Licence approval workflow overview

Introduction

The licence approval workflow process was developed to manage the administration, approval, printing and issuing of an employee's licences as a Senior Training Officer, an Engineer and a Licence Administrator.

Basic Sequence of Events

The licence workflow process has a basic sequence and are explained below:

2.1. Basic Sequence of Events

The below diagram displays the basic sequence of events during the licence workflow approval process.

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Figure 1: Licence approval workflow - flow chart

- The employee completes the training and obtains all the licence requirements. All requirement learner records exist and are valid.
- During processing the licence status updates to 'Outstanding' and a workflow instance is created with a unique reference number.

STEP 1: The Senior Training Officer (STO) evaluates whether the attached documentation is sufficient for the Engineer to decide on the approval of the licence. The STO either submits the licence to the engineer for approval or declines. Workflow closes if the licence is declined on step 1 and the licence status updates from ‘Outstanding’ to ‘Outstanding-declined’.

STEP 2: The Engineer evaluates the licence and either approves or declines. If the engineer approves then the workflow is sent to the Licence Administrator and the licence status changes from ‘Outstanding’ to ‘Valid’. If the engineer declines, then the workflow is returned to the STO and the licence status changes from ‘Outstanding’ to ‘Outstanding-declined’.

STEP 3: The licence administrator prints and issues the licence card. A licence can only be issued if it has already been printed. The licence administrator sends a notification to the line manager to inform the manager that the employee’s licence is ready for collection. After closing a workflow, the licence can still be actioned on the employee’s licence dashboard in manage employees.

View Workflows for My Attention

Upon login, the workflow owner (Senior Training Officer, Engineer or Licence Administrator) selects the ‘My Worklist’ menu item and navigates to the ‘Workflows for my attention’ section. Here the workflow owner can view all licences, currently in workflow, he/she is expected to action.

2.2. View Workflows for My Attention

Path: Portal menu | My Worklist | **Workflows for my attention**

- Log in as a workflow owner.
- Navigate to ‘Workflows for my attention’.
- From the list of workflows, select and open a workflow.
- Action the licence approval workflow.

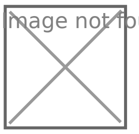

Figure 2: Workflows for my attention

A workflow configuration setting (‘Allow employees to action their own workflows when the workflow is with them’) is available to either allow or prevent a workflow owner to action their own licences when they are in workflow.

- If ‘**Allow employees to action their own workflows when the workflowis with them’** is ON, workflow owners will see their own licences in the list of ‘Workflows for my attention’.
- If ‘**Allow employees to action their own workflows when the workflowis with them**’ is OFF, workflow owners will NOT see their own licences in the list of ‘Workflows for my attention’.

Action the Licence Approval Workflow

The licence workflow approval page brings all relevant information together that might be of importance when a licence is evaluated for approval.

2.3. Action the Licence Approval Workflow

Path: Portal menu | My Worklist | Workflows for my attention | **Open**

- Evaluate the licence with all relevant documentation.
- Submit, approve, decline, print, issue or close the workflow depending on the role of the workflow owner currently logged in.

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Figure 3: Licence approval workflow page

The different sections on the licence workflow approval page are listed below with a brief description of each:

- Smart art at the top of the page indicates the progression, sequential steps in the workflow approval process.
- The banner underneath the smart art reflects the grouping licence, grouping colour and the expiry date. This will also be the colour of the licence card when printed.
- **Employee detail**: Displays the core employee detail and appointment detail.

- **Licence detail:** Displays detail relevant to the licence in workflow. The workflow owner can click on the 'View licence requirements [and the employee's status on them]' link to view requirements and the documents and assessment transcripts linked to each (View transcripts).

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Figure 4: Licence approval workflow: Requirements for a licence

- **Engineer Detail**: Details of the location and workflow recipients.
- **Public Licences**: Valid public licences, on the employee's profile, will reflect in this section. Documents uploaded to the licence will be available to view.
- **Other licences**: Any licences linked to the employee, either via the job requirements or ad hoc on the employee's profile are listed in this section. Licences currently on the same step in the workflow process that have the same employee licence type and location relationship can be included and actioned simultaneously with the active licence workflow.

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Figure 5: Licence workflow approval: Other licences

- **Upload documents**: Additional documents can be uploaded to the workflow if in the upload documents section.
- **Audit trail:** Displays detail related to any action taken on the workflow up to date.

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Figure 6: Licence workflow approval: Audit trail

Manage Workflows from the Licence Dashboard

The licence dashboard was developed to show a list of all open workflows and their core detail. The dashboard is not available to workflow owners unless they have administration rights. The administrator can track the progress of workflows and can also action workflows (view/edit, override or re-route) when required.

2.4. Manage Workflows from the Licence Dashboard

Path: System Administration | Modules | Manage Employees | Administration | **Licence Dashboard**

- Log in as an administrator.
- Navigate to the licence dashboard.
- Click ‘Search’.

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Figure 7: Licence dashboard: List of workflows

2.4.1. Override a Workflow Step

Path: Licence dashboard | Action | **Override workflow step**

The override workflow functionality enables an administrator to action a workflow instance without having to log in as the actual workflow owner. When an administrator is overriding a workflow step he/she views the same approval workflow page as would the workflow owner. The audit trail of the workflow will reflect the details of the administrator who actioned the licence and not the details of the original owner. The override workflow step functionality is only available on step 1 and step 3 of the workflow process.

- Click ‘Action’ and select ‘Override workflow step’.
- Evaluate the licence with all relevant documentation.
- Select a reason for overriding the workflow.

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Figure 8: Licence approval workflow: Reason for overriding the workflow

- Submit, approve, decline, print, issue or close the workflow depending on the workflow step the licence is currently on.

2.4.2. Re-route a Workflow to Another Owner

Path: Licence dashboard | Action | **Re-route workflow**

The re-route workflow functionality enables an administrator to move a workflow instance from one workflow owner to another. Only employees configured as workflow location recipients will be available for selection in the ‘move to’ dropdown.

- Click ‘Action’ and select ‘Re-route workflow’.
- Select a new workflow owner from the ‘move to’ dropdown.
- Click ‘Re-route workflow’ to complete the action.

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Figure 9: Licence dashboard: Re-route workflow

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