

Public Service Commission

Submission & Approval Process User Guide

Annual Workforce Profile Collection

June 2024



Enabling a world class
public service

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1. Introduction

1.1 The Public Service Commission's Workforce Profile

The Public Service Commissioner is an independent statutory officer appointed under the Government Sector Employment Act 2013 (GSE Act). The PSC supports the Commissioner in the exercise of their functions.

Under the GSE Act, the Commissioner is to submit an annual report to the Premier on the state of the government sector, including an analysis of government sector workforce data.

The workforce profile data is a foundational element of this annual report, and the PSC collects this data from all NSW Government Departments and agencies. Any whole-of-sector workforce reporting is delivered using the workforce profile data.

The PSC's Workforce Profile is a data collection on the characteristics of NSW public sector employment to support evidence-based decisions. The data collected broadly covers four groups of data relating to employment, role, leave and payroll. It includes demographic information such as age, gender, diversity group membership and work location, as well as employment information such as hours worked, leave patterns, remuneration and mobility within the sector.

1.2 Purpose of the user guide

This document provides guidance for how the 2024 collection of workforce profile data (the Collection) will operate.

This version of the Collection process has been introduced as part of the preparation for automated, periodic workforce profile data collection in future years.

Section 2 of the guide provides an overview of the components of the new collection and the new collection process. Submitters and Approvers who are already familiar with these aspects of the collection can begin at Section 3 (see below).

The user guide assists Submitters and Approvers with:

- Section 3.1 – Data File Preparation
- Section 4.1 – System Access
- Section 4.1 – Uploading and Submitting Data Files on the Portal
- Section 4.2 – Validation of Ingested Data
- Section 4.3 – Reviewing Data Quality Dashboards
- Section 5.1 – Approval Processes, and
- Section 6 – Submitter & Approver Quick Start Guides

Each activity in the data preparation, submission, validation, dashboard review and census data approval has been hyperlinked to the relevant section in the document.

1.3 What if I need help?

Contact details are:

Website: <http://www.psc.nsw.gov.au>

Email: PSC_DataCollection@psc.nsw.gov.au

2. Workforce Profile Data Collection for 2024

2.1 Summary of changes in the 2024 census

The workforce profile collection process has been further enhanced from the 2023 solution but, for this year, it will remain as a single 'end of year' annual data collection and PSC will continue to provide help and assistance to the Sector via the already established PSC Collection Buddy system.

A Workforce Data Submission Portal is available to allow portfolios and agencies to manually submit their workforce profile data as annual collection files in the same manner as last year.

Following successful submission of a file, portfolio, and agency workforce profile data will be automatically ingested into the Workforce Information System (WIS) platform.

The platform, which has been developed for the future periodic reporting of workforce profile data, automatically validates the ingested data, and provides warning and error notifications by way of secure Power BI dashboard reports which are only accessible by authorised Submitters and Approvers for each portfolio and agency via the Internet.

The reports provide detailed notifications of row-level errors and warnings for different, but related workforce data sets, presented in a way that makes the related information easier to understand and enables the Submitters from each portfolio and agency to review data quality error and correct their source workforce data in readiness for re-submission.

To enable offline analysis of results by the Sector, Power BI dashboards can be downloaded in PDF form by authorised Submitters and Approvers.

Following successful, error-free workforce profile data submission, the Submitters, and Approvers from each of the portfolios and agencies will be able to review and confirm their approval online in an approval report in the form of secure dashboards via the Internet.

A detailed summary of the changes to the workforce profile data specification are available from the [PSC website](#). in Workforce Profile data specifications June 2024 - summary of changes

