



# **Recruitment Quality, Standards and Advisory Unit (RQSA)**

## **RQSA Recruitment Network MS Teams User Guide**

### **Accessing confidential recruitment documents and information sharing**

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# 1. Introduction

This guide explains how to access material hosted by the Recruitment Quality, Standards and Advisory unit (RQSA) via MS Teams.

The document outlines the principles and guidelines that aim to safeguard confidential recruitment documentation. The document also details how to maintain the confidentiality of documents, which is integral to a competitive and compliant recruitment process.

Read this document alongside the [HSE Information handling and classification policy](#) and HSE [ICT Policies and Standards](#).

Frequently asked questions:

## What resources are available in RQSA Recruitment Network MS Team?

1. "Interview Content" for preparing interview guides.
2. "Employment Contract Templates".
3. "Webinars" to support recruitment.

## Why did you create a RQSA Recruitment Network MS Team?

The RQSA Recruitment Network MS Team provides a secure and confidential centralised repository of confidential recruitment documentation, for example interview content documents to support HSE recruiters. The MS Team also allows the RQSA unit to share information, for example webinar presentations and recordings.

## What is "interview content"?

The interview content documents reflect the skills identified for roles across the HSE.

There are example job specifications on the [HR Job Specification Repository](#) where you will see these outlined.

The interview content is a further development of the skills you will have outlined in your job specification. It details the behavioural indicators related to each skill area which can be used for assessment and scoring during the interview process; together with the key indicators of what successful performance looks like in action in an individual role.

Depending on the unique requirements of the role you are recruiting for, you can amend or add to these skill areas and behavioural indicators.

**How do I prepare an interview guide from interview content?**

Download the [Interview Guide template](#) from the Recruitment QSA webpages and insert the interview content into the template relevant to the role you are recruiting for, to create your unique Interview Guide.

**I do not have access to the RQSA Recruitment Network MS Team Channels, how do my delegated Recruitment Manager or I get access?**

For access to RSQA Recruitment Network MS Team standard channels, please email [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie).

For access to RSQA Recruitment Network MS Team private channels, download the [RQSA MS Teams Private Channel access request form](#), and submit via email to [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie).

If you do not have Microsoft Teams you will need to submit a software request via Ivanti Self Service Portal [see System Access point 3.1 below for more details].

Microsoft Teams is only available if you have been migrated to the HealthIrl domain.

**I need technical support, how to I access it?**

If you experience technical issues log this via [Ivanti Self Service Portal](#).

**I have some feedback on the content, to whom do I send it?**

Please email [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie). We welcome all feedback to assist in further strengthening our resources.

## 2. Information handling

There is a requirement to safeguard confidential recruitment documents to ensure the security, confidentiality, access, availability and integrity of the information.

Confidential recruitment documents contain information for use by HSE recruiters in support of a recruitment campaign.

Protecting recruitment documents helps to ensure and maintain the integrity of the recruitment and selection process. This means do not share them publicly, disclose them to any third parties and/or

reproduce them in any way. Do not share these with candidates. This applies throughout all stages of the recruitment and selection process.

Confidential recruitment documents contain information that is confidential and only for restricted circulation to those directly involved with the recruitment campaign.

Correct handling of information applies to all HSE staff, students, contractors, sub-contractors, agency personnel and third parties that have access to HSE information as set out in the [HSE Information classification & handling policy](#).

Confidential recruitment documents are hosted in private channels within the RQSA Recruitment Network MS Team [see System Access point 3.1 below for more details].

## 3. System user guide

### 3.1 System access

#### **Are there different access levels?**

There are different types of User Access Levels with the RQSA Recruitment Network MS Team. User access is based on channel privacy set up i.e. **Standard** or **Private**.

#### **What is the difference between Standard and Private levels?**

Standard channels are open to all users. Private channels are restricted to users with access approval.

#### **Who can get access?**

All those who are part of the RQSA mailing list will have access to standard channels.

All recruiters/users involved in handling confidential recruitment documents and/or information as approved by Grade VIII or above can get access to private channels.

