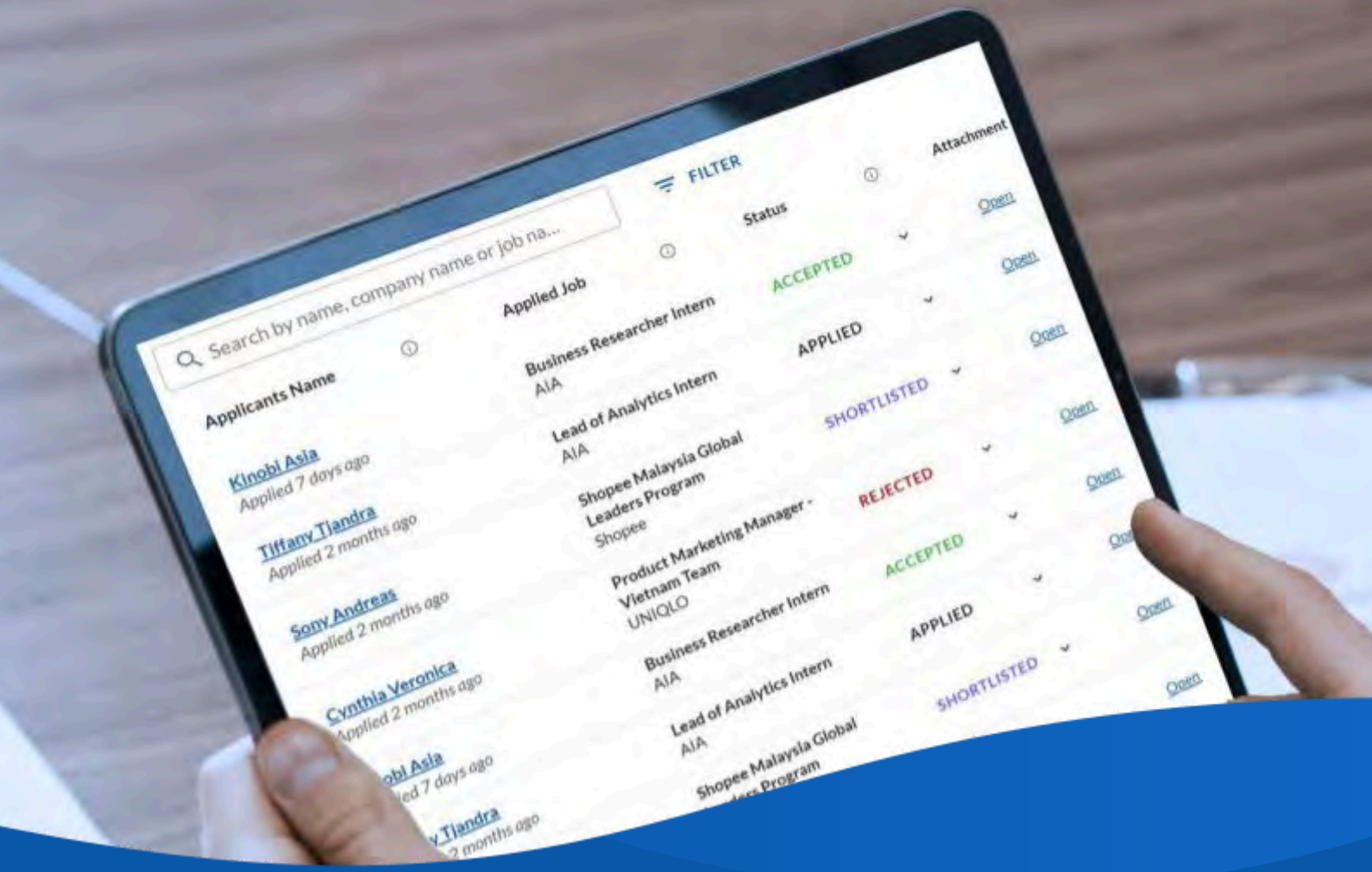


Kinobi AI

SP INTERNSHIP MANAGEMENT SYSTEM (IMS) GUIDEBOOK V2.0 [UPDATED 3 NOV 2026]

For Company Admin

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Artificial Intelligence (AI) Use Notice

This guidebook may reference and incorporate the use of artificial intelligence (AI) tools to support learning, career development, and administrative processes. These tools are designed to assist users by providing recommendations, analysis, and draft content to enhance efficiency and decision-making.

AI-generated outputs are intended for advisory purposes only and do not replace professional judgement, academic oversight, or institutional policies and procedures. Users are responsible for reviewing, validating, and appropriately applying all AI-generated content prior to use.

All use of AI tools must comply with applicable academic integrity requirements, data protection regulations, and the institution's internal policies and governance frameworks. The institution and platform providers make no representations or warranties regarding the accuracy, completeness, or fitness for purpose of AI-generated outputs and accept no liability for decisions made in reliance on such outputs.

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1. Getting Started

1a. Overview

Singapore Polytechnic Internship Management System (IMS) is a comprehensive one-stop portal for all internship-related activities, featuring AI-powered resume building and interview preparation, company job postings and application tracking, student applications and placements, as well as assignment and attendance management.

1b. Accessible Features

Overview

List of features that are accessible by the Company Admins on the platform.

Accessible Features

- **Companies** – View and manage your company's information and profile.
- **Jobs List** – View and manage job postings, including creating new jobs and updating existing postings.
- **Job Applications** – View and manage applications submitted by students for your job postings.
- **Job Offers** – Send job offers to students and track their responses.

1c. Terminology

Overview

This section outlines the standard terminology used throughout the Singapore Polytechnic (SP) Internship Platform Guidebook.

- **Company Admin** → Refers to the representative of a company (**Employer**) who can access the platform to manage company information, job postings, student applications, and job offers.
- **SP System Admin** → Refers to the Singapore Polytechnic Internship Office at Dept of Industry & Partnerships.
- **Student Applicant** → Refers to a Singapore Polytechnic student who has applied for the job posting.
- **Internship Programme Host** → Refers to an Academic School in SP, e.g. School of Architecture & The Built Environment, School of Business.
- **Internship Programme** → Refers to SP Diplomas with specialisations from each school, format used in IMS platform is Diploma in XXX (duration in weeks, no. of work day week), example:

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- Diploma in Facilities Management (22-weeks 5-day work week)
- Diploma in Facilities Management (22-weeks 4-day work week)
- Diploma in Facilities Management (44-weeks (22-wk Mod1, 4-day work wk))

- **Work Term** → Refers to the internship batch, e.g. :
  - AY27 S1 - 22 Weeks [15/03/2027 - 13/08/2027]
  - AY27 S1 - 26 Weeks (Maritime) [15/03/2027 - 10/09/2027]
  - Where AY refers to Academic Year, S refers to semester.
- **Faculty** → Refers to a School and its associated Diplomas.
- **Academic Programme** → Refers to Diploma.
- **Academic Major** → Refers to a Specialisation.
- **Salary** → refers to Allowance for the student.

2. Registering Your Company

Registration and Login Flow

Before proceeding, identify which registration method applies to you.



Illustration: Registration Flow Infographic

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For Company Admins (Corppass User)

Follow this flow:

1. 2a. Registering via Corppass (New Company Admin)
2. 2c. Register Another Company Under Your Account (if applicable)
3. 3a. Logging In Using Corppass/Singpass

When to use Section 2c:

Follow Section 2c if you are already registered as a Company Admin and need to register another company available under your Corppass account.

