Pool Recruitment: Guidance

Agencies are responsible for creating and managing policies and procedures for using recruitment pools and ensuring these comply with the relevant Commissioner's Instructions.

This guidance should be read in conjunction with Commissioner's Instruction 48, 49 and 50 (see Resources below). The Commissioner's Instructions operate alongside applicable legislation, regulations, awards and agreements.

Key features

Recruitment pools are used to recruit for similar positions that are for high volume, generic roles. Examples include primary teachers, education assistants, medical administration assistants, customer service officers, payroll officers, data entry officers, prison officers and community engagement officers.

Recruitment pools can be used to fill permanent, fixed term and temporary vacancies.

Suitable applicants appointed from recruitment pools to fixed term positions remain in the pool for consideration for permanent appointment.

Types of recruitment

Time limited pool

A time limited pool is active for a fixed period as set by the agency. Most are active for a maximum of 12 months as suitability requirements may change over time.

Features of a time limited pool include:
- applicants are identified at a single point of capture
- fixed expiry date
- priority appointment applies while the pool is active
- pool closes when it expires, is exhausted or by agency decision.

Open pool

An open pool has no fixed closing date as suitability requirements are less likely to change over time. Suitable applicants may be identified often and added to the pool while it remains active.

Features of an open pool include:
- no expiry date
- refilled as needed
- priority appointment applies while the pool is active
- pool closes by agency decision.

Shared pool

A shared pool operates by agreement between 2 or more agencies and can be time limited or open.

Procedures to manage recruitment pools

When establishing procedures to manage recruitment pools, agencies need to consider how:
- applicants are appointed from pools
- applicants appointed to fixed term vacancies are considered for permanent appointment while the pools are active
- suitability requirements of applicants remain current
- new applicants are regularly considered and added to open pools
- applicants are removed from pools
- decisions are documented and records are kept
- applicants are advised and notified of decisions that affect them, including decisions to close pools.

Consider organisational requirements such as geographical location, time to start and diversity when establishing procedures.

Establishing recruitment pools

When establishing recruitment pools agencies need to be clear about:
- what type of pools are being used
- vacancies to be filled
- how applicants can apply and be appointed from pools.

Pools can be established using advertising and limited search.

For more information and examples see Pool Recruitment: Job Advertisement Statements.

Prioritising pool appointments

Under Commissioner's Instruction 48 and 49, agencies must prioritise appointments from pools before advertising or using limited search.

When prioritising appointments agencies:
- determine whether vacancies align to the suitability requirements of the pools
- draw suitable applicants from pools consistent with their pool management procedures.

Removing applicants from active pools

Maintaining the currency of applicants is important when managing recruitment pools.

Applicants are removed from pools when they:
- are appointed to permanent positions
- withdraw from pools.

Agencies may consider removing applicants from active pools when they:

- have declined opportunities for appointment
- are no longer available for appointment
- cannot be contacted after reasonable attempts have failed
- no longer meet suitability requirements.

Resources

- [Commissioner's Instruction 48: Recruitment, Selection and Appointment to Permanent Vacancies](#)
- [Commissioner's Instruction 49: Recruitment, Selection and Appointment to Fixed Term Vacancies](#)
- [Commissioner's Instruction 50: Backfilling Temporary Vacancies](#)
- [Pool Recruitment: Job Advertisement Statements](#)