2.2 Components for the 2024 Collection

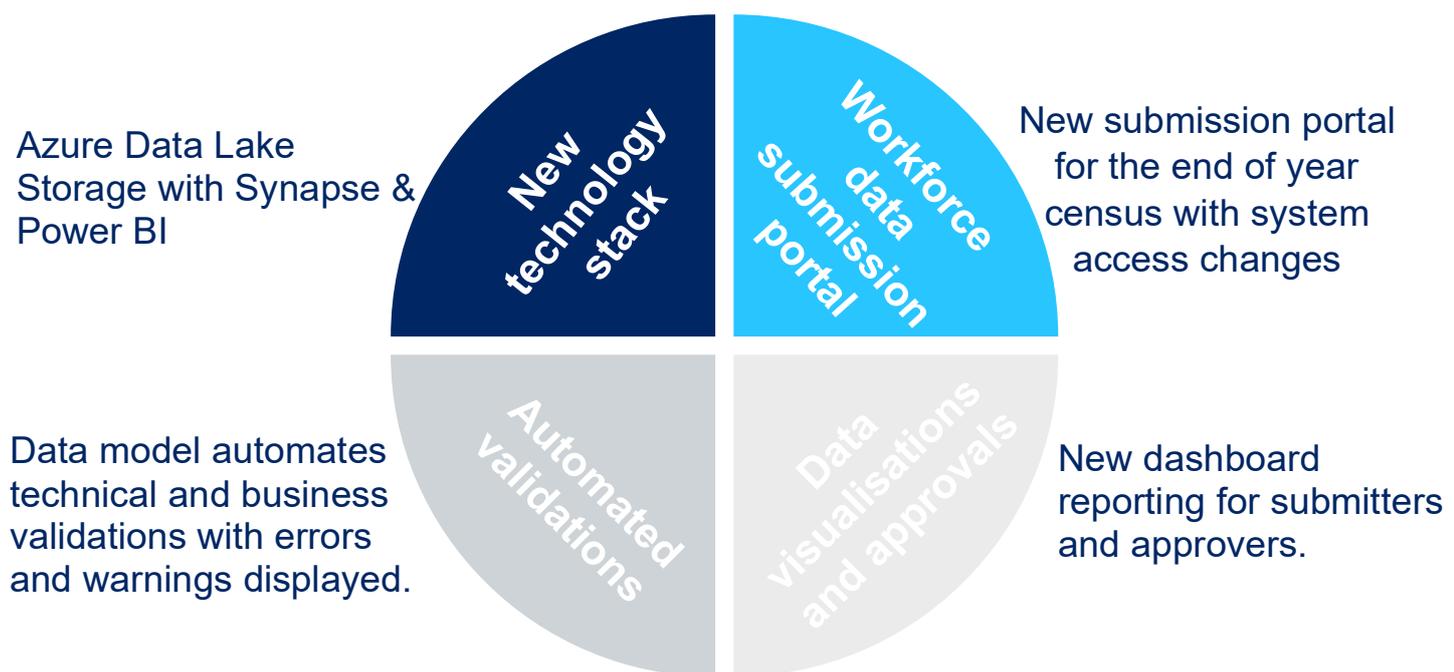


Figure 1 - Components of the 2024 Collection

2.2.1 New Technology Stack

To date, the Workforce Information System (WIS) Program has delivered the Microsoft Azure cloud-based workforce profile business intelligence platform with Synapse data lake storage and Power BI reporting and a web-based portal is available to the sector to submit annual workforce profile data.

The workforce profile data is stored within the PSC's workforce information warehouse, a secure repository of workforce related data within the NSWGOV Azure tenancy.

It's planned that, in future releases of the Workforce Information System (WIS) product, the upgraded data capabilities will enable NSW public sector agencies to submit their workforce data periodically and thereby access accurate analytics and actionable strategic insights to support their evidence-based strategic decisions.

For the 2024 Collection, annual workforce census data will be collected via the portal, ingested by the platform, and validated automatically by in-built technical and business

rules which will provide error and warning notifications by way of secure Power BI dashboards accessible by each portfolio and agency via the Internet.

2.2.2 Workforce Data Submission Portal

The Workforce Data Submission Portal will be available to the Sector to upload and submit their annual workforce profile census files for this year.

To access the portal, all Submitter users must be part of the NSW Government's Active Directory and will only be granted access if PSC receives written authorisation from the portfolio or agency which also advises the specific agencies for which the user is a Submitter.

Anyone without an existing portal account will receive a PSC invitation email which will provide a link to set up portal access and advise details of their PSC Collection Buddy who can be contacted to assist with access and submission issues.

In addition, if there are access issues, Submitters can also request access via the portal login page.

All Submitter users will be asked to test their access close to the 2024 collection and PSC will provide portfolios and agencies with the full information, including the URL, at that time.

2.2.3 Automated Validations

Following successful user submission of their file(s), the platform will automatically ingest and validate the quality of the submitted file(s) and contents.

The data must comply with the PSC Workforce Profile Data Specifications both from technical and business perspectives.

Following ingestion, the file(s) are automatically processed by the platform for compliance with the PSC data specifications and data quality is validated at two levels, namely L1 and L2.

Firstly, the platform identifies critical (L1) errors relating predominantly to the completeness of the submitted file(s). Critical errors prevent further processing of the affected data row(s) which will not progress to the next level.

The second level, L2, validates the quality of the data by identifying errors in the format and range of data items and verifying coded fields against the allowable set of specified codes and, as several data elements in the collection are inter-related, the platform also performs consistency checks between related items.

The PSC data specification also lists valid exception codes for some fields that are allowed to be substituted for the data values.

Subject to the criticality of each validation, either a warning or error notification is generated at the L1 and L2 levels. Warnings are generated when non-compliance with the specifications will have limited material impact upon the results of the census. Errors are generated when non-compliance will impact the census results.

Most importantly, data items with non-critical warnings and errors will propagate to downstream dashboards in the data visualisation layer.

2.2.4 Data Visualisations

Following the end-to-end processing of their census data through the critical (technical) and business validations, each user and their associated PSC Collection Buddy will receive an automated email notifying that the critical and data quality dashboard reports are available along with the hyperlinks to them.

Critical errors are listed in the level 1 (L1) dashboards and data quality warnings and errors are listed in the level 2 (L2) dashboards. The dashboards are implemented in Microsoft Power BI and incorporate row level security to ensure that only the authorised Submitters and Approvers of the agency which owns the data can review them.

2.3 Submitter/Approver Process for the 2024 Collection

The end-to-end data processing and generation of annual results and trends has been substantially automated to enable the sector to operate in a 'self-service' mode whilst Submitters prepare and submit the workforce data and Approvers confirm approval of the annual results.

PSC support for Submitters and Approvers is available throughout the collection process by way of the PSC Collection Buddy system.

The high-level process for the collection is summarised below in Fig. 2.