For Company Admins (Non-Corppass User)

Follow this flow:

1. 2b. Registering Your Company (For Non-Corpass User)
2. 2bi. Register a New Company Admin for an Existing Company (if applicable)
3. 3b. Logging In Using Registered Email and Password
4. 3c. Enabling Multi-Factor Authentication (MFA)
    a. **Important:** You need to configure your 2FA using Google Authenticator within 5 working days . Failure to do so will result in your account being blocked and you will not be able to login to the application. To unblock your account, submit an email request to internship@sp.edu.sg.
5. 3d. Resetting Password (if needed)

When to use Section 2bi:

Follow Section 2bi if the company is already registered on the platform and you are registering as an additional Company Admin under the same company.

2a. Registering via Corppass (New Employers)

Overview

If your company is new to the portal, you can set up Corppass access before registering on the IMS portal.

Steps

1. Ask your company's Corppass Admin to set up your Corppass account and assign the "**Singapore Polytechnic Internship**" e-service to your account.
2. Once your Corppass setup is complete, register on the IMS portal by

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a. Visit this page: https://internship.sp.edu.sg/, and click **Employer**.
b. Click "Register Here"
c. On the Company Registration page, click "Retrieve with Singpass"

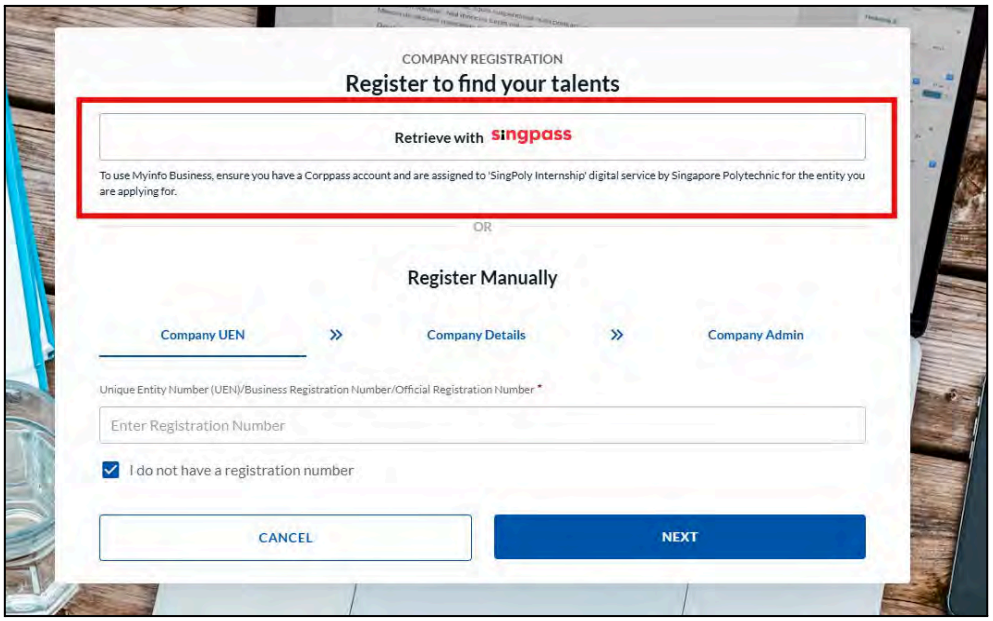


Illustration: Company Registration Page

d. On the Singpass login page, choose one of the available methods:
    i. **Scan the QR code** using the Singpass app; or
    ii. Click **Use Password** and **enter your Singpass ID and Password**.
e. On the Corppass Select entity page, select the company to register.
f. On the **Myinfo business** consent page, review the requested information and click **I Agree**.

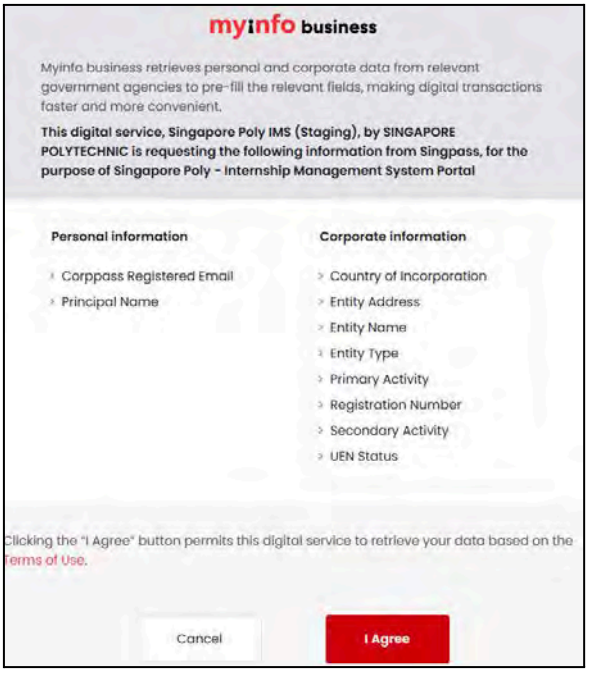


Illustration: MyInfo Business Page (Singpass)

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g. Fill in the remaining company information.

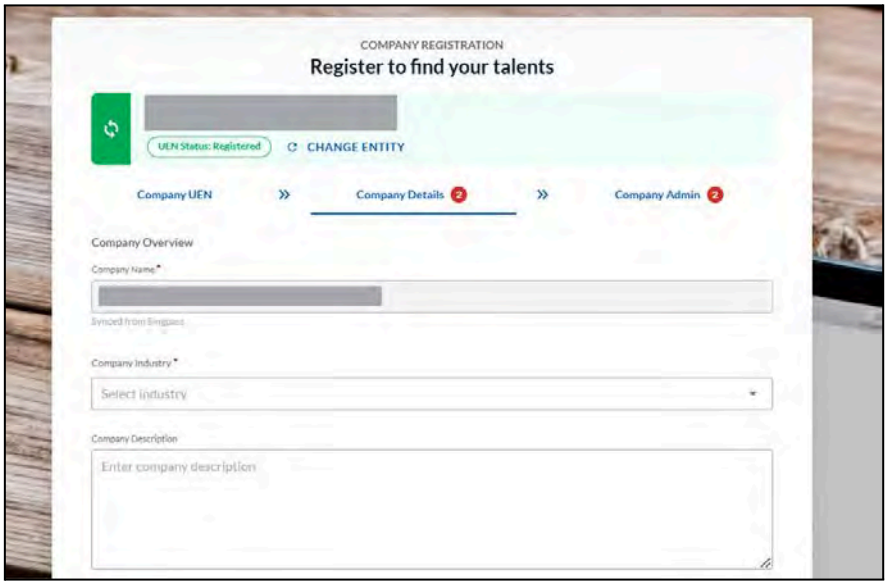


Illustration: Company Registration Page

h. Once you are done filling the required information, click the **Register** button.

3. You can access the portal after completing both steps.

2b. Registering Your Company (For Non-Corpass User)

Overview

This section explains how a new Company Admin can register their company manually on the internship platform. Companies with a Singapore Unique Entity Number (UEN) should register and access the platform through Corppass instead of using the manual registration process.

