

Frequently Asked Questions: Applying to a Job Posting

Get answers to questions frequently asked by our applicants. Please contact Human Resources if your question isn't shown, or if you need further details from any of the answers below.

General Questions

1. How do I contact Human Resources if I have questions or need assistance?

You can send an e-mail with your questions or request to askhr@fanshawec.ca

This e-mail account is monitored frequently.

2. Is applying online the only way to apply for a job?

Yes, for all full-time positions. All applications must be submitted through Fanshawe's online application system. Paper applications, applications sent via email or fax will not be accepted, unless directions to do so otherwise are specifically indicated in the job posting for non-full-time opportunities. Fanshawe's online application system is available on any computer with access to the internet. Consult your local library or employment resources centre for computers with internet access available to the public at no cost.

3. Can I submit an unsolicited resume (not to a job posting) that can be held for future consideration?

Fanshawe does not accept unsolicited resumes. Applications can only be submitted to posted positions. We encourage you to monitor our website on a regular basis for job opportunities that you are interested in.

4. I saw a job posting for Fanshawe College on another website (i.e. Indeed or LinkedIn). Can I apply through their website and be considered in the competitive recruitment process?

No. To be considered for a position at Fanshawe College, you must apply directly through Fanshawe's online application system.

5. Can I apply for a job if I reside internationally, but I am legally entitled to work in Canada?

Yes. If you reside internationally you may still apply to a job posting. Your application will be considered in the competition recruitment process if you are legally entitled to work in Canada.

6. If during the recruitment process I need some type of accommodation what should I do?

Fanshawe College provides accommodations to job applicants with disabilities throughout the recruitment process. If you are a job applicant requiring an accommodation at any stage of the recruitment process please contact Human Resources at askhr@fanshawec.ca or call 519-452-4246 and we will work with you to meet your accommodation needs.

Account Questions

7. What is the difference between an account and an application?

Account: The very first time that you apply for a job posting using Fanshawe's online application system you will create an account. Your account contains information such as your name, address, contact information, and a challenge question.

Application: An application is separate from your account. When you apply for a job posting you are creating an application which is unique to each job posting that you apply for.

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8. Can I make changes to my account information?

Yes, updates to your account (your name, address, contact information, and challenge question) can be made anytime and will only be reflected on new applications – not previously submitted applications. Once you log into your account you can make changes by selecting **Account Settings**. Then, select **update**, on the bottom left hand side of the page to save any changes that you made.

Technical Questions

9. What do I do if I forget my password?

You do have the option to reset your username/password. Please click on **Log In**, then select **Forgot My Username/Password**. You will then be redirected to the below screen.

The screenshot shows the 'Careers At Fanshawe' website interface. On the left is a navigation menu with links: Home, Search Jobs, Create Account, Log In, Help, Resume and Interview Tips, and Expression of Interest - Partial Load Opportunities. The main content area has two sections: 'Retrieve Username' and 'Forgot Password'. The 'Retrieve Username' section asks for an email address and has a 'Retrieve Username' button. The 'Forgot Password' section asks for a username and has a 'Set New Password' button. A footer contains contact information for Fanshawe College, including phone numbers and the website URL.

How to Retrieve your Username:

To retrieve your Username, please enter in your email address and then select **Retrieve Username**. Your username will then be emailed to the email address that you used when creating your account. If you do not receive an email within a few minutes please check your junk/spam folder.

How to set a new Password:

To set a new password, input your username and then select **Set New Password**. When creating your account, if you did not create a challenge question an email will then be sent to your email address with a link to reset your password.

When setting up your account, if you did create a challenge question, once you enter in your username and then select **Set New Password** you will be redirected to a page where you are asked to answer your challenge question. You will then be able to set your new password.

Job Posting Questions

10. Should I use more than one version of my cover letter or resume when applying for a job posting?

As each job posting you apply for may have different qualifications listed, it is recommended that

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you modify your cover letter and resume to highlight your knowledge, skills, abilities and experience that is specific to the job posting that you are applying to.

11. I do not meet the minimum qualifications listed on the job posting. Am I able to apply?

You are welcome to apply to any job posting that you are interested in. However, your cover letter and resume will be assessed based on the minimum qualifications listed on the job posting.

