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Guidelines for Support Services Appointments

Reference number of this document	AP0080
HEMIS classification	
Aim	To establish guidelines for support services appointments, e.g. regarding the documentation that the HR practitioner needs to initiate the process, the function of the HR practitioner in the Division of Human Resources (HR) as well as in the environment concerned during the process, the composition of an interviewing panel, the process after the position was advertised (composing a shortlist and conducting interviews) as well as the internal approval process that HR has to follow when presented with the list of preferred candidates
Type of document	Guidelines
Accessibility	General (external and internal)
Implementation date	
Review date/frequency	As the need for amendments arises
Previous reviews	February 2012 , February 2018 April 2021
Owner of these guidelines	Vice-Rector: Social Impact, Transformation and Personnel
Institutional functionary (curator) responsible for these guidelines	Chief Director: Human Resources
Date of approval	
Approved by	

Keywords	guidelines, support services appointments, request form for placing an advertisement, panel members, draft advertisement, advertising, additional recruitment actions, online system, matrix of applicants, shortlist, interviews, Employment Equity Plan, designated groups
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The core of the guidelines

Establish guidelines for appointing support services staff (request for placing an advertisement, advertising, compiling a shortlist, conducting interviews and approving an appointment).

1. Introduction

This document contains requirements and offers clarity regarding the expectations and guidelines that apply to the process of support services appointments.

2. Application of the guidelines

These guidelines apply to all staff members who are involved in the appointment of a certain support services employee or filling of a certain support services vacancy.

3. Definitions

Additional recruitment actions – actions to increase the pool of applicants, for example by means of direct recruitment or a recruitment agency (for the account of the environment concerned)

Designated groups – for example african people, coloured people, Indians, women and people with disabilities

Draft advertisement – the draft formulation, in Afrikaans as well as English, of the advertisement of the vacancy in a certain format according to the template available for this purpose on HR's web site

Matrix of applicants – the list of applicants in alphabetical order, which indicates to what extent each candidate fulfils the requirements and recommendations (if applicable) for the vacancy concerned

Online system – a system according to which candidates apply for vacancies; available to internal as well as external applicants

Request form for placing an advertisement – a form that supplies information about the vacancy; for example, the environment in which the vacancy has arisen, job title, post level, remuneration level, previous incumbent, panel members and date by which the vacancy needs to be filled

Support services appointment – the appointment of an applicant as a support services employee in a support services vacancy or post, either in a support services environment or in a faculty

4. Aim of the guidelines

The aim of this document is to establish guidelines for support services appointments that environments must follow in the appointment process (e.g. the request for placing an

advertisement, advertising, compiling a shortlist, conducting interviews and approving an appointment).

5. Objectives of the guidelines

The objectives of these guidelines are the following:

- 5.1 Offer guidelines to staff members who are involved in support services appointments.
- 5.2 Establish guidelines regarding the documentation that accompanies appointments, from the request for placing an advertisement up to the appointment of a support services employee.
- 5.3 Optimise the turnaround time of support services appointments.
- 5.4 Ensure that the guidelines for support services appointments are available to all staff members who are involved in such appointments.
- 5.5 Set out the function and responsibilities of the relevant environment, the HR practitioner involved and the HR Division regarding support services appointments.

6. Provisions of the guidelines

- 6.1 If a vacancy arises and the staff plan of the environment concerned provides for the position being filled, the dean/chair/environmental head has to provide the HR practitioner concerned with the following complete documentation: (a) a request form for placing an advertisement and (b) a draft advertisement in Afrikaans as well as English (templates for this purpose are available on HR's web site).
 - 6.1.1 The proposed interviewing panel must be indicated on the request form.
 - 6.1.2 The HR practitioner concerned must submit the proposed panel for approval by the HR Division and duly inform the dean/chair/environmental head.
 - 6.1.3 Once the panel has been approved, the dean/chair/environmental head must inform the people concerned that they have been appointed as panel members.
 - 6.1.4 A panel typically consists of the following members:
 - 6.1.4.1 the dean/chair/environmental head (panel chair),
 - 6.1.4.2 an HR practitioner (permanent member), and
 - 6.1.4.3 any other members according to the discretion of the dean/chair/environmental head (keeping in mind representativeness, functionality and independence).
 - 6.1.4.4 A panel usually consists of at least four (4) or five (5) members.
- 6.2 Regarding the formulation of the draft advertisement in Afrikaans as well as English, take note of the following:
 - 6.2.1 Environments are advised to contact their HR practitioner before formulating a draft advertisement, in order to establish whether a previous or another advertisement might be available to serve as point of departure.