Video Guide

Watch the recording

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Steps

1. Visit this page: https://internship.sp.edu.sg/, and click **Employer**.

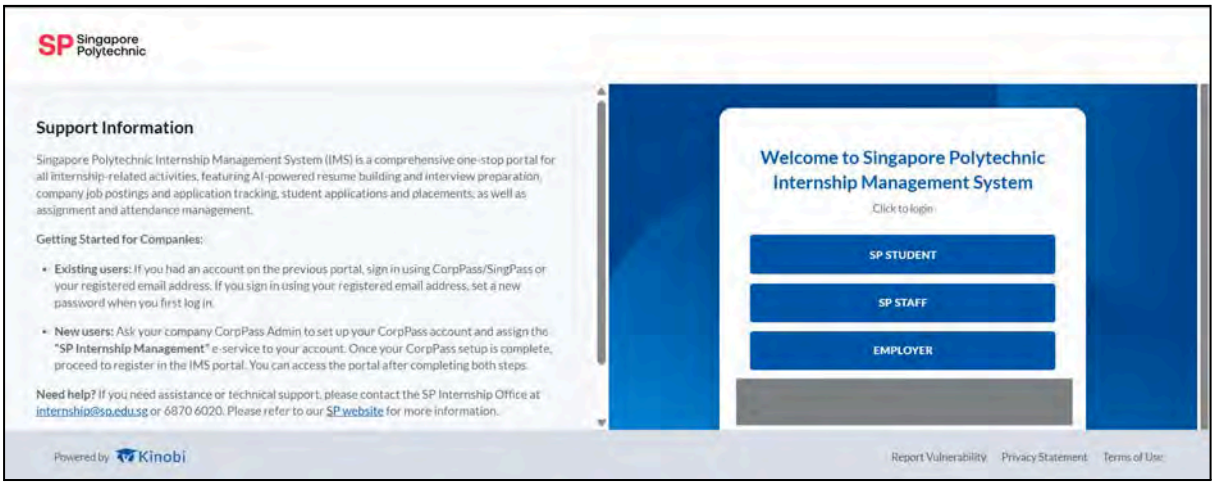


Illustration: Login Page

2. Click on **Register Here** next to **Are you a new partner employer?**
3. Complete all required fields in the registration form, including:
    a. Unique Entity Number (UEN) / Business Registration Number / Official Registration Number *(If you do not have a registration number, you may check the box I do not have a registration number)*
    b. If the company has already been registered, the system will display the message **The company is already registered.** The **Company Details** section will be automatically populated with the existing company information. Otherwise, complete the Company Details manually.
    c. Fill in the Company Overview
        i. Enter the Company Name (required)
        ii. Select the Company Industry (required)
        iii. Enter the Company Description (optional)
        iv. Select the Organisation Type (optional)
        v. Select the Number of Employees (optional)
    d. Fill in the Company Location
        i. Enter the Company Address (required)
        ii. Select the Company Country/Region (required)
        iii. Enter the Company Postal Code (optional)
    e. Fill in the Company Social Links
        i. Enter the Company Website (required)
        ii. Enter the Company LinkedIn URL (optional)
        iii. Enter the Company Facebook URL (optional)

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iv. Enter the Company X (Twitter) URL (optional)

f. Fill in the Company Logo
   i. Drag or Upload your file here (optional)

g. Click Next

h. On the Company Admin tab
   i. Select the Title/Salutation (optional)
   ii. Enter the Full Name (required)
   iii. Enter the Contact Number (Office) (required)
   iv. Enter the Role (required)
   v. Enter the Company Department (optional)
   vi. Enter the Email Address (required)
   vii. Enter the Password (required)

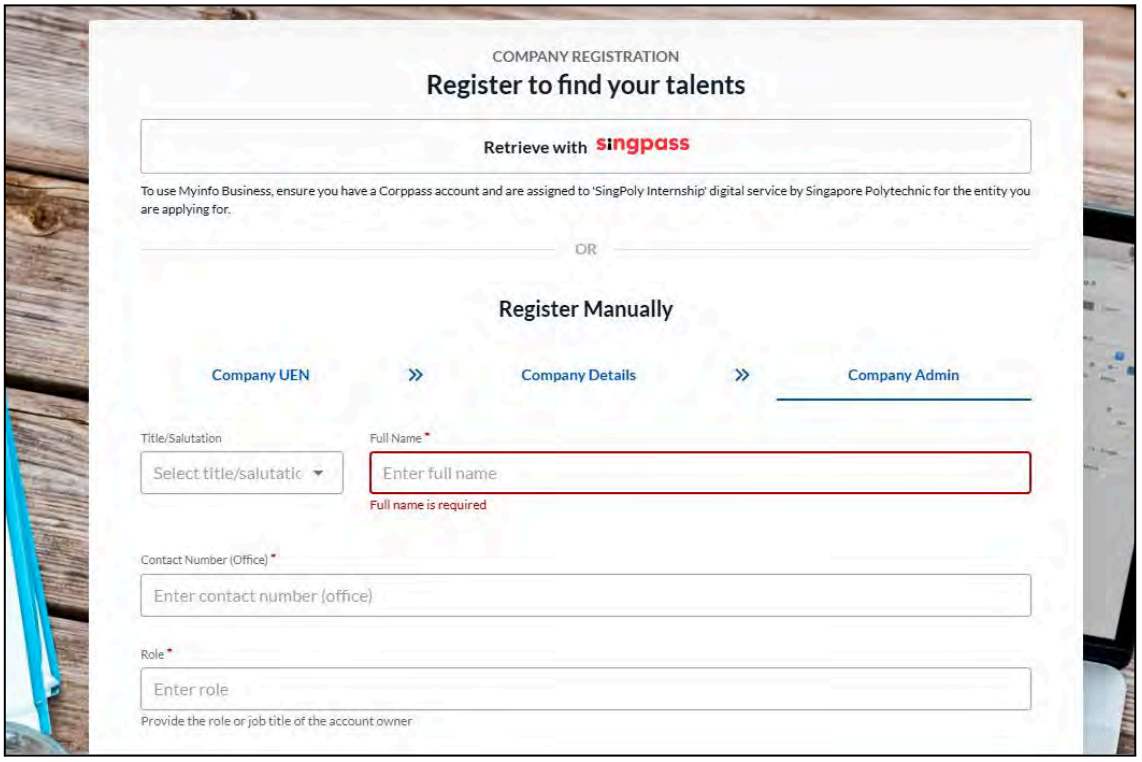


Illustration: Company Registration Page

4. Click on **Register** once completed
   a. The registration is routed to the **Singapore Polytechnic System Administrator (SP System Admin)** to review your account registration.
   b. **[IMPORTANT]** Please remember and note down the password you provided, as it will be used during login.
5. After the **SP System Admin** has approved your registration, you will receive an email from no-reply@kinobi.asia with the subject, “Welcome! Your account has been approved”.

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6. You can login at https://internship.sp.edu.sg with the password you provided during registration.
7. **Please note** that if you have an account created before receiving the email invitation, you can proceed directly to the login section.
8. If you forgot the password, you can reset your password by following the steps explained in section "3c. Resetting Password"

2bi. Register a New Company Admin for an Existing Company

Overview

- Follow the same registration steps in **Section 2a**. If your company is already registered on the platform, **enter the same UEN** or **Company Name exactly as registered**.
- The system will identify the existing company and continue the registration as a new Company Admin under that company instead of creating a new company record.

Important Notes

- Ensure the UEN / registration number or Company Name matches the existing company record exactly.
- Review the populated company information to confirm that you are registering under the correct company.

2c. Register Another Company Under Your Account

Overview

If you are already registered as a Company Admin and need to register another company under your account, follow the same Corppass registration process in **Section 2b**.