12. Am I able to apply for more than one job posting at a time?

Absolutely! You are welcome to apply to any job posting that you are interested in.

13. I have applied for many jobs that I believe I meet the qualifications for but I have never been contacted for an interview.

Our job postings are very competitive and we receive an extremely high volume of applications. Each job posting lists the minimum qualifications (knowledge, skills, and abilities) that are required to do that job. The information you include in your cover letter and resume are assessed by comparing it to the minimum qualifications that are listed on the job posting.

Completing my Application

14. Will there be a copy of the job description included in the job posting?

If there is a job description available for the position, the link for that job description can be located in the Special Instructions to Applicants section of the job posting.

15. Do I have to complete all of the information in each of the sections?

All fields marked with an asterisk (*) are required information and must be completed.

16. What is the Your Documents section used for?

Once you have logged into your account, if you click on **Your Documents** on the left hand side, and select **Add Document**, you are able to upload files such as resumes and cover letters. Accepted files are .doc, .docx, .pdf, .rtf, .rtx, .txt, .tiff, .tif, .jpeg, .jpe, .jpg, .png, .xls, .xlsx. If your document is not in one of the above formats, please convert it to a PDF before uploading it. Encrypted or password-protected documents are not supported. You also have the option to select **Write Cover Letter** or **Write Resume** (depending on which document you are adding). By uploading a document here, you are not applying to a posting. This is a place where you can store documents.

17. What kind of files can I attach to my application?

During the application process you are able to attach the Documents needed to apply. It will indicate if the document is Required or Optional. To attach a resume, click on **Add Required Resume**. Accepted files are .doc, .docx, .pdf, .rtf, .rtx, .txt, .tiff, .tif, .jpeg, .jpe, .jpg, .png, .xls, .xlsx. If your document is not in one of the above formats, please convert it to a PDF before uploading it. Encrypted or password-protected documents are not supported. You can upload your resume by selecting **Choose File**. You also have the option of selecting **Use Previously Uploaded Resume**, where you can select a resume that you used to apply to a previous job posting. You may also click on **Write Resume** where you can copy and paste your resume into a text box. The same can be repeated for additional documents that are needed to apply. References, and transcripts are not

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required at this stage of the application process. Please only submit the documents outlined in the application.

18. When I apply for a job posting do I need to upload a new cover letter and resume each time?

Each job posting that you apply for will indicate the documents needed to apply (cover letter, resume, etc.). You can upload a new cover letter and resume, but you also have the option of selecting **Use Previously Uploaded Cover Letter/Use Previously Uploaded Resume**, where you can select a Cover Letter or Resume that you used to apply to a previous job posting.

19. I have uploaded a file and realized it was the wrong document or it contained an error. How do I change it?

If you have already submitted your application to a job posting you can't make any changes to that application. If you have not yet submitted your application you are able to change your document. Once you have uploaded a document, and selected **Add to my Application**, you do have the option to replace it. Under the actions column you can select the document that you would like to replace. For example, if you would like to replace your Cover Letter select **Replace Cover Letter**, or if you would like to replace your Resume, select **Replace Resume**. You can then replace it with the correct document.

20. Do I have to create an application in addition to my cover letter and resume?

Yes, each time you apply for a job posting an application is created in Fanshawe's online application system. Your account will retain previously entered information such as your name, address, contact information, and challenge question. All of this information can be updated when you apply to a new job posting as you will create a new application at that time. The application is in addition to any documents that you upload such as a cover letter and resume.

21. What do I do if I time out of the application process?

If the system senses no activity for 60 minutes you will automatically be logged off. You will then see a notification that your session has expired and you will need to log back in. Once you log back in it will automatically bring you back to last place in your application that you saved. If you have more than one application that you are working on, once you log in, select **Your Applications**, and then you will see a list of applications that you have in progress. You can then select the one that you would like to complete. Please ensure to select **Save** or **Save & Continue** once you complete each section to avoid losing any of your data.

Submitting my Application

22. Can I review my application before submission?

During the application, once you have uploaded your documents, select **Save & Continue**, you will then have the opportunity to Edit your application by selecting **Edit this Application**. You can then make any necessary changes.

