



**Australian Government**  
**Australian Customs and  
Border Protection Service**

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## **e-Recruitment: Candidate Portal User Guide**

This user guide explains how applicants apply for vacancies through the Australian Customs and Border Protection Service Candidate Portal.

If you have any queries regarding the use of the Candidate Portal contact the [Corporate Connect Team](#) or call 1800 46 1245.

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# Accessing Candidate Portal

To access Customs and Border Protection's current vacancies, visit the Customs and Border Protection Candidate Portal.

The screenshot shows the 'jobs' page of the Customs and Border Protection Candidate Portal. On the left is a navigation menu with links: vacancies home, jobs list, job search, job alert, my profile, help, and logout. The main content area shows the breadcrumb 'Home > Careers and recruitment > Jobs' and a 'jobs' header. Below this is a list of job categories with descriptions:

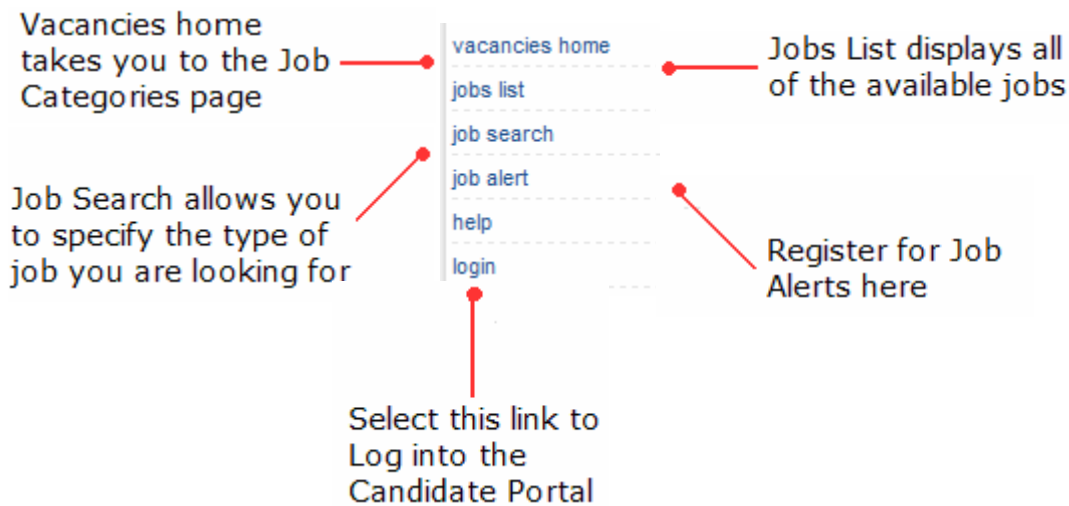
- All Vacancies**
- Customs and Border Protection Trainees**  
Entry level positions with Customs and Border Protection. Successful applicants are assigned to operational areas on completion of training.
- Customs and Border Protection Officers**  
Typical roles include operational and administrative positions. Equivalent to Australian Public Service Level 3
- Senior Customs and Border Protection Officers**  
Typical roles include senior administrative, technical advisor, project officer and small team leader positions. Equivalent to Australian Public Service Level 5.
- Customs and Border Protection Supervisors**  
Typical roles include senior policy developer and advisor, project management, coordinating operational tasks with large teams. Equivalent to Australian Public Service Level 6.
- Customs and Border Protection Managers**  
Typical roles include implementation of national programs, development of high level policy and advice, undertake complex research and project work and management of large teams. Equivalent to Executive Level 1.
- Customs and Border Protection Directors**  
Typical roles include providing strategic direction, close liaison with internal and external stakeholders for efficient delivery of section priorities. Equivalent to Executive Level 2.
- Recruitment Campaigns**  
Customs and Border Protection undertakes various campaigns to recruit to the Detector Dog Program, Customs and Border Protection Marine Unit, Graduate Trainees and Customs, Border Protection Flexible Employees and for specific work areas.
- Senior Executive Service**