Steps

1. Ask your company's Corppass Admin to ensure the "**Singapore Polytechnic Internship**" e-service is assigned to your Corppass account for the additional company.
2. Go to https://internship.sp.edu.sg/ and click **Employer**.
3. Click **Register Here**.
4. On the Company Registration page, click **Retrieve with Singpass**.
5. Login using your existing **Singpass account**.
6. On the Corppass Select Entity page, **select the company that has not yet been registered** on the platform.

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7. On the MyInfo Business consent page, review the requested information and click **I Agree**.
8. Review the retrieved company information and complete any remaining required fields.
9. On the Company Admin tab, confirm that your existing Company Admin account is recognised.
10. Click **Register** to submit the additional company registration.

Important Notes

- When selecting the entity in Corppass, ensure you choose the new company that is not yet registered on the platform.
- Your existing Company Admin account will be reused for the additional company.

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3. Setting Up Your Account

3a. Logging In using Corppass/Singpass

Overview

This section explains how Company Admins can access the internship platform using their Corppass/Singpass account.

Video Guide

Watch the recording

Steps

1. Go to https://internship.sp.edu.sg/.
2. Click **Login with Singpass**.

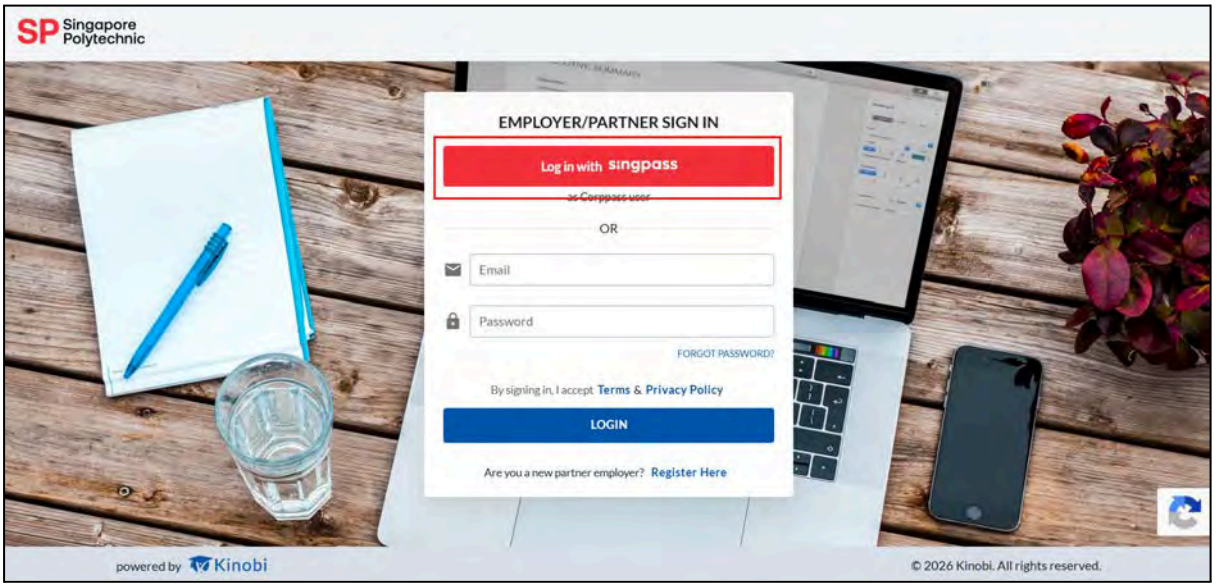


Illustration: Login Page

3. Choose one of the available login methods:

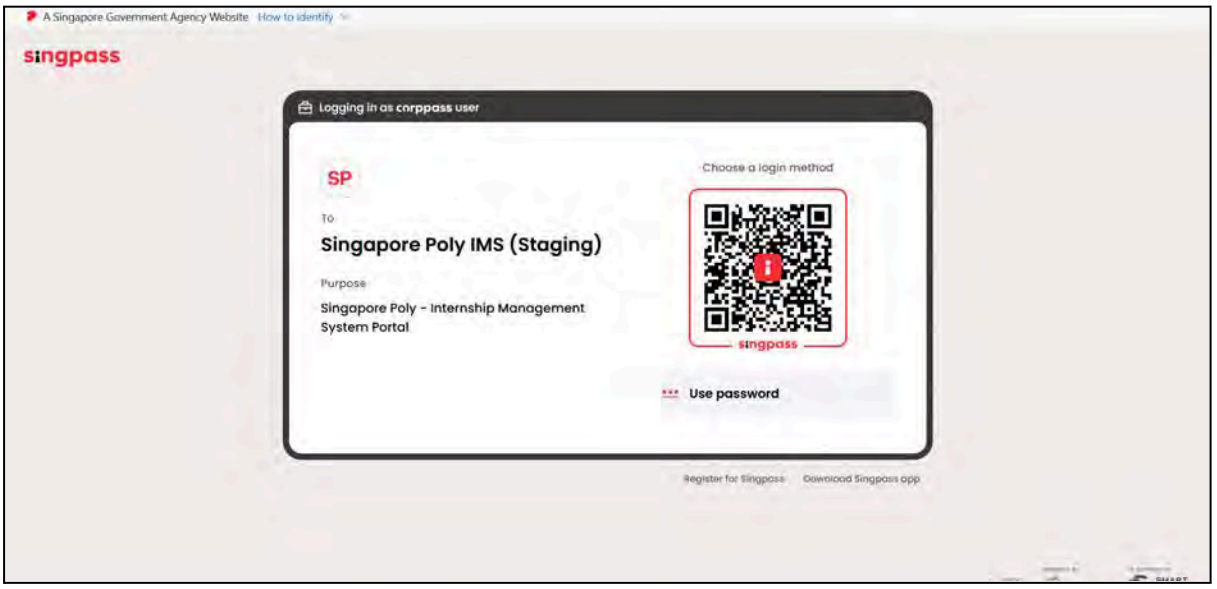


Illustration: Login Page

   a. **Scan the QR code** using the Singpass app; or
   b. Click **Use Password** and **enter your Singpass ID and Password**.

4. After successful authentication, select the **Company Name** you want to login under.



Illustration: Login Page

5. On the **Myinfo business** consent page, review the requested information and click I **Agree**.

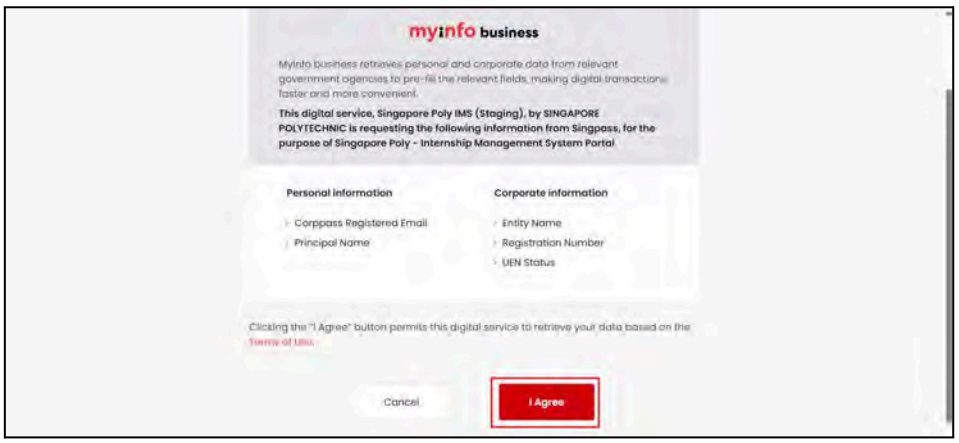


Illustration: Login Page

6. You will be redirected to the internship platform.

3b. Logging In using Registered Email and Password

Overview

This login method is generally intended for Company Admins who registered their account **manually on the platform** and did not register or access the platform through Corppass. Company Admins can login using their **registered email address and password**.