- 6.2.2 The HR practitioner for the environment can advise whether advertising is necessary or whether the environment may proceed with recruitment directly. At post levels 5, 6 and 7 additional recruitment actions are initiated centrally by HR in consultation with the relevant environment.
- 6.2.3 The HR practitioner will give input regarding the draft advertisement and will provide the environment with the necessary advice.
- 6.2.4 Once the advertisement has been drafted for publication, HR must submit it to the dean/chair/environmental head for sign-off before publication.
- 6.2.5 The dean/chair/environmental head must indicate specifically which media is preferred for publication. The HR practitioner concerned can advise the environment on this matter.
- 6.2.6 The HR practitioner concerned will also advise the environment about possible additional recruitment actions with a view to identifying suitable candidates.
- 6.3 Once the advertisement has been placed, the process continues as follows:
 - 6.3.1 Candidates apply for the position via the online system.
 - 6.3.2 Any applications that are sent to the environment directly, must be sent to HR before the closing date.
 - 6.3.3 Panel members are granted access to all applications via the online system.
 - 6.3.4 Once applications have closed, HR provides a matrix of applicants as input for compiling the shortlist. The environment must finalise the short list in consultation with their HR practitioner.
 - 6.3.5 It is the duty of the environment concerned to arrange interviews and to convene the interviewing panel (of which the HR practitioner must always be a member).
 - 6.3.6 If necessary, the panel may meet more than once – first to finalise the shortlist and then to conduct interviews.
 - 6.3.7 HR must request reference reports for candidates on the shortlist before the interviews are conducted. The relevant information can be obtained during the process of compiling the shortlist.
 - 6.3.8 The panel chair, in consultation with the relevant HR practitioner, must compile a **recommendation report** (a template for this purpose is available on HR's web site), which must be sent via the dean or environmental head to HR for further processing after the interviewing process has been concluded.
 - 6.3.9 The University must handle all applications according to SU's Employment Equity Plan, which recognises the necessity of diversifying the demographic composition of its staff corps, especially by appointing suitable candidates from the designated groups.

6.3.10 When a position is being filled, the names of **three appointable persons** must be submitted, at least one of whom must come from the designated groups. (Should meeting this requirement prove to be impossible, it must be motivated.)

6.4 Approval process

6.4.1 Once HR has approved the recommendation, the division must prepare the documentation of appointment for the successful candidate in consultation with the dean or environmental head concerned.

6.4.2 The successful candidate may be duly informed only after HR has approved the recommendation and appointment formally in writing.

6.4.3 HR will request Background Information checks (including the following checks: qualifications, criminal record, identity document validation, fraud and if applicable, a driver's license) on the successful candidate. HR will fund the cost of the inquiry. Feedback about the inquiry will be provided to the chair of the interview panel.

6.4.4 Any offer made to the successful candidate will be conditional on the outcome of the background information check.

6.4.5 It is the duty of the environment concerned to contact the unsuccessful candidates after the process has been concluded.

These guidelines must be read with the document Service Level Agreement regarding the Placement of Recruitment Advertisements, Conducting of Interviews and Relocation of Newly Appointed Staff (available on HR's web site).

7. Supporting documents

Item No.	Name of Document	Status <i>(e.g. identified, in process or approved)</i>

8. Related documents

Item No.	Name of Document	Status <i>(e.g. identified, in process or approved)</i>
AP0048	Service level agreement regarding the placement of recruitment advertisements, conducting of interviews and relocation of newly appointed staff	

Guidelines for support services appointments (**April 2021**)