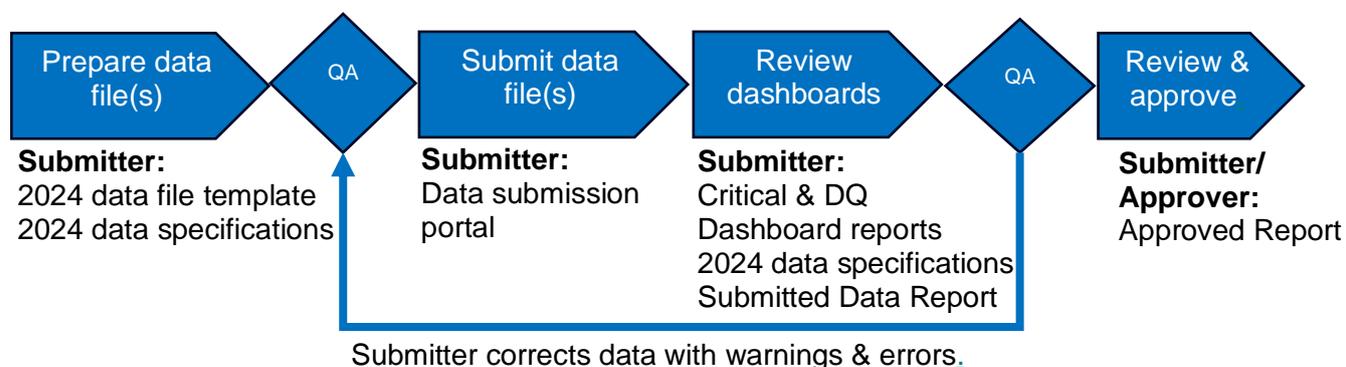


Figure 2 - High-level Process for 2024 Collection

3. Data File Preparation

3.1 Preparing Workforce Profile Data for Upload

All data files must comply with the Data Specifications for the 2024 Annual Workforce Profile Collection and the Sample Data Template for the 2024 Collection that will be available for download from the key data collection resources on the **PSC website** prior to the commencement of the collection (see below in Fig. 4).

In addition, please note that the sample template is a CSV text file that is comma delimited, with UTF-8 (Unicode Transformation Format) encoding and this format must be adhered to for the census files to be correctly processed by the platform.

An instruction titled 'Resolving UTF-8 errors' which provides details on how to resolve any UTF-8 encoded CSV files will also be available for download from the key data collection resources on the **PSC website** (see Fig. 3 below)

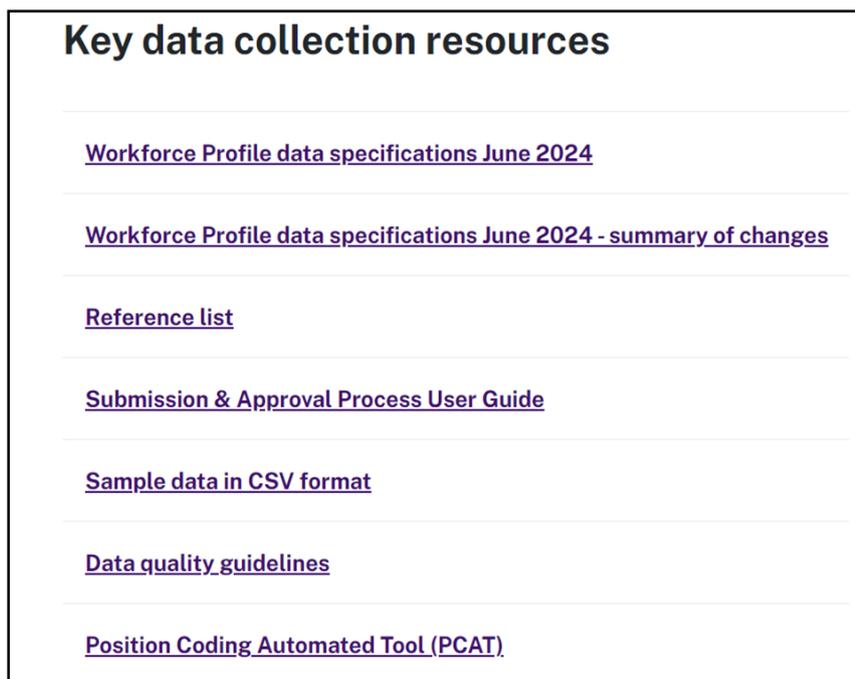


Figure 3 – Key Collection Resources on PSC Website

	A	B	C	D	E	F	G	H
1	1 Agency Code 1a	Unique Identifier 1b	Date of Birth 1c	Gender 1d	Work Location 1e	Home Location 1f	Government Employee Number 1g	Work Location 1h
2	0	9103290	19761201	1	2168	2763	GEN123456789	Paramatta
3								
4								
5								

Figure 4 - Snapshot of Sample Data Template in CSV format

Please check the following when creating the data file:

- The CSV file must have one header row otherwise a row of data will be lost when uploading.
- Data items (columns) must be in the correct order as per the template.
- Commas are not accepted in any columns, and they must either be replaced with character punctuations such as a dash, colon, or semi-colon or encased in double quotes ""

The Workforce Data Submission Portal will reject files which do not comply with the requirements specified above.

