trac.systems
A Civica Group company

FREQUENCY ASKED QUESTIONS FOR RECRUITING MANAGERS

Date	Category	Question	Response
20/04/2019		What is TRAC Recruitment System?	TRAC Recruitment systems is an intelligent applicant management software for the NHS and public sector which enables a faster, better and cheaper way to recruit.
20/04/2019	Overview	Why has the Trust implemented TRAC System?	TRAC Recruitment system has several benefits, some of which are: ➢ Help streamline the recruitment processes and shorten the Trust overall time to recruit the right candidate. ➢ Improve applicant's communication by managing all the correspondence with your applicant in one place which will enable the TRUST to improve the candidate experience and make sure that any important information reaches the candidate in a timely manner. ➢ Enable the TRUST to enhance KPI reporting by generating reports from the records and evaluate at any stage of the recruitment process.
20/04/2019	Access, Information and Training	How do I get a TRAC account?	Contact the Recruitment coordinators on **Recruitment@eastamb.nhs.uk**, or phone on 01234 243200 and they will set up a TRAC account for you with the right access and a welcome email will be sent to set up your account.
20/04/2019		How do I find the user guides and tutorial videos on TRAC system?	Click on the link below and it will take you to the user guide which is located under the help section. **https://admin.trac.jobs/userguide/**

	Access, Information and Training		 You will need a Trac account before you can access the user guide.
20/04/2019		Will there be more training for recruiting managers?	Yes, these training sessions will be carried out on an ongoing basis as needed Further details will be circulated, and information will be on e-Zine. Please also email **recruitmentreviewproject@eastamb.nhs.uk**

20/04/2019	Attachment	Is there a process in TRAC for raising a vacancy to ensure that the correct attachments are also uploaded (Applicant guidance notes, Guidance for applicant's self-declaration of criminal convictions, Guidance on employing people with Criminal Convictions where relevant)?	These can be added as 'employer' or 'department' documents and will be ticked to be added as standard on all vacancies. If one of the attachments is not appropriate, it can be just unticked at the time of advertising.
20/04/2019		How do I update applications in the offer/starting stages e.g. sending out offer letters?	Contact the Recruitment team who will be able to update the applications on TRAC systems for you.
28/04/2019		How do I edit vacancies such as the closing date or interview date which are already going through authorisation stage?	Contact the Recruitment Coordinators who will be able to edit the detail of the vacancies for you.
30/04/2019	Vacancies	How do Recruiting managers know that their vacancy has been published?	Once a vacancy is live on TRAC & NHS Jobs (where applicable) the recruiting manager will be sent an email to advise them. Managers will also be able to see the status of their vacancy when they login to TRAC.
30/04/2019		Can approvers be selected by the recruiting manager on the TRAC system?	Yes, the approvers are added by the manager when adding a vacancy for approval. To create an account, enter the intended user's name and email address in the format: Name EmailAddress for example: **Margaret Evans Margaret.evans@eastamb.nhs.uk.** The Recruitment Team can amend these approvers once a request has been submitted, if there are any errors or another requirement to edit these.
30/04/2019	Bank Staff	What is the process for Bank staff within TRAC?	There will be a 'hidden' vacancy for Bank applications. Please speak to the recruitment team to ensure the required Bank vacancy is available. Bank staff would need to be sent the link to the hidden vacancy and submit their application. This is to ensure that all required information (i.e. Personal details, employment history & monitoring information)

			is supplied for the recruitment process and reporting. Please note Bank vacancies do not need to go through approval process and will be added by the Recruitment Coordinators.