## Quick Navigation

### Navigation Bar

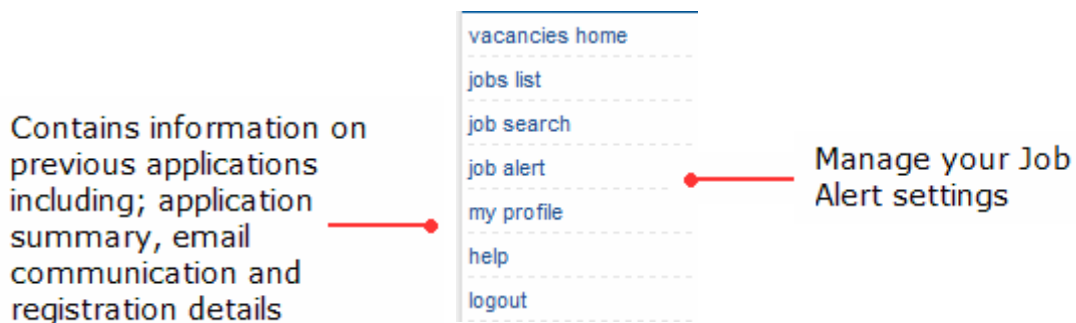
The Candidate Portal has a range of functions in the left hand **Navigation Bar**. Some of these options only appear if you have logged into the Candidate Portal.

#### Not logged in:



#### Logged in:

Once you have logged in there will be some additional functionality as well as some additional menu items.




## Viewing All Vacancies

The list of the current vacancies in Customs and Border Protection can be viewed by selecting **vacancies home** from the left hand navigation bar.



*Vacancies can be viewed by different categories or by **All Vacancies**.*

[Home](#) > [Careers and recruitment](#) > [Jobs](#) 

### jobs

- [All Vacancies](#)
- [Customs and Border Protection Trainees](#)  
Entry level positions with Customs and Border Protection. Successful applicants are assigned to operational areas on completion of training.
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Typical roles include operational and administrative positions. Equivalent to Australian Public Service Level 3
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- [Senior Executive Service](#)

Once you have selected a category in the **Jobs List**, you will see a list of available vacancies within that category.

## Job Search

To filter the jobs by classification and/or location you can use the **Job Search** function.



*Hold down the control key if you would like to select more than one search field - eg: ACT and NSW.*

vacancies home  
jobs list  
**job search**  
job alert  
help  
login

Home > Careers and recruitment > Job Search

### job search

Classification  
--Please Select--

State  
--Please Select--  
ACT  
NSW  
NT  
QLD  
SA  
TAS  
VIC  
WA

Back Search

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Once you have specified your search criteria select the **Search** button.

A list of vacancies matching your search criteria will be displayed.

Select the link in the **Job Name** column to view further details of the job. This column also contains a link to the Job Description so that you can quickly view the details of the role.

There are a number of **Actions** available on the right hand side of the screen including; start new application, access existing application, preview application form or email the job to a friend.

If there are currently no vacancies that match your search criteria a message will appear advising you of this.



*If your search returns no vacancies you can try searching by just **Location** or just **Classification**. By widening your search field you are more likely to get a result.*

# How to Apply

## 1 - Locating a vacancy

Once you have located the job that you intend to apply for select **Start New Application** in the column titled **Action**.

[Home](#) > [Careers and recruitment](#) > [Jobs - All Vacancies \(External\)](#)



### jobs - all vacancies (external)

Job Name	Closing Date	Time Remaining	Action
<b>HR Adviser</b> <ul style="list-style-type: none"><li>• Small Team Environment</li><li>• Fast paced</li><li>• Working under limited direction</li></ul>	12-Aug-2009 08:00 PM (AEST)	8 days	<a href="#">Start New Application</a> <ul style="list-style-type: none"><li>• <a href="#">Access Existing Application</a></li><li>• <a href="#">Preview Application Form</a></li><li>• <a href="#">Email A Friend</a></li></ul>
<b>Senior Technical Analyst</b> <ul style="list-style-type: none"><li>• Innovative small team environment</li><li>• Great location</li><li>• Working under limited direction</li></ul>	18-Aug-2009 02:30 PM (AEST)	14 days	<ul style="list-style-type: none"><li>• <a href="#">Start New Application</a></li><li>• <a href="#">Access Existing Application</a></li><li>• <a href="#">Preview Application Form</a></li><li>• <a href="#">Email A Friend</a></li></ul>



By selecting **Preview Application Form** you can preview the application form in it's entirety before you commence the process.