#### **How can I get access?**

For access to RQSA Recruitment Network MS Team standard channels, please email [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie).

For access to RQSA Recruitment Network MS Team private channels, download the [RQSA MS Teams Private Channel access request form](#) which must be approved by Head of HR and/or Corporate HR Lead.

Submit the completed form via email to [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie).

Access request approvers are Heads of HR and/or Corporate HR Leads for the relevant areas/groups.

Should a Head of HR and/or Corporate HR Lead wish to add additional approvers (Grade VIII or above) for their area/group they can do so by emailing the RQSA team @ [QSA.Recruitment@hse.ie](mailto:QSA.Recruitment@hse.ie).

### Do I still have to apply for access if I already use MS Teams?

Yes, you need to request access to the RSQA Recruitment Network MS Team and its channels.

### How do I get MS Teams application installed?

Log a new support ticket/ software request via [Ivanti Self Service](#) to request installation of MS Teams on your desktop.

### Where do I find MS Teams on my desktop?

Once you have access and the software is installed you are ready to start using the system!

You can access MS Teams on your taskbar at the bottom of your screen or desktop, using this icon:

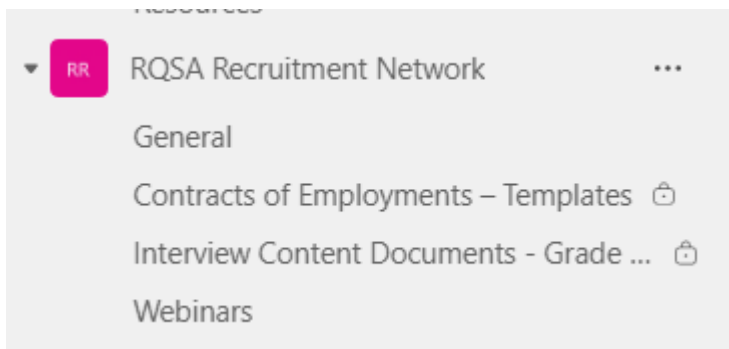


or, select the search button on the taskbar and type “Microsoft Teams”.

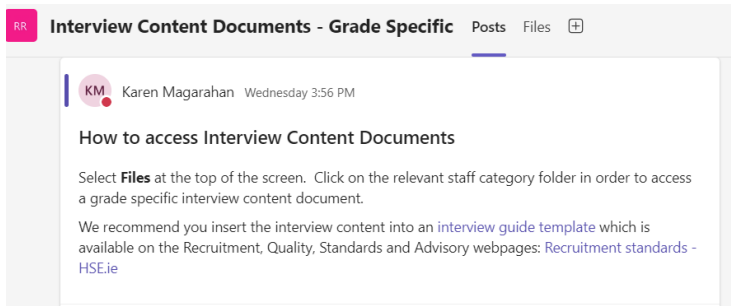
Click the MS Teams icon to start the process.

## 3.2 How to access RQSA Recruitment Network

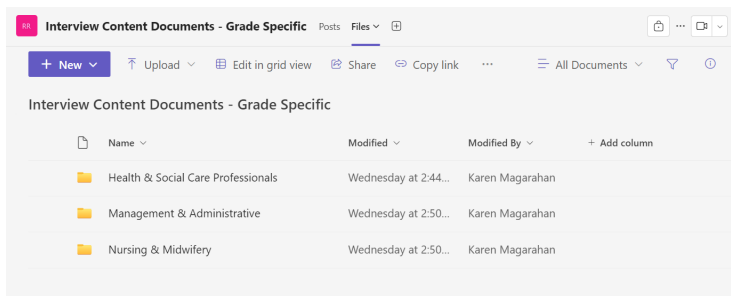
1. Click on the **MS Teams** icon to start the process.
2. Select **Teams**, on the left side of the app and then select the **RQSA Recruitment Network Team**.



