

Frequently asked questions about applying for a job using the online application system.

Q. Who should I contact if I have a query about applying online, or if I am having difficulty making an online application?

A. You can email us at jobs@worc.ac.uk or call us on +44 (0)1905 855173.

Q. What are the advantages of applying online?

A. The advantages are:

- Submitted applications are saved and available for printing.
- Once you have submitted your first application, you can re-use this as a basis for future applications, which means that you will not need to re-enter all of your personal information (qualifications, education, contact details etc) next time around.
- You can monitor the progress of your application.

Q. I can't remember my username or password – what should I do?

A. If you forget either of these, there is an option to click onto forgotten username / forgotten password and an email will be sent to you.

Q. I am a current member of staff or a student at the University of Worcester. Can I apply for a job using my normal University username and password?

A. Your staff and student access does not automatically provide you with access to this system. You will need to set up a new password and username to use the online application system.

Q. I do not have an email address. How will I apply?

A. You can register for an email address from for example, Orange, Yahoo or Hotmail. If you are a current student or employee, you are advised to use an email address other than your work email, as your university email account is deleted if you are no longer a student or employee. You are strongly advised that you set up an email address so that the recruitment team can inform you of the progress.

Q. Can I make a postal application instead of submitting an online application?

A. We want to encourage as many applicants as possible to apply online. However, if you require a hard copy application form, please contact jobs@worc.ac.uk or Tel: +44 (0)1905 855173.

You are strongly advised to state on your email address on the application form, so that the recruitment team can inform you of progress.

Q. Can I submit a CV rather than completing the online form?

A. CVs are not accepted instead of on-line application form. This is because the short-listing panel needs to consider all applicants' information in the same format to ensure equality of opportunity.

For academic posts only, it is possible to submit a CV and / or publications list but these must be **in addition** to an online application. There is a facility within the online form to attach these additional documents.

Q. How do we protect your information?

A. In compliance with the Data Protection Act 1998 the information contained in your application is used to shortlist and select for each position you apply for. If you are successful in your application, your application and equal opportunities information will form part of your manual and computerised personal file and your personal data will be used for employment and payroll processing purposes. For candidates who are not successful in their application, the information is usually kept for a period of six months after the closing date and then destroyed. In a small number of cases we are required to keep recruitment information longer than six months, until informed by UK Visa and Immigration (UKVI) that it can be destroyed.

All information is held securely and cannot be viewed by the University until you have submitted your application.

By completing and submitting an application, you consent to the University of Worcester processing such personal data as may be necessary for the proper administration of its recruitment and selection processes.

Q. What is the Equal Opportunities Form used for?

A. The University of Worcester is an equal opportunities employer. The information gathered on the form is used to assist us in monitoring the implementation and

effectiveness of our Equal Opportunities policy. The information collected will be stored and collated to enable effective monitoring to take place and only anonymised reports will be produced. The information will not be made available to the selection panel and will not therefore, be used in any part of the recruitment decision making process.

The exception to this is where an applicant has declared themselves to have a disability. This information is shared with the recruiting manager after they have carried out their shortlisting to ensure that the University meets its obligations in relation to the Two Ticks employment scheme (see 'Guidance for Applicants – Recruitment and Selection at the University of Worcester' for more details on this).

You are not obliged to complete this form, but we do encourage you to do so, for the reasons stated above.

Q. Can I apply for more than one job on the same form?

A. You need to complete an application form for each post for which you wish to apply. This is because your application will be short-listed against the person specification for each individual post. However, the online application system allows your personal information (contact details, employment history, education, training etc) to be saved for you to resubmit or amend to suit subsequent applications. Please note however, you will need to change the personal statement each time you apply for a particular job, to ensure you address the requirements of that role.

Q. How can I make the process of applying online easier?

A. You may find it helpful to have the information you need to complete the personal and employment history details in a Word or similar document. You will find it is relatively easy to cut and paste information from this document into the on-line application. Completing the form in this way will enable you to use spell check facility in Word beforehand, as spelling errors are not picked up on the online application form.

Q. How do I increase the text size on the screen?

A. If you are using Microsoft Internet Explorer:

Click on 'View'

Select 'Text Size'

Select required size for your personal use

If you are not using Microsoft Internet Explorer please consult the help pages in your browser.

Q. What happens if I am not able to fit in all the information in a particular section?

A. Please include this information in the Supporting Statement section, indicating clearly which section it should refer to. We anticipate this might happen in the Employment History Section.

Q.I have made some mistakes on my online application form. Can I recall my application to edit it and then re-submit it?

A. You can edit your application form any time before you submit it. However, once you have submitted it, you cannot change your details.

Q. What happens if I submit my on-line application and realise that I have missed out some important information relevant to the post for which I am applying?

A. Email us at jobs@worc.ac.uk with the additional information and we will attach this to your form.

Q. What if I start my application and forget to submit it?

A. If you have part completed an online application and not submitted it within 3 days before the closing date, you will receive an email to remind you that the closing date is near.

Q. Can I still apply after the closing date?

A. We accept applications up to 12.00 midnight on the closing date (UK time). We are not able to accept applications after the closing date.

Q. How do I know that I have successfully submitted an application?

A. Once you have submitted your online application you will receive an email to confirm it has been received. If you do not receive this email, please contact jobs@worc.ac.uk or Tel: +44 (0)1905 855173. Please ensure you check your spam folder as occasionally emails can be picked up by spam filters.