After selecting **Start New Application** the next screen provides additional information about the job including the Job Description.

After reading the information displayed and you wish to continue with an application select **Begin**.

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**Australian Customs and Border Protection Service**

vacancies home | [Home](#) > [Careers and recruitment](#) > HR Adviser

### HR Adviser

**Role of the Position**  
This is a critical senior Human Resource position that leads the delivery of high level human resource services on workplace issues to employees based in the ACT, and contributes to the development of national People strategies. In particular this role has responsibility for the delivery of strategic advice on Employee and Workplace Relations and Performance Management strategies nationally.

**How to apply:**

- If you have NOT registered with our Online Application System, you can begin your Application by clicking the 'Begin' button below.
- If you are unsure if you have registered before, [click here](#) and follow the steps.
- FORGOTTEN YOUR LOGIN DETAILS? [click here](#) and follow the steps . . .
- If you want to [preview](#) the Application form prior to logging in [click here](#).

IMPORTANT: This site is optimised for - Internet Explorer 5.0 (or later browser versions) and Netscape Navigator 4.0 (or later browser versions).

[Back](#) [Begin](#)

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## 2 – Privacy Policy

You will be required to read and accept the Customs and Border Protection privacy policy. After you have read the policy select the **I Accept** button.

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > Careers and recruitment > Privacy Policy

### privacy policy

#### AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE PRIVACY STATEMENT

The information provided by you in this online application form is collected to assist the Australian Customs and Border Protection Service (Customs and Border Protection) determine your suitability for selection to an advertised vacancy. Information collected from applicants and other information collected during the assessment process is managed under the Privacy Act 1988.

Customs and Border Protection may disclose some or all of the information collected to parties involved in the selection process (such as scribes or external selection panel members) for the purpose of determining your suitability for the position you have applied for and for conducting interviews. Customs and Border Protection may disclose some or all of the information collected to an applicant's nominated referees and/or educational institutions for the purposes of verifying the claims made in the application and to determine your suitability for the position you have applied for.

When you apply for a position with Customs and Border Protection the information is stored with NGA.NET and secured behind a firewall. The data can only be accessed with a Userid and Password supplied by the candidate or by the Recruitment Team, Professional Scribe, or Selection Advisory Committee members who are conducting the selection process. Access to the data from either the Recruitment Officer or Selection Advisory Committee is achieved using Secure Sockets Layer (SSL) ensuring all data is encrypted as it travels across the Internet.

#### Security Clearance

As part of the recruitment process, you are required to undergo a Security Clearance to determine your suitability to access sensitive information. All information and documentation provided by you, or in respect of you, will be treated as SECURITY-IN-CONFIDENCE and will only be used to assess your suitability for the required security clearance or for such other purposes that are permitted in accordance with the Information Privacy Principles (IPPs) as set out in Section 14 of the Privacy Act 1988.

Obtaining and maintaining a valid security clearance is a condition of engagement and continued employment with Customs and Border Protection.