4. System Access

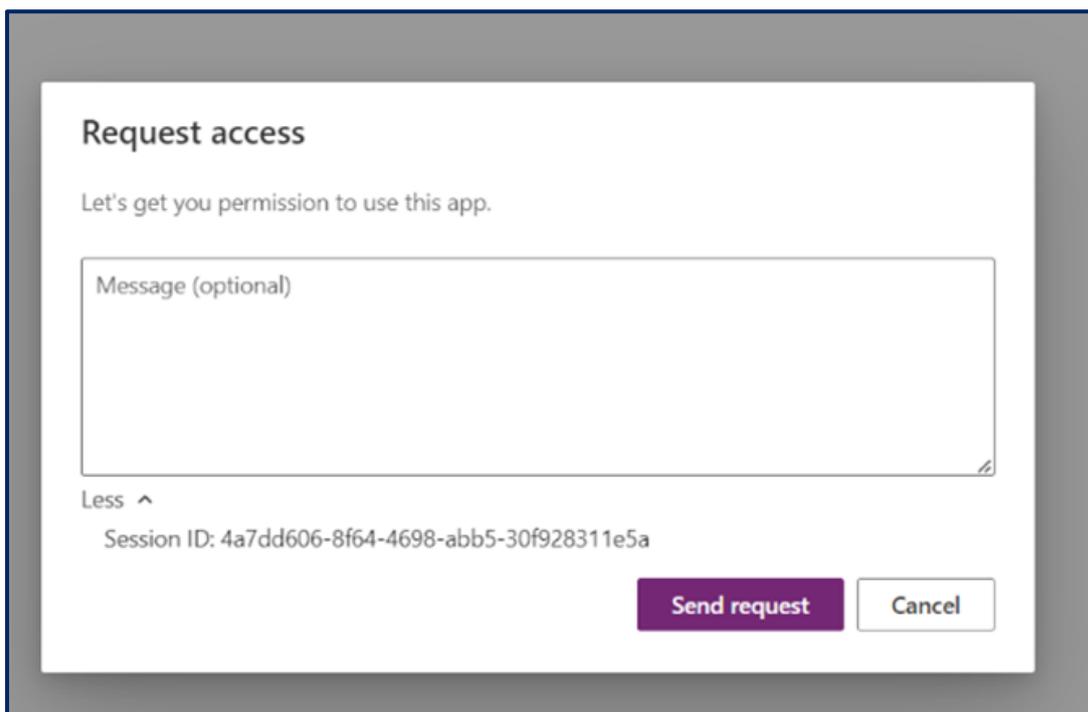
4.1 Submitter Access

Prior to commencement of the 2024 collection, Submitters will require access to both the Workforce Data Submission Portal and the data quality dashboards.

Authorised Submitter users will receive a system access email which will provide a link to set up their Workforce Data Submission Portal access.

All authorised portal users will be requested to test their access to the Workforce Data Submission and PSC will provide portfolios and agencies with the full information, including the portal URL, closer to the census.

Only authorised users can access the portal submission page via the link and, if that is not the case, the portal will display a page for unauthorised users to request access (see Fig. 5 below). Alternatively, Submitters can contact their PSC Collection Buddy directly or email at PSC_DataCollection@psc.nsw.gov.au.



The screenshot shows a web form titled "Request access". Below the title is the text "Let's get you permission to use this app." There is a large text input field labeled "Message (optional)". Below the input field is a "Less ^" link. Underneath that is the text "Session ID: 4a7dd606-8f64-4698-abb5-30f928311e5a". At the bottom right of the form are two buttons: "Send request" (a purple button) and "Cancel" (a white button with a grey border).

Figure 5 – Requesting Access to the Workforce Data Submission Portal

4.2 Approver Access

Approvers will require access to the data quality dashboards to approve the submission. They will receive an automated email, which includes a hyperlink to the report, when a Submitter has approved the submitted data.

If users have any issues, they should contact their PSC Collection Buddy or email at [**PSC_DataCollection@psc.nsw.gov.au**](mailto:PSC_DataCollection@psc.nsw.gov.au).

5. Uploading and Submitting Data Files

5.1 Uploading and Submitting Files on the Portal

The portal submission page (see Fig. 6 below) allows users to either click the data submission pane and select a file from their computer and Click Open to upload it or, alternatively, users can drag and drop files to the file submission pane to upload them.

Submitters can upload and submit up to ten (10) files in each session. If users experience any difficulty with the file upload, this may relate to the total payload being submitted, and the recommended alternative is to upload and submit large files in individual sessions. Note that a submission for an entity must be submitted as a single contiguous file.

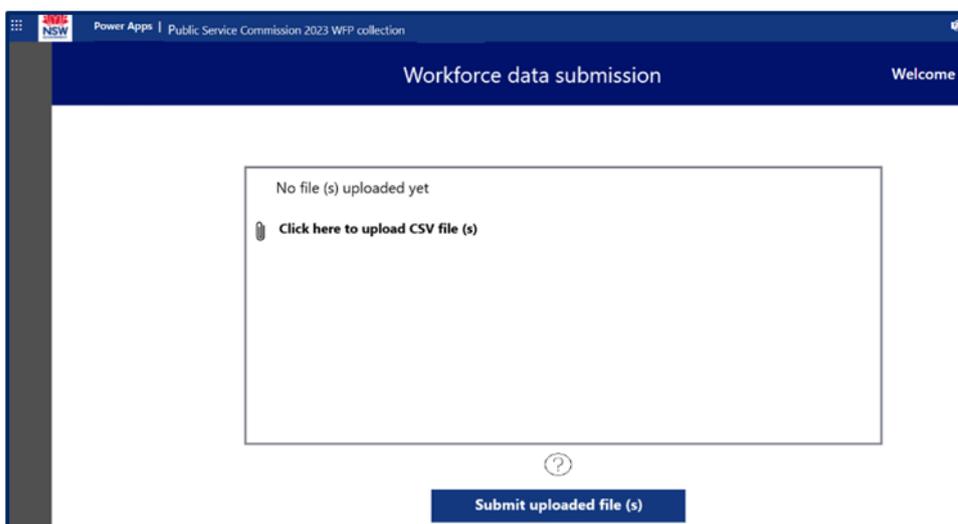


Figure 6 - Workforce Data File Submission

When files are uploaded, the portal automatically checks the file format and the data elements in column 'AE' of the submission file, identified in the sample file header row as '3o Division ID' which equate to the Reporting Entity/Agency codes. The portal automatically generates error messages if the following conditions are present:

1. Incorrect file format i.e., not CSV (see Fig. 7 below)
2. Incorrect number of columns in the submitted csv file
3. Missing Division IDs, or the presence of invalid Division IDs or,
4. Division IDs for which the Submitter's profile has not been set up in the system to submit the data for the Agency (see Fig.8 below).

If users have any issues, they should contact their PSC Collection Buddy or email at PSC_DataCollection@psc.nsw.gov.au.