Video Guide

Watch the recording

Steps

1. Visit this page: https://internship.sp.edu.sg/
2. Login with your credentials: Email and Password.

Upon successful login, this is what you will see:

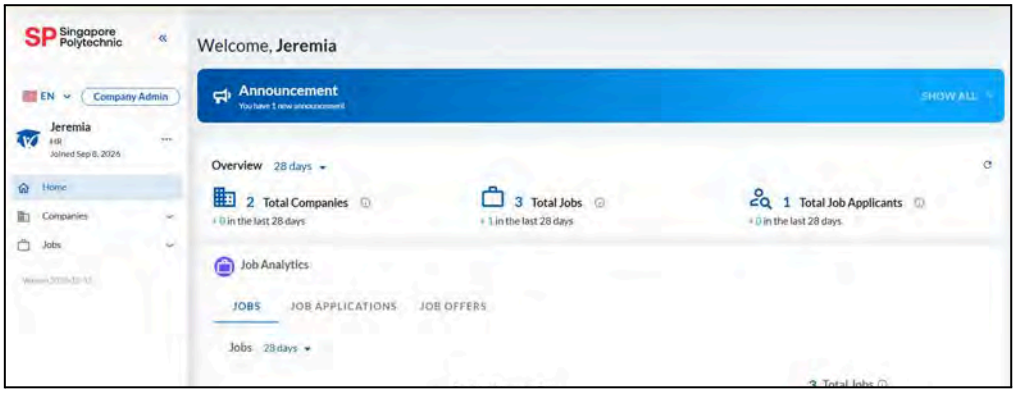


Illustration: Successful Login

3c. Completing Multi-Factor Authentication (MFA) Verification

Overview

The Multi-Factor Authentication (MFA) also known as 2FA is a feature that provides an additional layer of security for your Company Admin account using an authenticator app (e.g. Google Authenticator, Microsoft Authenticator, 2FAS Authenticator, etc.).

Note: If you login using Corppass/Singpass, you do not need to follow this section, as Corppass already has its own 2FA.

3ci. Non-Corppass Users

Overview

This section applies to Company Admins who login using their registered email address and password. It explains how to set up 2FA at your first login and how to verify your login with an authenticator code.

Important Notes: 2FA setup is mandatory for Company Admins who login using their registered email address and password. You must complete the setup before you can access the platform.

Video Guide

Watch the recording

Steps

1. Login using your registered email address and password (refer to **3b. Logging In using Registered Email and Password**).
2. On the **Set Up 2 Factor Authentication** pop-up, click **Next** under **Get an App** tab.
    a. If you have not installed an authenticator app (e.g. Google Authenticator, Microsoft Authenticator, 2FAS Authenticator, etc.), install one on your phone first.

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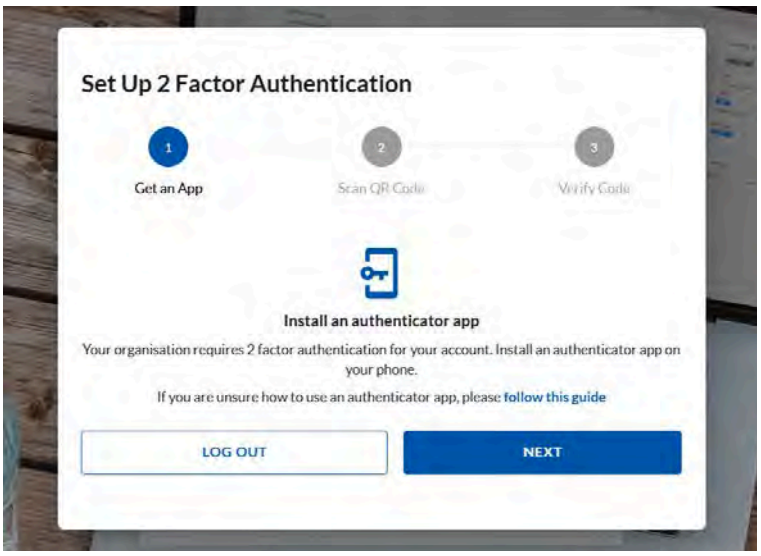


Illustration: Login Page

3. On the **Scan QR Code** tab, scan the QR code with your authenticator app, or enter the **Setup Key** manually, then click **Next**.

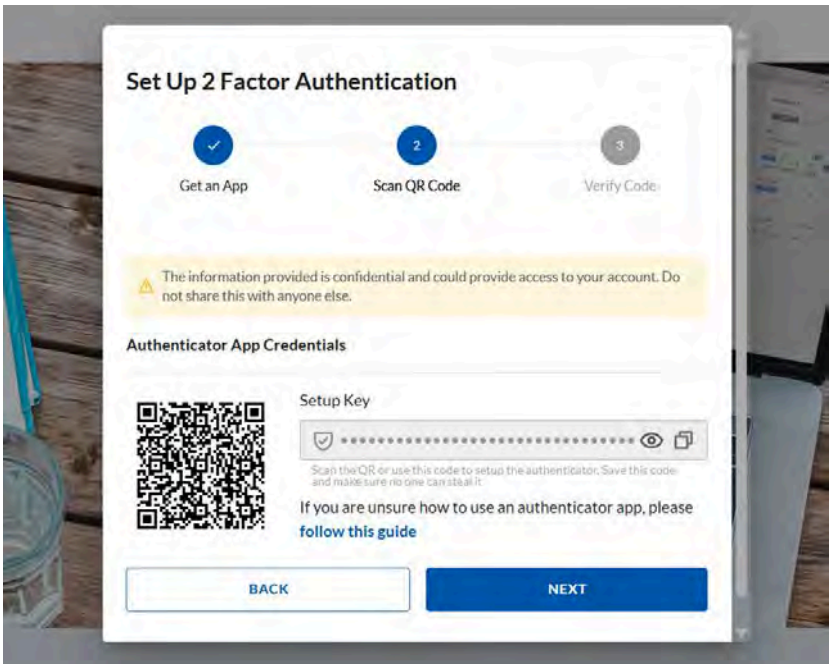


Illustration: Login Page

4. On the **Verify Code** tab, enter the 6-digit code from your authenticator app and click **Verify**.

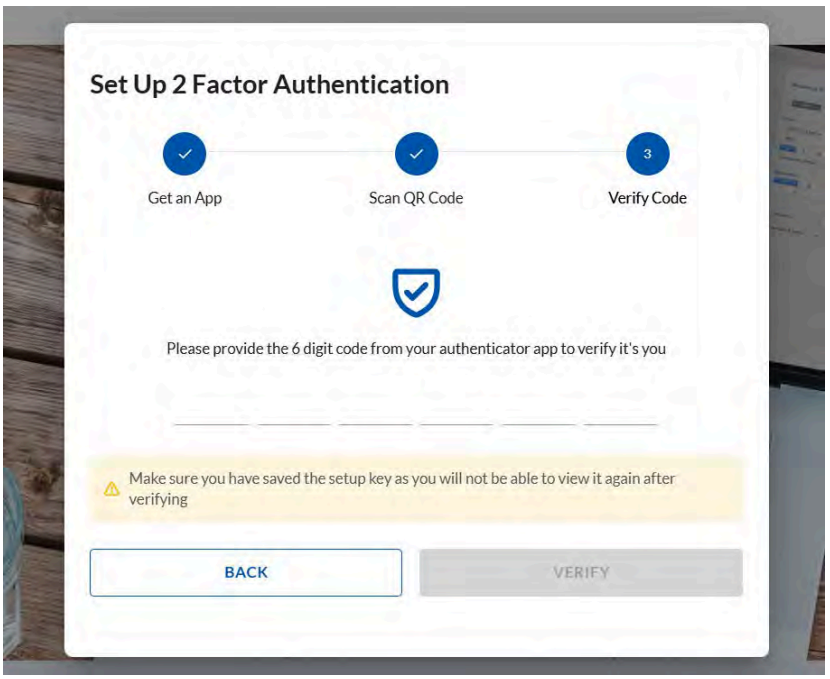


Illustration: Login Page

5. Once it has been verified, click **Finish** and then you can successfully access the platform.

Important Notes:

- Once you have set up 2FA, at your next login, you can login as usual with your registered email address and password, and then enter the 6-digit code from your authenticator app.
- If you no longer have access to your authenticator app, please contact the SP System Admin (internship@sp.edu.sg) to reset your 2FA. After the reset, you will be asked to set up 2FA again at your next login.

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3d. Resetting Password

Overview

The Forgot Password function allows Company Admins to create a new password if they are unable to remember their existing password.

Video Guide

Watch the recording

Steps

1. Click on **Forgot Password** on the Login page.
2. Enter your email address.
3. Proceed by selecting **Reset Password**.

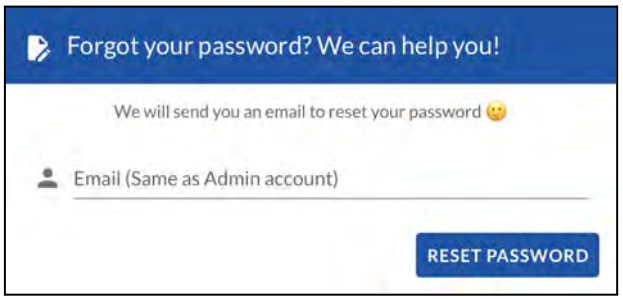


Illustration: Login Page

4. You will receive an email with subject “Kinobi | Password reset”, then click on the Reset Your Password button.
5. Enter your new password, then click on Submit.
    a. **Please note** that passwords must have a minimum of 12 characters, at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.

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4. Managing Your Company Information

4a. Viewing Your Company Information

Overview

This feature allows Company Admins to access and review their company profile and company details.

Video Guide

Watch the recording

Steps

1. Click **Companies** on the left sidebar.
2. Click **Company List**.

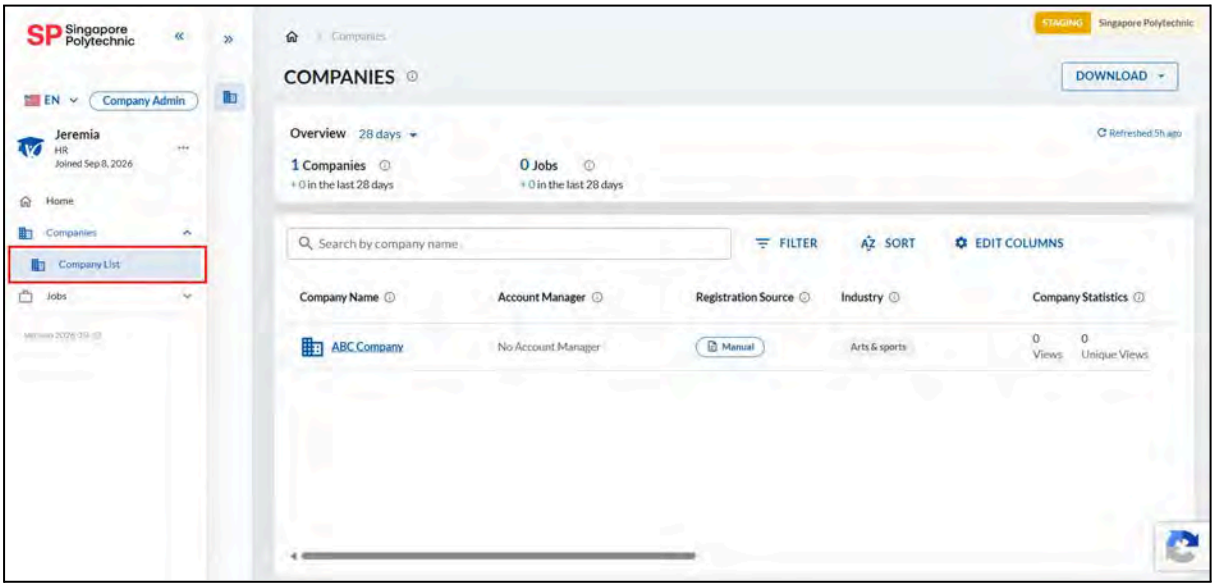


Illustration: Companies Page

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3. If you have access to more than one company, use the **Search field** or available **filters** to locate the relevant company.