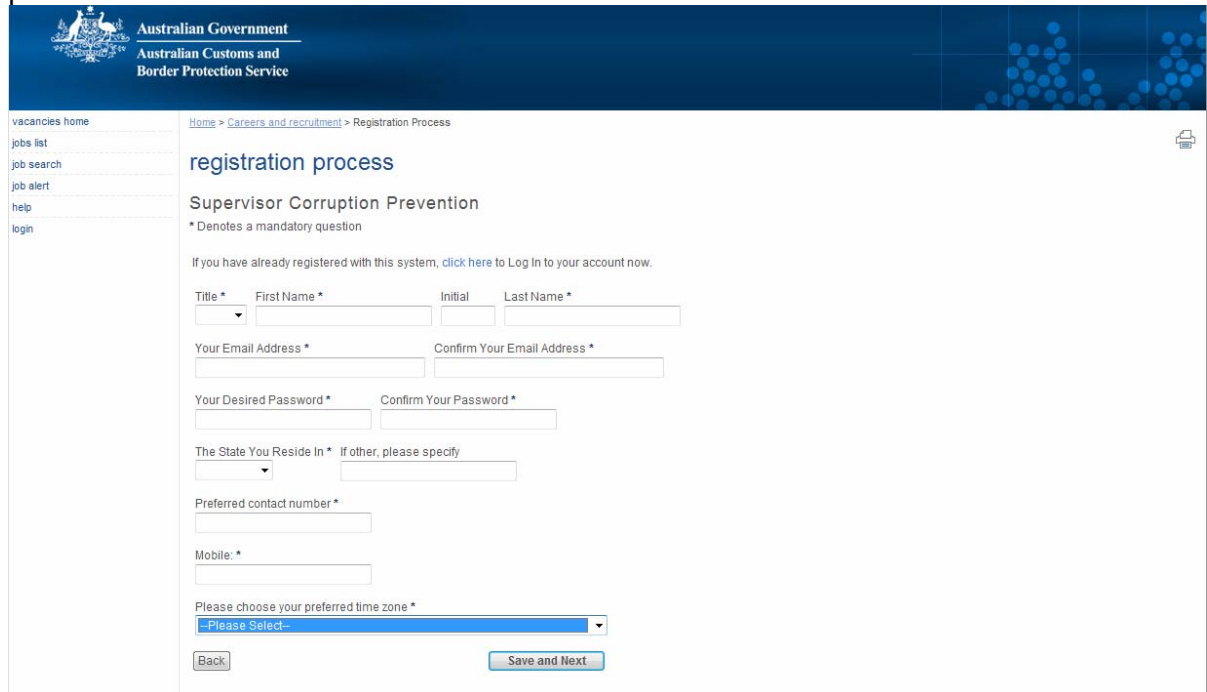
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*For some specialist vacancies there may be a pre application screen to assess your eligibility for the position or establish a precondition to your application.*

### 3 – Register or Login

If you **have not** previously registered as a candidate with the Customs and Border Protection Candidate Portal you will need to register your details. Registration allows you to determine a secure username and password.



The screenshot shows the 'registration process' page for the Australian Government's Australian Customs and Border Protection Service. The page title is 'Supervisor Corruption Prevention'. It includes a navigation menu on the left with links for 'vacancies home', 'jobs list', 'job search', 'job alert', 'help', and 'login'. The main content area contains a breadcrumb trail 'Home > Careers and recruitment > Registration Process' and a 'print' icon. Below the title, there is a note: '\* Denotes a mandatory question'. A link says 'If you have already registered with this system, click here to Log In to your account now.' The form fields are: 'Title \*' (dropdown), 'First Name \*', 'Initial', 'Last Name \*', 'Your Email Address \*', 'Confirm Your Email Address \*', 'Your Desired Password \*', 'Confirm Your Password \*', 'The State You Reside In \* If other, please specify' (dropdown), 'Preferred contact number \*', 'Mobile: \*', and 'Please choose your preferred time zone \*' (dropdown with '- Please Select -'). At the bottom are 'Back' and 'Save and Next' buttons.




*The \* denotes a mandatory field – you will not be able to progress to the next step of the application form without completing all of the mandatory fields.*



*The Candidate Portal uses your email address to identify you. There can only be one registration against an email address.*

Once you have completed all of the mandatory fields select **Save and Next**.



This close-up shows the 'Mobile:' label and an empty text input field. Below the field are two buttons: 'Back' and 'Save and Next'. The 'Save and Next' button is circled in red.

This completes the registration process. The screen below provides confirmation of your username and that the registration process was successful. You will also receive an email to confirm your username and password.



