

Recruitment Pathway Management

Pathway manages the recruitment, validation, tracking and matching of individuals to roles, and the ongoing certification of the professional workforce

Align disparate recruitment processes and streamline applications

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Pathway - Recruitment and selection system

1. Introduction

This document contains summary information relating to the software product, hosting and support services, software licensing, technical requirements and commercial arrangements. A more detailed definition of the product and services provided are available on request.

2. Overview

Pathway is an online solution designed to help recruiting organisations manage large volume programme recruitment campaigns, delivering a service to applicants who can apply for programmes or posts and track progress throughout the recruitment cycle.

The system was developed for Health Education England as part of the Medical Dental Recruitment and Selection project (MDRS) and implemented under a unified project, with the purpose of aligning disparate recruitment processes and streamlining application and selection activities.

The system is used to manage medical, dental, public health, academic, pre-registration pharmacy and healthcare science recruitment programmes and placement activities carried out by offices in England, NHS Education Scotland, the Wales Deanery, the Northern Ireland Medical and Dental Training Agency, the National School of Healthcare Science and various Royal Colleges. The system supports the placement of around 22,000 trainees annually from 35,000 applicants making over 50,000 applications across 1,500 employers each year. Placement processes are managed by over 750 administrators.

Although initially developed to support the recruitment and selection of healthcare professionals, the system is highly configurable and capable of managing large-scale or complex recruitment, selection and placement matching activities in any market sector.

3. Services provided

- Hosting of the system on our own hosting infrastructure.
- Delivery of The system as a service via the internet or the HSCN (at an additional cost).
- Appropriate IT infrastructure and internet services.
- Appropriate third-party software licences, including Microsoft SQL Server.
- Customisation of the system (provided at an additional cost).
- Integration with external third-party systems (provided at an additional cost).
- Provision of the live instance of The system and a demonstration version for training.
- User training.
- Technical and operational support for the system.
- Technical support for the hosting infrastructure.
- Installation and configuration of the system.
- Software maintenance.
- Server and network security.
- Server and network maintenance.
- Periodic performance monitoring.
- Data backups, including secure off-site storage.
- Delivery of services to ISO:9001 and ISO:27001 standards.
- The system software application and database.
- Change Management (optional).

4. Functional overview - administrators

4.1 Vacancy/programme configuration

- Create and publish adverts with user-defined text, associated documents and hyperlinks.
- Create national and local recruitment programmes.
- Configure the recruitment process for the particular programme.
- Manage and advertise recruitment timelines (opening, closing, shortlisting, etc).
- Publish individual programme/placement information for review prior to application.
- Set-up long-listing, short-listing, self-assessment, selection centre and interview profiles.
- Customise application forms including applicant self-assessment questions.
- Optionally request online reference and collection.
- Configure online applicant surveys.
- Facility for restricting applications to pre-qualified cohort.
- Optionally run streamed recruitment to allow single applications to be processed for multiple specialisms or regions.
- Allow vacancy leads to provide restricted access to certain administrators to perform specific tasks.

4.2 Interview configuration

- Interview venue and facility management.
- Interview schedule management.
- Applicant self-service interview booking or administrator controlled bulk-booking.
- Interview scoring profile and tie-breaking rules.
- Generation and export of scoring templates and interview packs.
- Selection centre management.

4.3 Process management and ranking

- Automated process management: longlist to shortlist; shortlist to interview, etc.
- Configurable candidate ranking for programme offers/matching.
- Full ranking review facilities with alerts for tied scores.
- Rules-based allocation including options to evenly fill programmes across geographies.
- Self-managed generation of unique ranking frameworks at shortlisting and/or interview.

4.4 Allocation and offers

- Online offers facility including release management and configuration of offer window.
- Offers hold facility.
- Offer upgrade facility.
- Automatic offer expiry after 48h hours with option to include/exclude weekends.
- Automated offer matching and de-confliction.
- Meritocratic offer algorithm to assign applicants based on rank and their preferred posts.
- Management of offer rounds, both national and regional, with de-confliction of offers within a given round to ensure an applicant accepts only one offer with that round.

4.5 Administration

- User access role configuration and management.
- Content management for resources, documentation, links, vacancy help text and FAQs.
- Email, letter and SMS template options.
- Automated and bulk communications (email, letter and SMS).
- Applicant messaging service.
- Audit trail of application changes and major administrator process activities.
- Applicant Portal content management.

4.6 Reporting and integration

- Pre-defined (standard) reports.
- User-definable report writing facilities.
- Integrated with the workforce management systems.
- Links to external computer-based testing systems (optional and at an extra cost).

5. Functional overview - applicants

- Vacancy/programme search facilities.
- Vacancy watch list.
- Applicant pre-registration process including account registration and verification.
- Intuitive applicant dashboard.
- Online programme/placement preference ranking.
- Document upload facility for managing application supporting information.
- Data audit including session timeout management and data validation.
- Facilities to manage multiple applications using shared registration data.
- Applicant message and communications centre.
- Self-service interview booking.
- Application tracking including status change alerts and deadline pending alerts.
- Interview self-service slot selection based on first come, first served basis.
- Online offers facility including options to accept, hold, upgrade and reject offers.
- Online help and guidance (managed by recruitment administrators).
- Applicant tracking of reference progress.