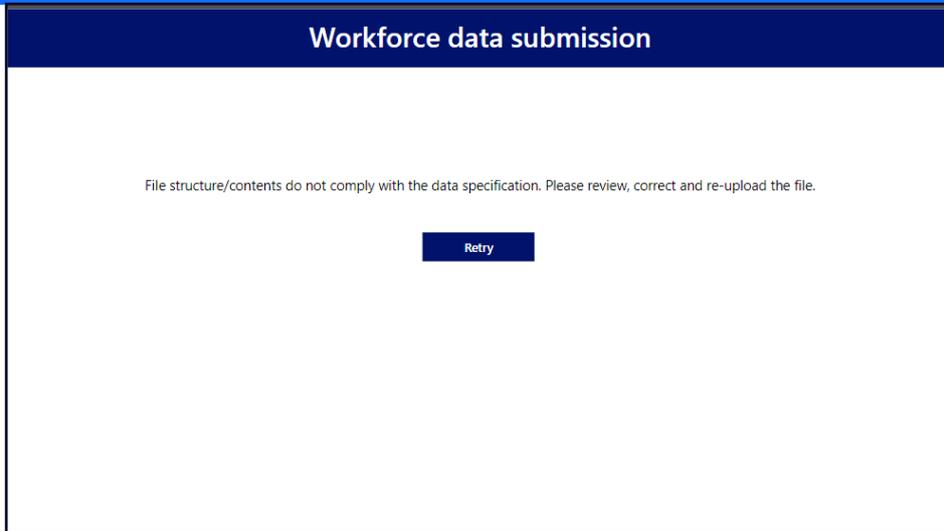


Figure 7 - Portal Error Response for an Incompatible File

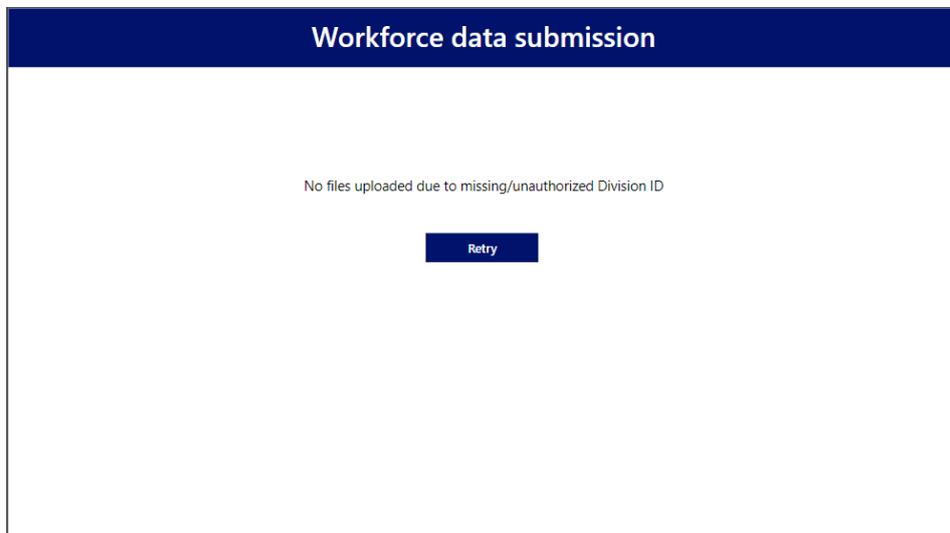


Figure 8 – Missing or Unauthorised Division ID

Once uploaded, clicking the Submit uploaded file(s) button will trigger the file submission process (see Fig. 9).

If no issues are present in submitted file(s) the system confirms the successful submission on-screen (see Fig.10 below) and emails are automatically sent to the Submitter and their PSC Collection Buddy notifying that the files have been successfully submitted.

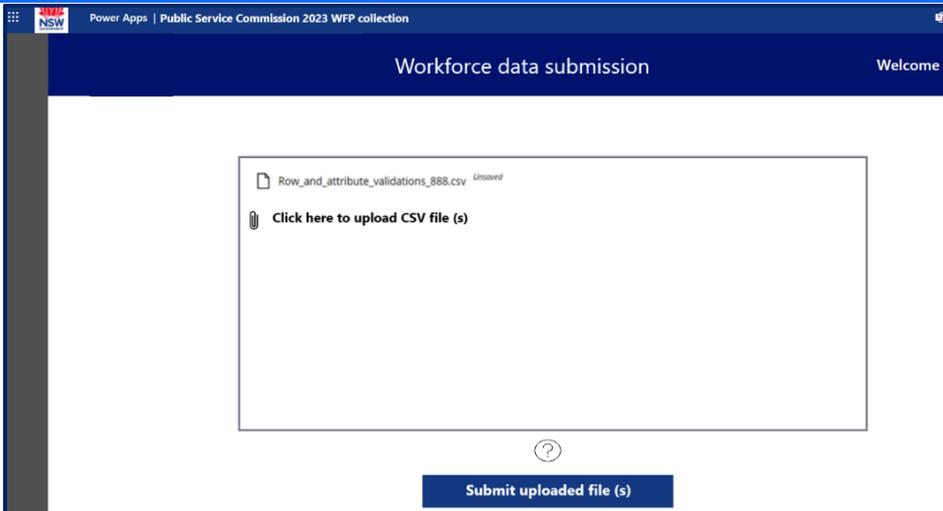


Figure 3. Example of an uploaded file ready to be submitted.