*Before selecting **Save and Next** on this screen take careful note of your log in details. You will need these in the future to log into the Candidate Portal to apply for new jobs, access previous applications and other functions.*



*You will also be sent an email containing your login email address and password. Please keep this some where safe.*

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Australian Customs and Border Protection Service

Home > Careers and recruitment > Registration Process

### registration process

**Message**

- Registration Process saved successfully

Thank you for your registration details.

Please take careful note of the following login details for future access to your information.

Username: jane.doe@customs.gov.au  
Password: \*\*\*\*\*

Please click next to proceed

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Select **Save and Next** to commence your application.

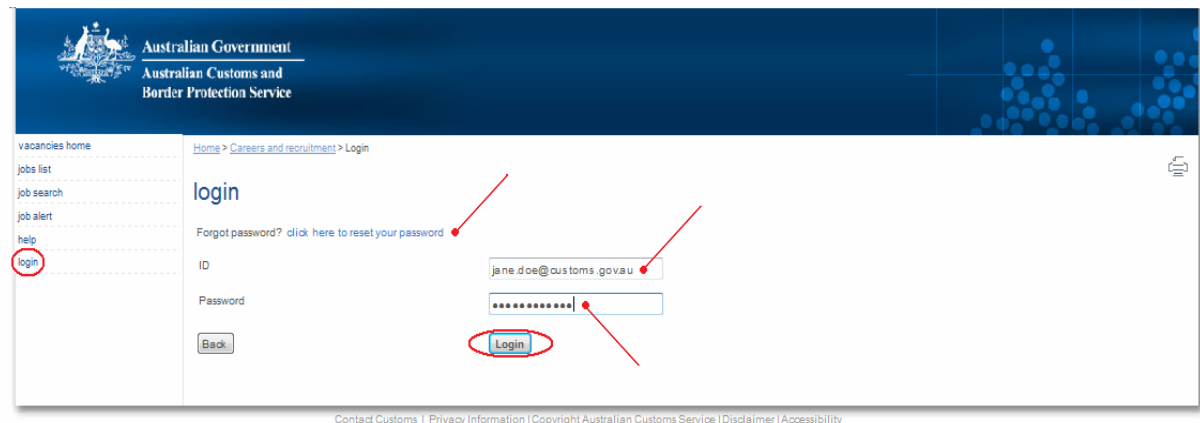
Please click next to proceed

If you **have** previously registered as a candidate through the Customs and Border Protection's Candidate Portal select **click here**.



The screenshot shows the 'registration process' page. The header includes the Australian Government logo and the text 'Australian Customs and Border Protection Service'. A breadcrumb trail reads 'Home > Careers and recruitment > Registration Process'. The main heading is 'registration process' followed by 'HR Adviser'. A note states '\* Denotes a mandatory question'. A link says 'If you have already registered with this system, [click here to log in](#) to your account now.' Below this is a form with four fields: 'Title \*', 'First Name \*', 'Initial', and 'Last Name \*'. The 'click here to log in' link in the text above is circled in red.

In the fields provided enter your login **ID** (the e mail address that you registered with) and your **password** before selecting **Login**.



The screenshot shows the 'login' page. The header is the same as the registration page. The breadcrumb trail is 'Home > Careers and recruitment > Login'. The main heading is 'login'. A link says 'Forgot password? [click here to reset your password](#)'. Below this are two input fields: 'ID' with the value 'jane.doe@customs.gov.au' and 'Password' with masked characters. A 'Back' button is to the left of the password field. A 'Login' button is below the password field and is circled in red. Red arrows point from the 'Forgot password?' link, the ID field, the password field, and the 'Login' button. The 'login' link in the left sidebar is also circled in red.

## 4 – Navigating the Application Form

Work your way through the application form by completing the various fields. Select **Save and Continue** at the bottom of each screen to move to the next section. You can also select **Save** if you haven't completed the form but would like to save your application to complete at another time.