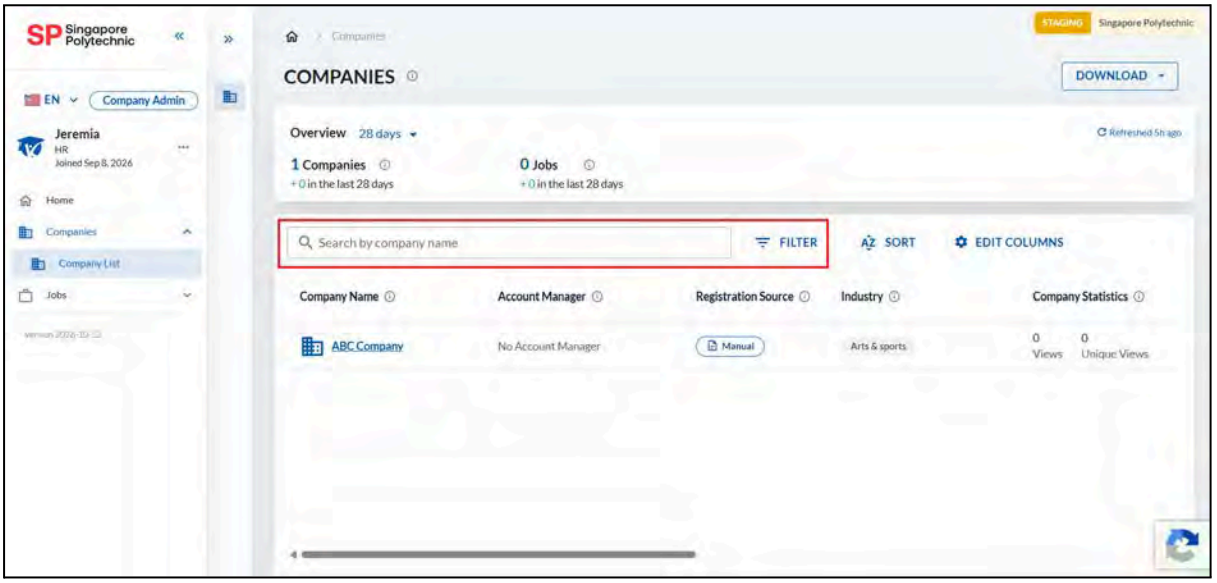


Illustration: Companies List Page

4. To customise the information displayed in the Company List, click **Edit Column**.

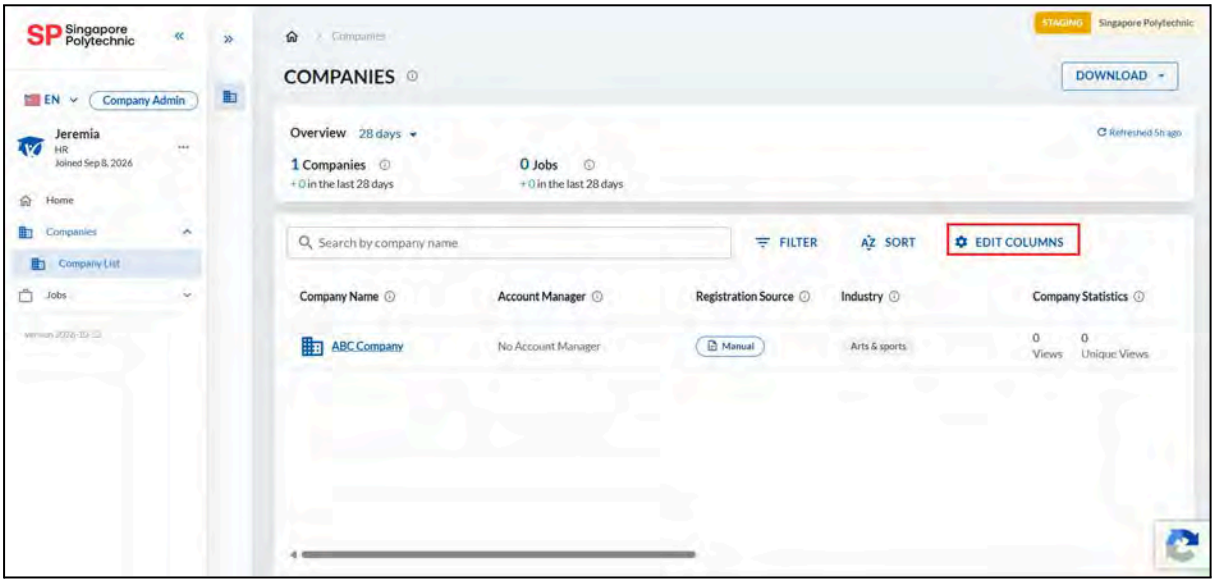


Illustration: Companies List Page

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5. Under Choose What You Want the Table to Show, toggle the fields you want to display.

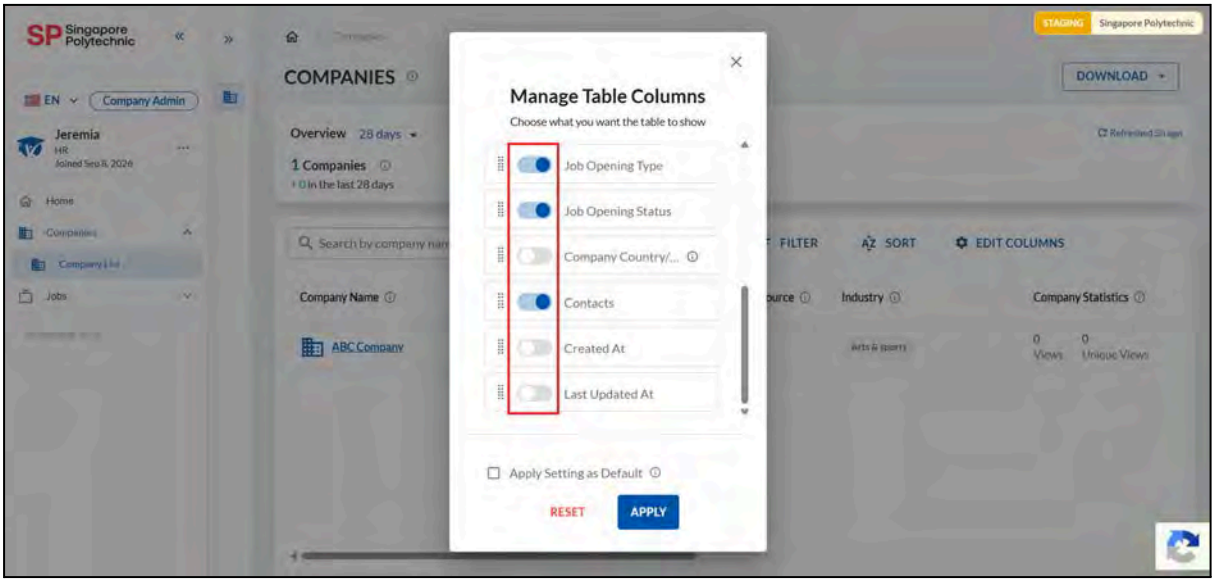


Illustration: Companies Page (Edit Columns)

6. Select **Apply Setting as Default**, if you want to use the same column configuration by default in the future.

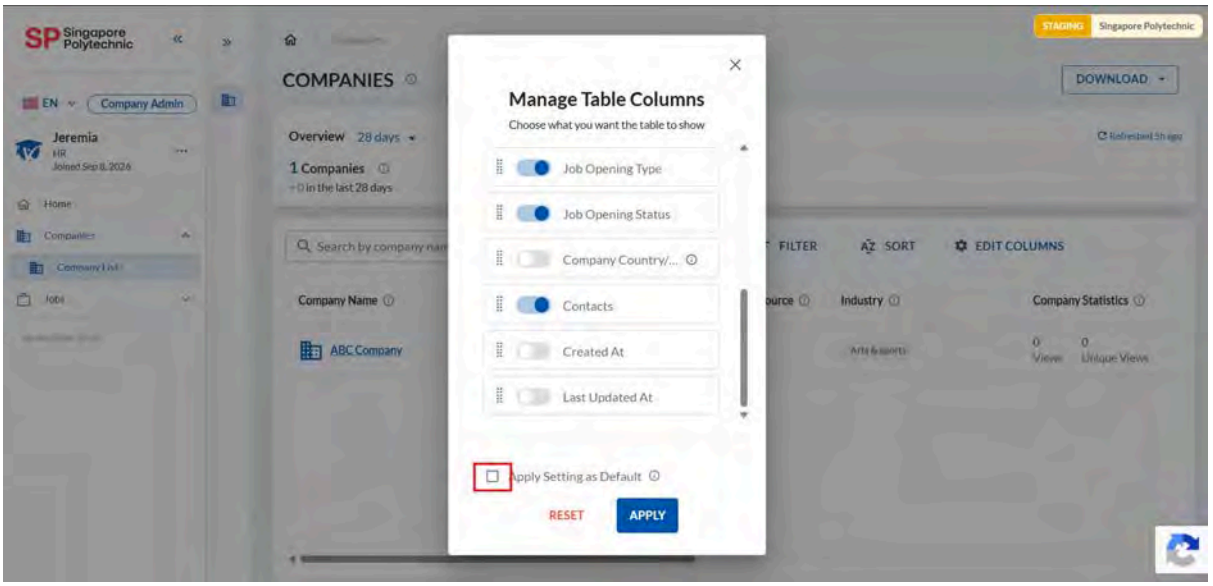


Illustration: Companies Page (Edit Columns)

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7. Click **Apply** to update the table view.