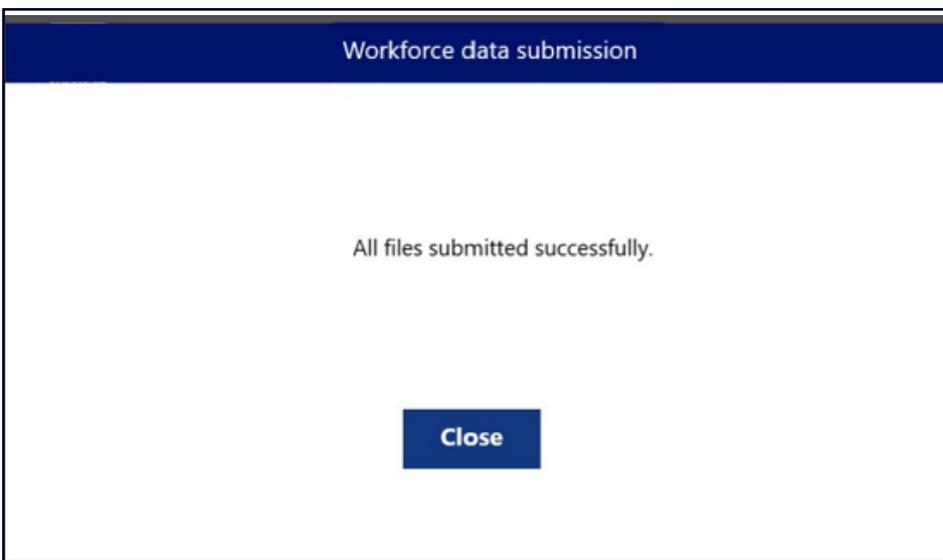


Figure 10 - Confirmation of files successfully submitted to the PSC Platform

Important Information:

Browser Compatibility:

Chrome is the preferred browser for the Workforce Data Submission Portal. If you experience any difficulties with your submissions, contact your PSC Collection Buddy.

5.2 Reviewing and Correcting Criticals, Errors and Warnings

Following successful submission, the platform automatically processes the files and performs separate critical and data quality validations to verify that the workforce profile data comply with the PSC 2024 Workforce Profile Data Specifications.

The resultant warnings and errors are presented in dashboards to notify the Submitter of the errors and enable the non-compliances to be corrected and files re-submitted.

The critical and data quality dashboards are implemented in Microsoft Power BI reports and incorporate row level security to ensure that only the authorised Submitters and Approvers of the agency which owns the data can review them.

Users who do not have access will receive an error message (see below in Fig. 11) and, if so, should contact their PSC Collection Buddy or email at PSC_DataCollection@psc.nsw.gov.au to request access.

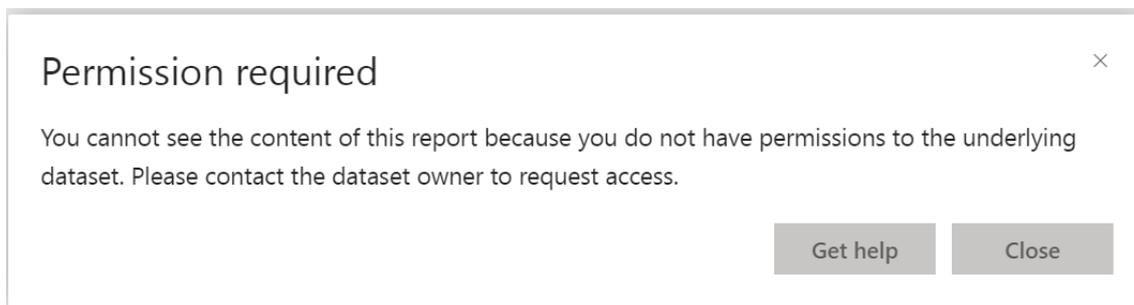


Figure 11 – Unauthorised Data Access Error Message from Row Level Security

5.2.1 L1 Level – Critical Errors

The L1 technical validation level generates critical errors if data elements in the ingested file do not comply with the data specification and the records with errors will not be processed by the platform.

Any rows with critical errors are rejected and, therefore, will not propagate to the next stage of validation checking (L2 Level) and will also not be reflected in downstream dashboard reports until the critical errors are corrected.

Examples of critical errors that will prevent processing are:

- All data fields in the files, except for the user defined fields and override columns identified in the specification, are mandatory fields and must not be null,
- There must not be any leading or trailing spaces in any of the data fields and,

- The data formats of the contents must also comply with the rules stated in the data specification e.g., numeric fields cannot contain text, etc.

For example, column 'B' identified in the sample file header row as '1a Unique Identifier' contains employee IDs and a null field or a non-compliant data format in this field will prevent the affected row from being processed correctly and will, thus, generate an L1 critical error.

The L1 dashboard (see Fig. 12 below) enables Submitters to view the critical errors generated by the technical validations which relate to their most recent data submissions. Users can select each of the entities for which they have submitted data based upon the Reporting Entity Codes/Agency Codes that they are authorised to view.

Note only the codes that the Submitter is approved to submit are listed in the top left selection pane 'Reporting Entity Code'.

The screenshot displays the 'L1 Critical Errors Dashboard' for the 'Workforce Profile Collection (Annual) 2024'. At the top left, the NSW Government logo is visible. The dashboard includes a 'Reporting Entity Code' dropdown menu currently set to '888'. To the right, it shows 'Record Count (Blank)' and 'Submission Datetime 24-Aug-23 06:03 PM'. The main content area is divided into two sections. The first section, titled 'Summary', contains a table with two columns: 'Field Name' and 'Validations Triggered'. A single row labeled 'Total' is present. The second section, titled 'What records are rejected?', contains a table with six columns: 'Reporting Entity Code', 'Employee ID', 'Position ID', 'Field Name', 'Validation Message', and 'Field Inputs'. The table body is currently empty.

Figure 12 - Snapshot of L1 Critical Errors Dashboard

Affected records are listed in the dashboard based upon the 'Employee ID' which is unique and therefore enables the Submitter to identify the affected row in the data submission file. The 'Field Name' associated with the error in the dashboard corresponds to the relevant header entry in the sample CSV file.

The 'Validation Message' and 'Field Value' listed for the error enable the Submitter to diagnose the nature of the error and, if necessary, check the data specification to determine the corrective action to take.

5.2.2 L2 Level – Data Quality Errors and Warnings

The L2 data quality level generates errors and warnings if data elements in the ingested file do not comply with the business validation rules in the data specification.