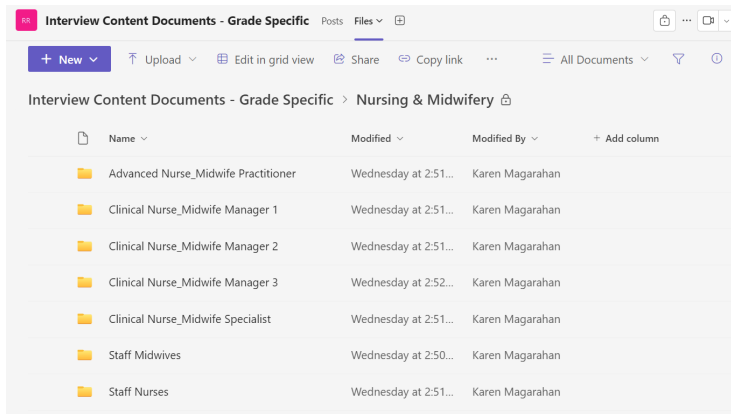
3. To access recruitment content, select the appropriate channel under **RQSA Recruitment Network**.
4. There are four channels:
  - General
  - Contracts of Employment
  - Interview Content Documents
  - Webinars
5. Click on the channel name you want to access, this will take you to a window containing instructions on how to access the documentation/ material in the channel. For example, click on **Interview Content Documents**:



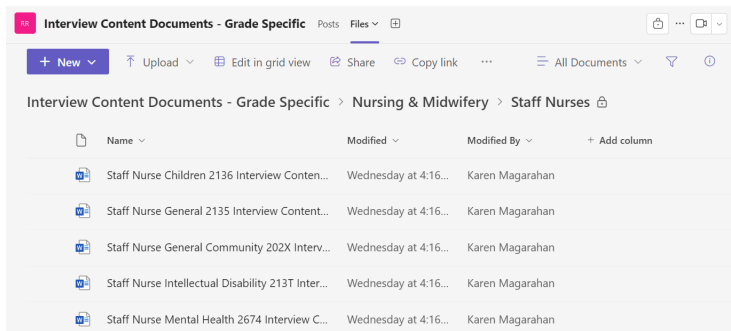
6. Select the **Files** tab at the top of the channel screen.
  - a) Select the folder you want to access. For example under **Interview Content Documents** select the staff category you want to access



- b) Select the relevant sub folder. For example, select **Staff Nurses** grade group.



Below are the results of this search. Five interview content documents are hosted under **Staff Nurses** grade group.



7. Once you have located the information you want to access click on the document/ material name.
8. Documents (MS Word, PDF etc.) will open in MS Teams view, other material (recordings) will open in MS SharePoint.
9. The same process applies when retrieving documents/ material in Contracts of Employments, and Webinars channels.
10. If you are unable to access a channel please check the channel privacy set up i.e. **Standard** or **Private** by hovering over the channel name. For private channels please ensure you have followed the access request procedure [see System Access point 3.1 \above for more details].

### 3.3 System support

If you experience technical issues with MS Teams log this via [Ivanti Self Service](#).

### 3.4 Best practice - system use

RQSA Recruitment Network MS Teams is crucial for the sharing of confidential recruitment documents in a secure and confidential manner. Consequently download from RQSA Recruitment Network MS Teams every time you require a confidential recruitment document. The RQSA Recruitment Network MS Team also allows the RQSA unit to share recruitment information.

Apply best practice when using RQSA Recruitment Network MS Teams:

- Do not save a confidential recruitment documents downloaded from RQSA Recruitment Network MS Teams to any device/ HSE Server in its original format.
- Tailor/edit the confidential recruitment documents you download to reflect the specific recruitment campaign. This means, in the case of Interview Content documents remove the QSA watermark, insert campaign name, reference and service area on main page and insert the campaign name and reference in document footer.
- Save / store the tailored/edited confidential recruitment document on a HSE Server. Password protect the document to restrict access to authorised users only.
- Delete / dispose (securely) of the tailored confidential recruitment documents when no longer required. Retain one master copy (password protected) as part of the recruitment campaign file. Use of the document number on the main page can assist in the sharing/controls e.g. Document number 3 of 4 given to XXX Interview Board Member.

## Document history

Version	Owner	Authors	Publish Date
1.0	Recruitment Quality, Standards and Advisory Unit	Karen Magarahan	05/06/2024