6. Functional overview - assessors

- Online shortlisting module giving access to assessors to score applications.
- Support for vertical or horizontal scoring shortlisting.
- Support for defining number of shortlisters per application/question set.
- On-screen prompts and short-listing guidance.
- Offline shortlisting option (supporting export/import of data).

7. Functional overview - referees

- Automated reference request and reminder communications with referees.
- Ad-hoc referee email communication support.
- Referee portal providing online access to reference forms.
- On-screen guidance and user prompts.
- Tracking reference request progress.

8. Functional overview - employers

- Online portal for retrieval of trainee application form and supporting documentation.
- Access to application references.

9. Licence terms

1. A single, non-exclusive, non-perpetual software licence is provided to the client permitting the system to be accessed by users employed by and working for the client.
2. The client is not permitted to sell, distribute or gift the system or to offer the system as a service to any other organisation or individual.
3. Access to the system is restricted to a specific number of registered users (as purchased) and, where applicable, a specific number of records or transactions.
4. Users of the system must be properly trained and proficient in its use. Support services may be suspended for inadequately trained users.
5. The licence to use the system includes access to the system, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for two years.
7. The licence shall expire at the end of the agreed licence term.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the system will be terminated and arrangements will be made to provide client data held on the system to the client in a suitable and secure format.
10. Hicom retain the copyright and Intellectual Property Rights to the system and all associated modules.

10. Training

Training is delivered in accordance with the needs of each organisation. We will develop individual, tailored training courses specific to the needs of the individuals being trained.

Training can be delivered using a variety of different methods including cascade (train-the-trainer) training, classroom-style demonstrations, focus groups, workshops, online webinars and video tutorials.

11. Service constraints

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

Systems are provided fully-configured and ready to use. There is no provision within the standard contract for the customisation of the system, the import of data from existing resources or integration with third-party software, but these services can be provided as a service option if required.

12. Hosting

We provide hosting services on the internet or the Health & Social Care Network (HSCN) through our own dedicated infrastructure. For all our systems we guarantee access to the system 24 hours a day, 365 days per year, excluding pre-planned time for system maintenance.

We offer two levels of hosting service: Essential and Enhanced. The Essential service guarantees 99.7% service availability and the Enhanced service guarantees 99.9% service availability.

Two environments (production and UAT/test) are provided as standard. Availability and service level guarantees only apply to the production environment. Note that additional environments can be added as required.

All of our hosting services are governed and compliant to ISO/IEC 27001:2013 standards and include:

- A dedicated, highly secure and restricted physical environment.
- All data secured in transit and at rest based on National Cyber Security Centre standards.
- Regular vulnerability scans and security audits for all systems and services.
- Monitoring and logging of all online services and security, retained and audited for compliance.
- Complete hardware, power and connectivity redundancy.
- Dedicated Disaster Recovery (DR) sites for HSCN and cloud-based recovery for all other services.
- Fail-over guarantees of two hours or less.
- Near real-time replication of all virtualised hosting services.
- Encrypted, secure and fire safe off-site backups of all customer data.

13. Support services

We provide a comprehensive Service Level Agreement (further details are available on request) with an option of either our Essential or Enhanced level of support that includes the following provisions:

- Telephone and email support services available between 09:00-17:00 UK time, Monday to Friday (excluding public holidays).
- Optional out-of-hours support for critical incidents (Enhanced Level only).
- Guaranteed response and resolution times for both Essential and Enhanced service levels.
- Dedicated online tools for logging and monitoring support issues, change requests and system updates.
- Incident logging, prioritisation and service performance reporting.
- Technical support to nominated system administrators.
- 2nd line operational support to trained and registered users.

14. Client requirements

To access our systems, we expect all clients to meet with following requirements:

- Use of HTML 5 compatible web browsers (Google Chrome, Mozilla Firefox, Safari (7 and above) or Microsoft Edge.
- Web browser settings with cookies, pop-ups and Java Scripting enabled.
- Minimum screen resolution of 1200 x 800.
- No use of intrusive plugins affecting browser behaviour.

We expect the client to provide the following to ensure successful deployment and ongoing use of the system:

- A dedicated, trained and experienced project manager who will be our primary point of contact.
- Participation in pre-planned project management events.
- Sufficient access to appropriate client stakeholders during the project planning, design, development and deployment phases.
- Commitment to providing training to all personnel who will be using the system.
- Support with the testing of the system prior to go-live and during subsequent system upgrades.
- Participation in design review meetings and approval of agreed delivery and development plans.
- A nominated system supervisor who will become an expert on the system with responsibility for co-ordinating communication with us during normal operational use.
- Technical support during the deployment of The system as may be required to provide access to the system to client users.

15. Commercial requirements

Standard pricing document is provided separately.

Consultancy, project management, design, development, implementation and training services are invoiced on completion. The software licence and any related support and hosting services are invoiced annually in advance.

Payment terms are strictly 30 days from the date of the invoice.