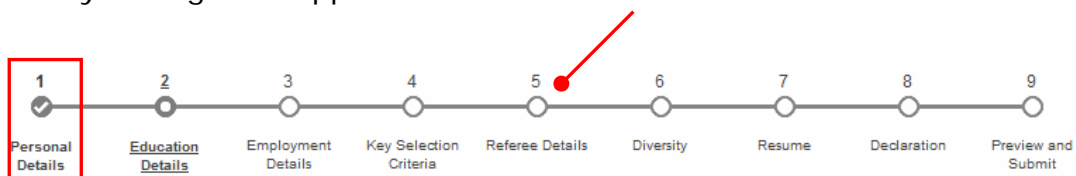
*The \* denotes a mandatory field – you will not be able to progress to the next step of the application form without completing all of the mandatory fields.*



*You will be unable to submit your completed application form if you have not selected **Save and Continue** for **every** section of the application form.*



You can utilise the workflow steps along the top of the screen to navigate your way through the Application form.



*You can choose to skip to any step of the process at any time simply by selecting the desired step number. However you will be unable to submit your application until you have selected **Save and Continue** for every step.*

## 5 – Responding to Key Selection Criteria

Consider preparing a draft of your responses to the selection criteria in a word document. You can then proof read, word count and spell check your answers before copying and pasting into the application form. Once you have entered your Key Selection Criteria please select **Save and Continue**.

The image shows a progress bar at the top with nine steps: 1 Personal Details, 2 Education Details, 3 Employment Details, 4 Key Selection Criteria, 5 Referee Details, 6 Diversity, 7 Resume, 8 Declaration, and 9 Preview and Submit. Step 4 is currently selected. Below the progress bar is a section titled 'Key Selection Criteria' with a large text input area. A red dot is placed in the input area, with a red line pointing to it from the right. Below the input area are three buttons: 'Back', 'Save', and 'Save and Continue'. The 'Save and Continue' button is circled in red.



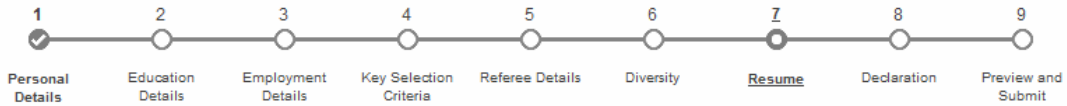
*There may be a word limit for Key Selection Criteria. If you exceed this limit you will not be able to submit your application.*

## 6 – Uploading your Resume

The application workflow allows you to upload your resume onto the Candidate Portal. Select the **Browse** button, locate your resume and select **Open**. The name of the document will now appear in the text box. Select **Save and Continue** to complete this step to upload your resume.



*The Candidate Portal will assign a file name to your resume which will differ from the original name. **To replace or revise your resume simply upload the new resume document.** This will automatically delete the previous version.*



### Resume

\* Denotes a mandatory question

Upload your resume (please only included .doc or .pdf files which are viewable in Microsoft Word or Adobe Acrobat). \*

Desktop\Jane Doe.doc

## 7 – Preview and Submit

The **Preview and Submit** step allows you to review all the details that you have entered into your application form and edit them if required.



*If an application status **Incomplete** appears at the top of the View Job details screen you have not completed a mandatory field.*

Locate the incomplete field by scrolling down. Select **edit** next to **Incomplete** to return to the incomplete step of the work flow. Once you have added the necessary information select **Save and Continue**. You should now be able to submit your completed application.



Application Status: Incomplete - You must complete all steps and mandatory questions before you can submit your application




[Print Summary](#)

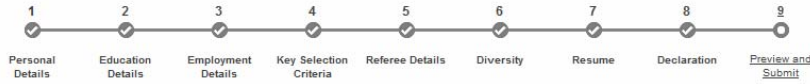
### Step 1 - Personal Details

Complete

Question #		Status	
Question 1.1	Title	Mandatory	<b>Incomplete</b> <a href="#">edit</a>
Question 1.2	First Name Jane	Mandatory	Complete <a href="#">edit</a>
Question 1.3	Middle Name	Optional	Complete <a href="#">edit</a>

When you are satisfied with the details in your application form and have completed all of the mandatory fields select the **Submit Application Now** button.

 Application Status: Complete but not Submitted  
 Your application is now complete.  
 Click the **Submit Application Now** button to submit your application.



