



CASE STUDY – MONASH COLLEGE

e-recruitment system takes overloaded HR function to reduce levels of errors and stress.

Solution	cvmail
Company	Monash College Pty Ltd
Industry	Education
Employees	700
Offices	Clayton, Caulfield, Peninsula, Melbourne CBD, Sydney CBD, China, Indonesia, Singapore, Sri Lanka, Malaysia
Recruitments	150 per year
Challenge	To streamline reporting capabilities, reduce staff workload and mistakes through the recruitment process.

Tip:

“Have a comprehensive understanding of your current systems and procedures and make sure they are best practice before implementing the system. That way you have a really good grounding to start off with”

Monash College’s tip for cvmail prospective clients

Monash College Pty Ltd is a wholly owned company of Monash University. It was established in 1994 to provide the university with a range of services related to the university’s global activities. Since this time the company has established very successful educational pathway and training services that are in strategic partnership with the university.

Monash College Pty Ltd services and programs are delivered in numerous Australian locations, and through selected offshore international partners in China, Indonesia, Singapore, Sri Lanka and Malaysia.

The triggers

Monash College Pty Ltd had adopted the traditional recruitment approach, where they relied on manual processes and agencies to source their candidates. Recently their HR Department noticed inconsistencies were occurring through the handling of paperwork and managing contact with candidates. This indicated a need to review their process and procedures.

After a significant review, Monash College Pty Ltd were able to identify their recruitment challenges, which would later determine the need to use e-recruitment software. As Katie McLean, Monash’s HR Advisor, explains “It was clear to us that the increased workload was caused by manually emailing rejections to hundreds of applicants. These were issues we needed to get resolved quickly.”

Another key trigger was the high cost of staff members’ time when tracking previous recruitment and paperwork. HR Staff faced difficulties when trying to retrieve information from TRIM – filing system.

According to Katie “We also wanted to streamline the HR reporting function, and use the system reports to support our application for Equal Opportunity for Women Accreditation (which has since been successful).

Our conclusion was that implementing an e-recruitment system was the best option for the company”.

The choice

The first step for Monash College Pty Ltd was to promote a comprehensive understanding of their systems and procedures to make sure they were best practice before considering e-recruitment. Upon review it was then time to start the move and find the best e-recruitment provider that met their needs.

The HR Manager, HR Advisor, CEO and Division Manager were involved in the search. “We spoke to other HR practitioners, researched online, listed key requirements and compared what various companies had to offer”, outlines Katie. “Price and functionality were very important aspects of our decision. The decision process involved justifying why the HR function needed the system. We had to outline how much time, and therefore cost it would save the company.”

“The professionalism of the cvmail team and their ability to answer questions promptly and with confidence played a key part in our e-recruitment system selection. It indicated to us what we could expect as service in the long term and fortunately that played true to expectations”, explains the HR advisor.

The roll-out

Decision made, it was now over to the cvmail team to get the system up and running. The implementation ran smoothly, even when challenges arose. Katie pointed out “The time commitment was challenging during the rollout as I was still quite new to the company. I was learning company processes, updating them to meet best practice standards, and rolling out the system in a short space of time. Fortunately the face to face support and telephone assistance made the transition much more bearable”.





After implementing the software, the cvmail team put in place training sessions for all users, customising the course to Monash College Pty Ltd specific needs. According to the HR Advisor, "The training process in a small group was very helpful. It was well set out with space between meetings to allow us time to prepare and put together templates and documentation for system roll out".

Katie also explains that it took the team a while to learn the functionality within the system. "It has been very easy to show other staff members how to access cvmail and navigate their way around. From a 'team members' perspective I feel empowered having the system ready to go at the click of a mouse, I can change all of our custom templates quickly and without hassle", she says. "I can not recommend the cvmail system more highly. The set up, associated training, and implementation went very smoothly and we have been more than happy with the support and customer service since".

The transformation

Monash College Pty Ltd has recently started the e-recruitment journey and are yet to place key figures on the project. However, a reduction in stress and increased efficiencies in the recruitment process have been noticed following cvmail's implementation. "The reduced administration time has been the biggest reward

for utilising cvmail and the reduction in minor errors has also made life much easier", reveals the HR advisor.

When asked about the system's functionality and how it is transforming, Katie reveals that some features have proven to be very helpful. "An example is that cvmail doesn't allow a job to be closed until all applications have been actioned. This has served as a great prompt to send notification emails within reasonable timeframes".

"Coming from a 'team members' perspective I feel much more empowered having the system ready to go at the click of a mouse. I appreciate the fact that I can go in and change all of the templates for emails/requisitions/candidate questions etc quite quickly and without hassle....

I can not recommend the cvmail system more highly. The set up, associated training, and implementation went very smoothly and we have been more than happy with the support and customer service since".

HOW CVMAIL CAN WORK FOR YOU

Improve candidate attraction
Make your website work for you, accept speculative applications, set up candidate alerts.

Reduce administration by up to 50%
Save time and resources with automated application responses, online interview scheduling, email templates for personalised communications to candidates.

Reduce time to hire
Centralise your recruitment process including approvals, advertising, filtering and workflow.

Reduce spend
Save on recruitment agencies and advertising by building your own talent database with search-and-screen technology.

Quantify your success
Produce instant reports - on time to hire, cost per hire, vacancy status, agency performance - at the touch of a button.

Contact a Thomson Reuters Consultant to find out more:

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