Examples of validations are that:

- i). Data elements must be within specified allowable ranges,
- ii). Codified data must validate against the allowable set of specified codes and,
- iii). As several data elements are inter-related, the L2 rules also perform consistency checking between related data items,
- iv). Submitters should also ensure that there are no leading or trailing spaces in any of the values for each data element as, if present, errors will result.

The specified rules for a data element do not apply if valid exception codes are used and the specification lists codes that are allowed to be substituted for the data values. Examples of exception codes from the data specification follow:

- i). -7777 = Missing (information not recorded),
- ii). -8888 = Not applicable,
- iii). -9999 = Withdrawn.

Subject to the criticality of each rule, either a warning or error is generated. Warnings are generated when non-compliance with the specifications will have limited material impact upon the results of the data. Errors are generated when non-compliance will impact the data results.

Most importantly, data items with warnings and errors will propagate to downstream dashboard reports but will impact the related measures in the other reports until the errors are corrected.

The L2 dashboard (*see Fig.13 below) enables Submitters to view the data quality warnings and errors relating to their most recent data submissions that have been generated by the business validations. Note, data in screenshots have been redacted for privacy reasons.

Users can select any or all the entities for which they have submitted data based upon the Reporting Entity Codes. Note only the entity codes that the Submitter is approved to submit are listed in the top left selection pane.

The user can select for either errors or warnings to be displayed for the affected records if they exist.

If necessary, where the causes of errors cannot be readily identified, the Submitter may consult with their PSC Collection Buddy to seek PSC assistance to triage the errors.

5.2.3 L3 Level – Annual Summary Dashboard

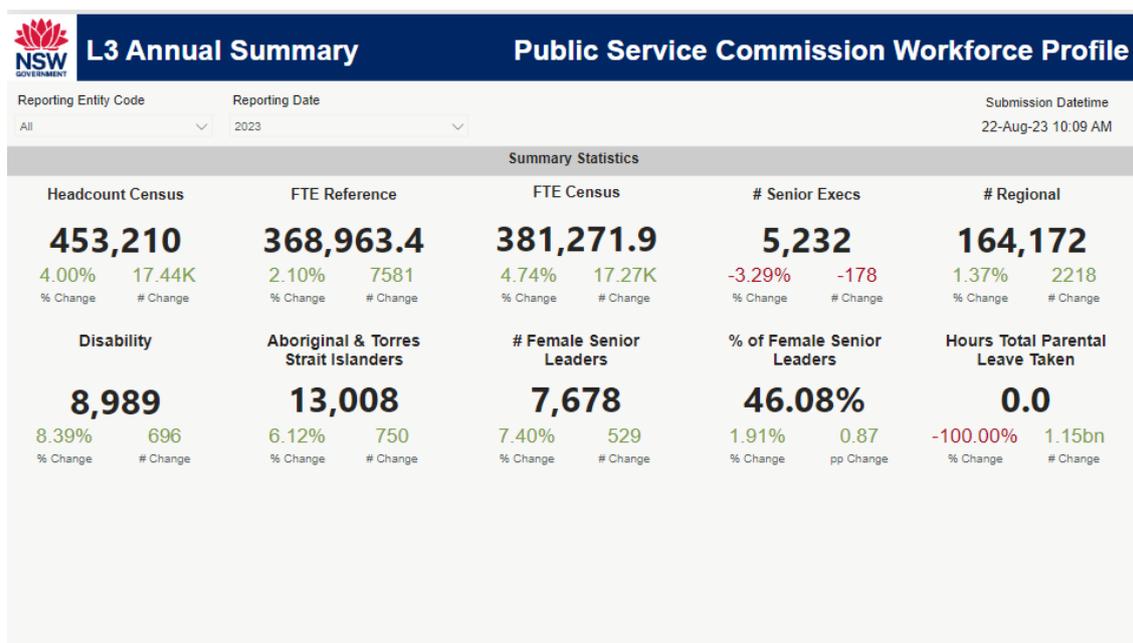


Figure 14 - Snapshot of L3 Annual Summary Dashboard

Data propagate through the L1 and L2 levels to the L3 level and are aggregated in the L3 Summary Dashboard which enables Submitters to track the overall progress of their census submissions for the current year.

The L3 dashboard allows the Submitter to review the current census return results with trends of census collections across five years which assists in highlighting data gaps such as seeing where expected data are missing, or aberrations and anomalies exist due to data quality issues in the current year's census data.

Specific views of grouped interest areas relating to the following categories of measures can be selected as pages in the L3 dashboard:

- Summary
- Executives
- Diversity
- Leave
- Movement Types
- GEN
- FTE/ Headcount
- Employment/ Position Types
- Location

-
- Earnings & Earnings average/ median
 - Dates

The data measures in the L3 dashboard will progressively update as data propagate through the L1 and L2 levels when errors are resolved, and the data files are re-submitted.

Approval Process

5.1 Approvals Report

A Submitted Data Report which incorporates summary tables of the census data e.g., FTE, Headcounts, diversity metrics, etc, will be available for each Reporting Entity or all available entities amalgamated to view the census results. The report has the dual purpose of first, enabling the Submitter to review the report and approve that it accurately reflects the submitted data and secondly, that the Approver verifies that the report accurately reflects the census return for the current year and is fit for purpose and so, can be approved.

If the Submitter or Approver have issues with the review of the report at this stage, they can contact the PSC Collection Buddy to review the issue.

5.2 Approvals Process

Following successful row-level Data Quality Assurance (L1, L2, L3) for an Agency or Reporting Entity, the authorised Submitter will confirm the correctness of the submitted report and use the embedded Approve button to approve the report. At that time, an automated email will be sent to the authorised Approver and the PSC Collection Buddy notifying them of the Submitter's approval with a hyperlink to the report.

