire Extract stages the data in CAPPS HR/Payroll, the Manager has access to review the candidate data sent to this page.
- Managers will use this page to select the candidates reporting directly to them for on-boarding.
4) **Hire Candidate**

- After the candidates have been reviewed and selected for hire. The Recruiter, Hiring Manager or Manager, must verify and validate the personal information, job related data and compensation related data.

5) **CAPPS HR/Payroll – New Hire**

- After the validation is complete, the candidate will be assigned an employee ID and have an active record in CAPPS HR/Payroll.

6) **Update CAPPS Recruiting – “Hire”**

- The final step in the Hire Candidate process is to update the CSW Step and Status in CAPPS Recruiting to the appropriate “Hire” status.

**CSW Step and Status**

**CAPPS Recruiting – “To Be Hired” – CSW Step and Status**

First, you must confirm that the selected candidate file is ready to be moved to CAPPS HR/Payroll for hire.

To move a selected candidate from CAPPS Recruiting to CAPPS HR/Payroll requires a candidate’s **Step** and **Status** action to be updated.

- **New Step** must be set to “Hire”
- **New Status** must be set to “To be Hired”

The New Hire Extract searches for these settings to retrieve the selected candidate’s information. It gathers Personal data, job data and recruiting data from CAPPS Recruiting. The New Hire Extract captures the information needed to hire a candidate.

Next, the New Hire Extract will send the captured information to CAPPS HR/Payroll.

The New Hire Exports updates CAPPS HR/Payroll with the selected candidate’s information three times a day (morning, midday and afternoon).

Now, let’s take a glance at how the process continues in CAPPS HR/Payroll.
Hire Candidate

*Recruiting Center and Manager Self-Service - Recruiting*

Within CAPPS HR/Payroll, the **Valid** extract information is staged on the **Hire Candidate** pages in the Recruiting Center and Manager Self-Service menus. Using these pages the Recruiter and Manager will validate and verify the candidate information.

**CAPPS HR/Payroll New Hire**

After validating the information, the Recruiter or Manager will save the candidate’s information as a new employee.

Now let’s view the final step in the Hiring Candidate process.

*Update CSW*

**CAPPS Recruiting – “Hire” – CSW Step and Status**

After the employee has been hired into CAPPS HR/Payroll, the candidate file must be updated in CAPPS Recruiting.

Once again, you will access the candidate’s file in CAPPS Recruiting and perform a **Change Step/Status**...action.

*Section 3 – Outline*

1) Recruiting Self-Service – 20 min  
2) Manager Self-Service Recruiting – 20 min  
3) Complete the Hire Candidate Process – 20 min

*Section 3, Lesson 1*

**Recruiting Self-Service**

*Exercise*

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

**Recruiting Self-Service (RSS)**

Scenario 1: Viewing/Updating Candidate Status to Hire

[View Section 3, Lesson 1 Exercise]
After completing the exercise(s) close the browser and return to the course.

Section 3, Lesson 2

Manager Self-Service Recruiting

Exercises

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Manager Self-Service - Recruiting

Scenario 1: Hiring a candidate using MSS

View Section 3, Lesson 2 Exercise

After completing the exercise(s) close the browser and return to the course.

Section 3, Lesson 3

Complete the Hire Candidate Process

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Complete the Hire Candidate Process

Scenario 1: Completing the Hire Candidate Process in CAPPS Recruiting

View Section 3, Lesson 3 Exercise

After completing the exercise(s) close the browser and return to the course.
Section 4 – Practice the Recruitment Process Checklist

Objectives

After completing this section you will be able to:

- Perform steps to Screen for Candidates
- Perform steps for the Interview Process
- Perform steps for the Offer Process
- Perform steps for the Stage for Hire Process
- Perform steps in Recruiting Self-Service
- Perform steps in Manager Self-Service Recruit
- Perform steps to complete the Hiring Candidate Process

Section 4, Lesson 1

The Screen Process

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Screen Candidates

Scenario 1: Pre-Screening Candidates Practice

View Section 4, Lesson 1 Exercise

After completing the exercise(s) close the browser and return to the course.

Section 4, Lesson 2

The Interview Process

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Scenario 1: Interviewing Candidates Practice

View Section 4, Lesson 2 Exercise
After completing the exercise(s) close the browser and return to the course.

**Section 4, Lesson 3**

**The Offer Process**

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

**The Offer Process**

Scenario 1: Creating an Offer Practice

[View Section 4, Lesson 3 Exercise]

After completing the exercise(s) close the browser and return to the course.

**Section 4, Lesson 4**

**The Hire Staging Process**

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

**The Hire Staging Process**

Scenario 1: Staging a Candidate for Hire Practice

[View Section 4, Lesson 4 Exercise]

After completing the exercise(s) close the browser and return to the course.
Section 4, Lesson 5

Recruiting Self-Service

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Recruiting Self-Service

Scenario 1: Viewing/Updating/Hiring Candidate Practice

View Section 4, Lesson 5 Exercise

After completing the exercise(s) close the browser and return to the course.

Section 4, Lesson 6

Manager Self-Service Recruiting

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

Manager Self-Service Recruiting

Scenario 1: Hiring a candidate through MSS Practice

View Section 4, Lesson 6 Exercise

After completing the exercise(s) close the browser and return to the course.

Section 4, Lesson 7

CAPPS Recruiting

Exercise

Exercises provide step-by-step instructions on how to perform a task in CAPPS.

CAPPS Recruiting

Scenario 1: Completing the Hiring Candidate Process Practice
View Section 4, Lesson 7 Exercise

After completing the exercise(s) close the browser and return to the course.

Section 5 – Review

Course Summary

Congratulations, you have completed this course. You learned the following regarding CAPPS HR/Payroll Recruiting:

- How to describe CAPPS Recruiting and its Benefits
- How to recognize key terms and definitions
- How to navigate through CAPPS Recruiting
- How to create, cancel, reopen, print, approve, add questions and post requisitions
- How to manage candidates
- How to perform steps for the Interview Process
- How to perform steps for the Offer Process
- How to perform steps to Stage for Hire
- How to perform steps to view/update/hire a Candidate in MSS and Recruiting SS
- How to perform steps to Complete the Hiring Process

Congratulations

I hope you enjoyed your training!

Conclusion

This completes this course.