 [Print Summary](#)

Step 1 - Personal Details			Complete		
Question #			Status		
Question 1.1	Title		Mandatory	Complete	<a href="#">Edit</a>
	Mr				

A confirmation screen will be displayed. Selecting the **Submit Now** button will finalise the submission your application to the Customs and Border Protection recruitment team.



*After selecting **Submit Now** you will not be able to edit your application further.*

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**Australian Customs and Border Protection Service**

Home > [Careers and recruitment](#) > Please note: You are about to submit your Application.

**please note: you are about to submit your application.**

With the exception of Personal Details, applications can NOT be edited or updated once they have been submitted for consideration. Please make sure you are completely satisfied with your entire Application BEFORE submitting. If you are ready to submit your Application click the 'submit now' button. Otherwise you can click the 'submit later' button which will allow you to return to your Application for editing. NOTE: Please be patient as the submission process may take some time.

You may choose to withdraw your application at any time by selecting the **Withdraw Application** button.



*Before withdrawing an application be aware that you are unable to re-submit the withdrawn application without the approval of the Customs and Border Protection Recruitment team.*

vacancies home  
jobs list  
job search  
job alert  
my details  
my history  
help  
logout

Home > Careers and recruitment > Jobs

## jobs

View Job details for HR Adviser

**i** Application Status: Complete and Submitted

- Your application has been received.
- If you wish to withdraw your Application you may do so at any time.

[Edit personal details](#)

[Print Summary](#)

### Step 1 - Personal Details Complete

Question #		Status	
Question 1.1	Title	Mandatory	Complete
	Mrs		
Question 1.2	First Name	Mandatory	Complete
	Jane		
Question 1.3	Middle Name	Optional	Complete

## My Application History



After commencing an application you will be able to view your application in the **My Profile** tab.

If you save an incomplete application and return to complete it at another time you can use the **My Profile** tab on the left hand side of the screen to access the application. Select **Edit Application** from the Action column to continue your application.

Using **My Profile** you can also view a summary of your completed application, view any email correspondence that may have been sent to you concerning your application and edit your registration details using the My Details link.

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vacancies home  
jobs list  
job search  
job alert  
**my profile**  
help  
logout

Home > Careers and recruitment > My Profile

my profile

My Job Applications | My Forms | My Emails | My Tests | My Interviews | My Details

### my job applications

JobRef - Job Name	Application Date	Job Status	Application Status	Action
401_08/10_ACT_External - Senior Customs Officer, Reporting	30-Sep-2010	Open Until: 30-Sep-2010 11:30 PM (AEST)	Incomplete	<ul style="list-style-type: none"><li>View my application summary</li><li><b>Edit Application</b></li></ul>
290_07/10_ACT_[view] - Trainee TEST JOB 2	02-Jul-2010	Closed	Incomplete	<ul style="list-style-type: none"><li>View my application summary</li></ul>



Under **Job Status** you can also view the closing time and date for applications to the job.

## Forgotten Password

If you have forgotten your password select the **Click here to reset your password** button from the **Login** page.



*You can also follow the same steps if you are unsure whether you have already registered as a candidate within the Customs and Border Protection Candidate Portal.*

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > [Careers and recruitment](#) > Login

### login

Forgot password? [click here to reset your password](#)

ID

Password

Alternatively you can access this function by viewing any of the advertised jobs and selecting the link following **FORGOTTEN YOUR LOGIN DETAILS?** in the **How to Apply** section.

Home > [Careers and recruitment](#) > HR Adviser

## HR Adviser

**Role of the Position**  
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- If you are unsure if you have registered before, [click here and follow the steps](#).
- **FORGOTTEN YOUR LOGIN DETAILS?** [click here and follow the steps](#).
- If you want to **preview** the Application form prior to logging in, [click here](#).

IMPORTANT: This site is optimised for - Internet Explorer 5.0 (or later browser versions) and Netscape Navigator 4.0 (or later browser versions).

Either method will take you to the screen below where you are required to enter your email address as per your original registration.