The Approver will then review the Submitted Data Report and when they are satisfied that the data is fit for purpose, they will formally confirm their approval using the embedded Approve button. At that time, the platform will snapshot the Approved Report in PDF format and email it to the Approver. An automated email will also be sent to the Submitter and the PSC Collection Buddy notifying them of the Approver's approval with a hyperlink to the report.

The PSC Analytics and Insights team will then perform QA on the submitted data and verify that the data set is fit for purpose for the relevant Reporting Entity.

Following agency approval and confirmation from PSC QA of the correctness of the census collection result, PSC will release the Diversity Report for the Reporting Entity.

6. Submitter & Approver Quick Start Guides

6.1 Submitter and Approver Quick Start Guides

6.1.1 Submitter Quick Start Guide

Access	
Question or Issue	Action or Result
Do you know who your PSC Collection Buddy is?	Email PSC team to request details. PSC_DataCollection@psc.nsw.gov.au
Has your Portfolio/Agency/Division requested your access for submitting their annual census data?	Your relevant senior executive should email the PSC team to request your Portal access and advise your role i.e., Submitter, Approver, or both for all their Reporting Entities. PSC_DataCollection@psc.nsw.gov.au
Readiness	
Question or Issue	Action or Result
Are you using the latest version of the Google Chrome browser?	The Chrome browser is recommended to ensure compatibility with the Portal and the reports for the census submissions.
Have you verified your access to the Workforce Data Submission Portal?	Use the hyperlink provide by PSC to test your access.
Have you accessed the reference documents and guidelines from the PSC website?	PSC website <ul style="list-style-type: none"> i). Workforce Profile data specifications June 2024 ii). Workforce Profile data specifications June 2024 - summary of changes iii). Reference list iv). Submission & Approval Process User Guide v). Sample data in CSV format vi). Data quality guidelines vii). Position Coding Automated Tool (PCAT)
Have you used the sample CSV text file from PSC as the template for your census files and ensured that a header row is the first row in the file and	PSC website Sample data in CSV format

that the column order has been preserved?	
Have you checked your census file to ensure that the data do not include any null fields or leading or trailing spaces and there are no commas in the data elements?	All fields are mandatory except for user defined fields and override columns. If present, replace blank fields with contents that comply with the specification and remove any trailing or leading spaces and replace commas in free text fields with any other character such as a dash, colon, or semi-colon and if their usage is unavoidable, encase all in the commas in double quotes "".
Submission and Review of Census Files and Approval of Census Results	
Have you successfully submitted any annual census files on the Workforce Data Submission Portal?	Check your Inbox for a confirmation email from the PSC Workforce Information System (WIS) platform advising that your file was successfully submitted. Note a separate email will be received for each entity that you have successfully submitted.
Have you received a confirmation email in your Inbox from the PSC Workforce Information System (WIS) platform advising that validation dashboard reports are available for your review?	Hyperlinks to the dashboards will be provided in the email. Confirm that you can access and view L1, L2 and L3 dashboard reports for all the Reporting Entities for which you have submitted census files. If there are any access issues, please contact your PSC Collection Buddy directly.
Are you having difficulty identifying the source of error messages in the L1 and L2 validation reports?	If there are either L1 or L2 errors in the reports that you cannot resolve readily by referring to the specification and reference documents, please contact your PSC Collection Buddy directly. Your PSC Collection Buddy will help with explaining any errors that you cannot resolve. Census files can be re-submitted as many times as required to resolve errors.
If there are no errors present in the L1 and L2 dashboard reports for any of the entities which you are an authorised Submitter for, have you reviewed the Submitted Data Report(s)?	Following confirmation that there are no significant L1 or L2 errors for any of your entities, you should review the relevant Submitted Data Report and, if you validate that the report reconciles with the files submitted for the entity's yearly return and is, therefore, fit for purpose, you can confirm your validation by using the Approve button on the last page of the report.

	As an authorised Submitter, you can review any or all the validation reports and submitted data reports for the Reporting Entities for which you have been authorised.
Have you reviewed the Submitted Data Report and decided on a different course of action?	<p>If you find that there are discrepancies in the report, make necessary changes to the census file that you submitted for this entity and contact your PSC Collection Buddy to notify them of the issues and the re-submission.</p> <p>If you approve the report, an automated email will be sent to the authorised Approver and your PSC Collection Buddy notifying them of your approval with a hyperlink to the report.</p>

6.1.2 Approver Quick Start Guide

Access	
Do you know who your PSC Collection Buddy is?	Email PSC team to request details. PSC_DataCollection@psc.nsw.gov.au
Has your Portfolio/Agency/Division requested your access for approving their annual census data?	Your relevant senior executive should email the PSC team request your Portal access and advise your role as an Approver of the data. PSC_DataCollection@psc.nsw.gov.au
Readiness	
Are you using the latest version of the Google Chrome browser?	The Chrome browser is recommended for the census submissions.
Approval of Census Results	
Have you received an automated email in your Inbox from the PSC Workforce Information System (WIS) platform advising you that the authorised Submitter has confirmed their approval of an	You will receive a hyperlink to the Submitted Data Reports in the notification email. If there are any access issues, please contact your PSC Collection Buddy directly.

<p>entity's Submitted Data Report for which you are an authorised Approver and request your review and approval along with a hyperlink to the report?</p>	
<p>Have you reviewed the Submitted Data Report(s) and decided on a course of action?</p>	<p>If you find the annual census results provided in the report are correct and fit for purpose, use the embedded 'Approve' button to approve the report. If you find that there are discrepancies in the report, contact your Submitter and PSC Collection Buddy to notify them and discuss the issues and request that the affected file is re-submitted. If you approve the report, the platform will snapshot the Approved Data Report and email a PDF copy to you for your records. An automated email will also be sent to your authorised Submitter and PSC Collection Buddy notifying them of your approval with a hyperlink to the report.</p>

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Submission & Approval Process User Guide

Public Service Commission

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