23. Once I have submitted my application to a job posting can I make changes to my application?

Once you submit your application you are not able to make any changes. When applying to a job posting please ensure all information is correct before you submit it as that is the information that will be reviewed by Human Resources and the Hiring Manager.

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24. The Closing Date for submitting an application to a job posting has passed. Can I still apply?

Late applications are not accepted so please ensure to submit your application through Fanshawe's online application system before the job posting's closing date. Job postings close at midnight (12am) on the closing date. Job postings that have a closing date that indicates, "Open until filled," may be removed at anytime so if you are interested please apply as soon as possible.

25. I have submitted my application for a job posting. Will I automatically be considered for other similar jobs?

No. In order to be considered for a job posting you must apply to that specific job posting.

26. How do I know that my application has been received?

Once you reach the last page of the application, and select **Submit this Application** you will then be redirected to a page that indicates that your application has been submitted, and you will see your confirmation number. You will also receive an email with your confirmation number which you can save for your records. If you need to contact Human Resources to inquire about the posting please reference the title and posting number - not the confirmation number.

27. Can I make changes or withdraw my application?

Once you have submitted your application to a specific job posting you are not able to make any changes to that application or documents that you have uploaded. If you applied to a job posting and no longer wish to be considered you may withdraw your application. To withdraw your application, select **Your Applications**, and then select the **Withdraw Application** button under the status column in your account. You will now see that it says Withdrawn under the status column. You will also receive an email indicating that you have successfully withdrawn your application.

28. If I withdraw my application from a job posting, can I re-apply if I change my mind?

If you decide to withdraw your application, you will not be able to re-apply for that same job posting.

29. How long will my application be kept on file?

Applications are only reviewed and considered for the specific job posting that you applied for.

Hiring Process Questions

30. How does Fanshawe assess my application once I have applied?

Each job posting lists the minimum qualifications (knowledge, skills, and abilities) that are required to do that job. The information you include in your cover letter and resume are assessed by comparing it to the minimum qualifications that are listed on the job posting. Once the applications are reviewed, applicants that most closely match all position requirements may be invited to interview.

31. If I am selected for an interview how will I be made aware?

If you are selected for an interview, Human Resources will contact you. You will be advised of information such as the position, date/time of the interview, the interview platform (WebEx, Zoom, in person – if in person you are responsible for any parking costs), the names of the people on the interview panel, request for reference information, and will indicate if any other assessments are required. Please ensure your contact information is correct, and check your email often as well as

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your junk/spam folder. Due to the high volume of applications that are received only applicant's selected for an interview will be contacted.

32. What does the interview process look like?

When you are invited for an interview you are made aware of who will be sitting on the interview panel. Interview length will be advised when you are invited to interview, and can vary depending on the position that you have applied for. Some positions may require additional assessments such as testing, a presentation, or a teaching demonstration. If additional assessments are required this information will be included in the interview invitation.

33. At what point in the competitive recruitment process do you request references?

If you are selected for an interview, Human Resources will request that you provide a minimum of three references. References must be work related and they must be supervisory (we can't accept colleagues, friends, or family). When providing your reference information, it is important to include correct contact information. You can confirm this information when you ask your reference for permission to use them as a reference.

34. At what point in the competitive recruitment process would my references be contacted?

References are usually the last step in the process, once assessments and interviews are complete. Sometimes we do more than one interview or assessment. You would be made aware by Human Resources before your references are contacted.

35. Will I be able to see the status of my application? How will I know when a position has been filled?

When you log into your account, select **Your Applications** on the left hand side. You will then see a list showing all of the job postings that you have previously applied to. The status column shows the current status of the posting. Your status will remain as "In Progress" throughout the competitive recruitment process. Once the position has been filled, it will indicate, "Filled," in the "status" column.

36. How would I know if I am successful in the competitive recruitment process?

Either Human Resources or the hiring manager will contact you if they are interested in pursuing your candidacy. All candidates that have been interviewed and were not successful in the competitive recruitment process will be notified of the outcome of the competition once a decision has been made.