*Don't forget that you will have received an initial email providing you with your login email and password. Keep this somewhere safe.*

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > Careers and recruitment > Forgotten Password

### forgot password

Enter your email address below and a link to reset your password will be emailed to you.

Email Address

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If you have not previously registered as a candidate within the Customs and Border Protection Candidate Portal or you have not entered the correct email address you will be directed to the screen below.

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > Careers and recruitment > Forgotten Password

### forgot password

**Message**

- No user account has been found for that email address.

Enter your email address below and a link to reset your password will be emailed to you.

Email Address

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If you enter a correct email address a system generated email will then be sent containing a link to the Candidate Portal.

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > Careers and recruitment > Email Sent

### email sent

An email with a link to the password reset form has been sent.

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**Enter** and **Confirm** your new password. When you receive the email you will be prompted to change your password select submit and this will create a new password for you.

vacancies home  
jobs list  
job search  
job alert  
help  
login

Home > Careers and recruitment > Reset Password

## reset password

Password

Confirm Password

[Back](#) [Submit](#)

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## Job Alerts

You can register to receive **Job Alerts** from Customs and Border Protection. These emails will provide you with details of job vacancies that match the criteria you have specified.

You must be logged in to establish a profile for **Job Alert**. Select the **Job Alert** tab from the navigation bar on the left hand side of the screen.

In the Job Alert screen establish your search criteria according to the types of vacancies you are looking for. To select multiple values in each section hold down the Ctrl key and select the desired options. Once you have specified your criteria select the **Save** button at the bottom of the screen.

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Australian Customs and  
Border Protection Service

vacancies home  
jobs list  
job search  
**job alert**  
my profile  
help  
logout

Home > Careers and recruitment > Job Alert

### job alert

View Jobs matching my Alert Profile

State

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA
- Other

Classification

- Customs and Border Protection Flexible Employee
- Customs and Border Protection Trainee
- Customs and Border Protection Level 1
- Customs and Border Protection Level 2
- Customs and Border Protection Level 3
- Customs and Border Protection Level 4
- Customs and Border Protection Level 5
- Graduate Trainee
- Cadet APS
- Senior Executive Service Band 1

General Preferences

Frequency of Job Alert Emails: Daily

Make my Job Alert Profile active?  No  Yes

Back Save

You will then be notified via email when jobs matching your criteria are posted onto the candidate portal. Additionally when you save your preferences you can select **View Jobs Matching My Alert Profile** to view any current jobs that match your criteria.

**Australian Government**  
**Australian Customs and Border Protection Service**

vacancies home  
jobs list  
job search  
job alert  
my profile  
help  
logout

Home > [Careers and recruitment](#) > Job Alert

## job alert

**i** Message

- Your Alert Profile saved successfully

[View Jobs matching my Alert Profile](#)

State

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA
- Other

Classification

- Customs and Border Protection Flexible Employee
- Customs and Border Protection Trainee
- Customs and Border Protection Level 1
- Customs and Border Protection Level 2
- Customs and Border Protection Level 3
- Customs and Border Protection Level 4
- Customs and Border Protection Level 5
- Graduate Trainee
- Cadet APS
- Senior Executive Service Band 1

General Preferences

Frequency of Job Alert Emails: Monthly

Make my Job Alert Profile active?  No  Yes

[Back](#) [Save](#)

## Updating Personal Details

After logging in, choose **My Profile** from the navigation bar on the left hand side of the screen and then select My Details.

Australian Government  
Australian Customs and  
Border Protection Service

vacancies home  
jobs list  
job search  
job alert  
**my profile**  
help  
logout

Home > [Careers and recruitment](#) > My Profile

### my profile

[My Job Applications](#) | [My Forms](#) | [My Emails](#) | [My Tests](#) | [My Interviews](#) | **[My Details](#)**

### my details

[Change Password](#)

\* Denotes a mandatory question

Username

Title \*  First Name \*  Initial  Last Name \*

Your Email Address \*

The State You Reside In \* If other, please specify

Preferred contact number \*

Please choose your preferred time zone \*

**Save**

Update your details as required and select the **Save** button. Note that if you change your email address, your username to log into the system will also need to change.