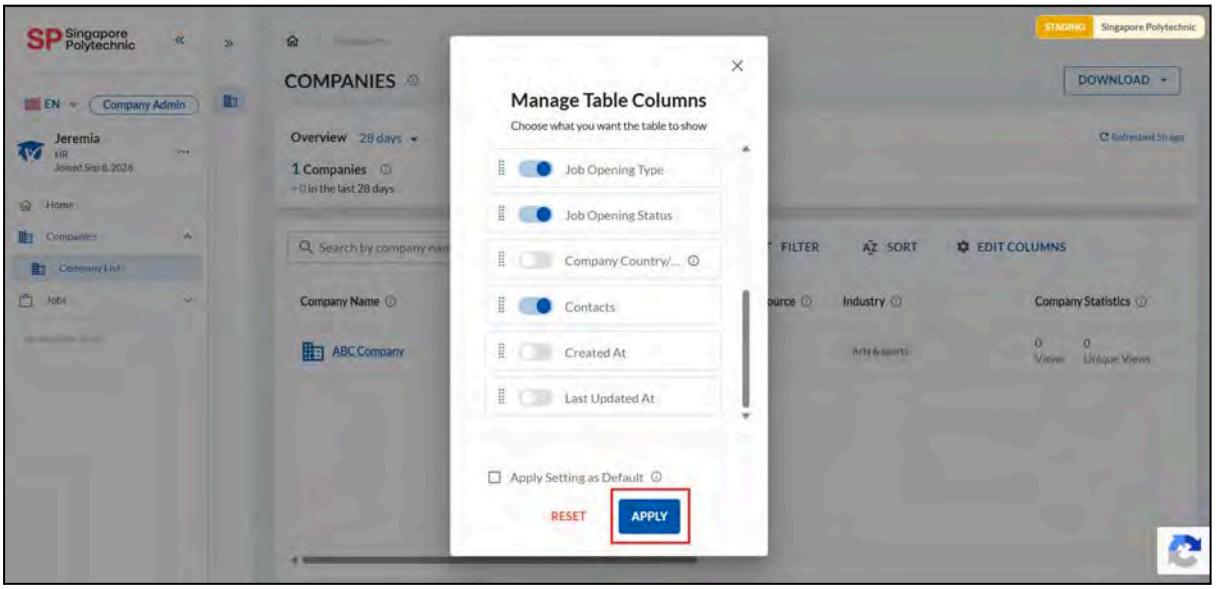


Illustration: Companies Page (Edit Columns)

8. Click your **Company Name** to view the company details.

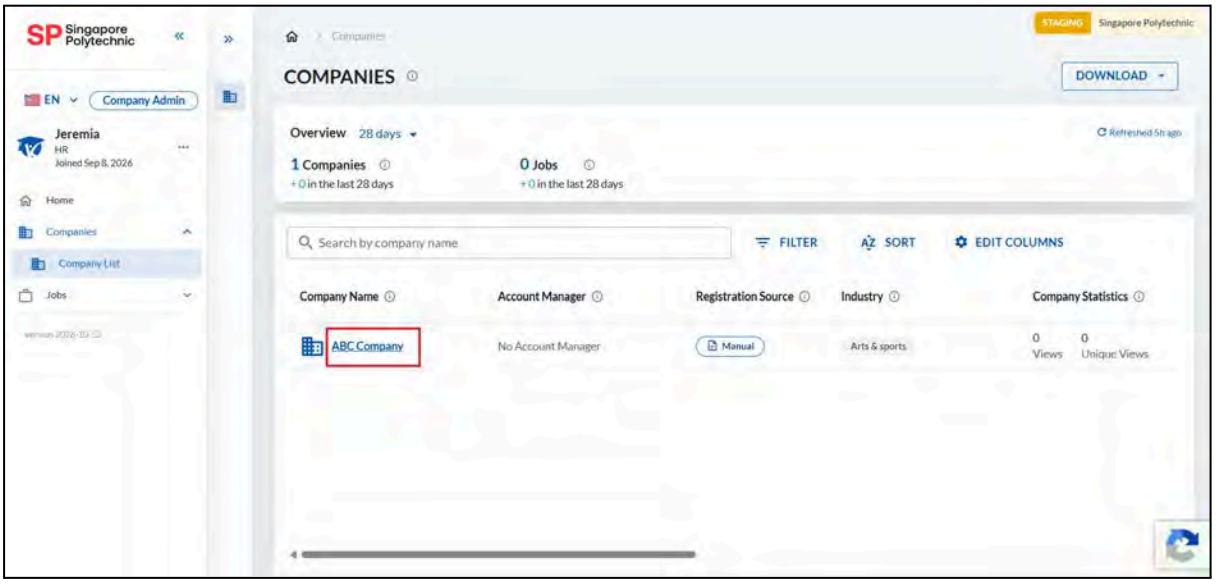


Illustration: Companies List Page

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9. You will be directed to the Company Details page, where you can review your company information.

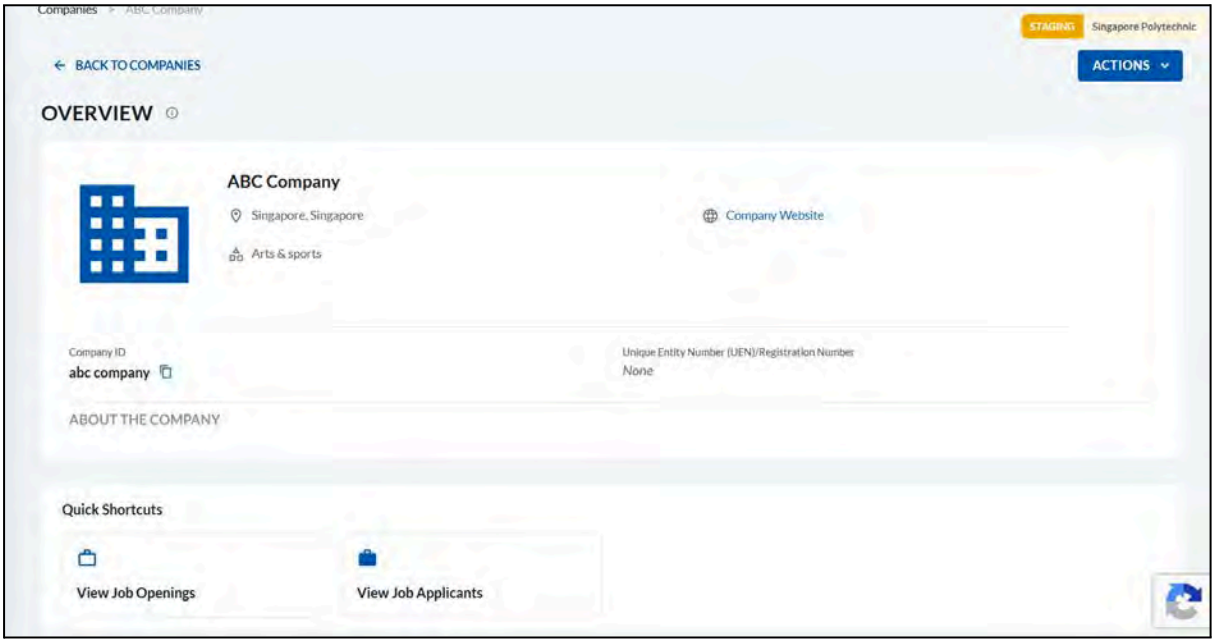


Illustration: Companies Information Page

4b. Editing Your Company Information

Overview

This feature allows Company Admins to update their company information from the Company Details page.

Video Guide

Watch the recording

Steps

1. Click **Companies** on the left sidebar.
2. Click **Company List**.
3. If you have access to more than one company, use the **Search field** or available **filters** to locate the relevant company.
4. Click your **Company Name** to open the Company Details page.
5. Click **Action** at the top-right corner.

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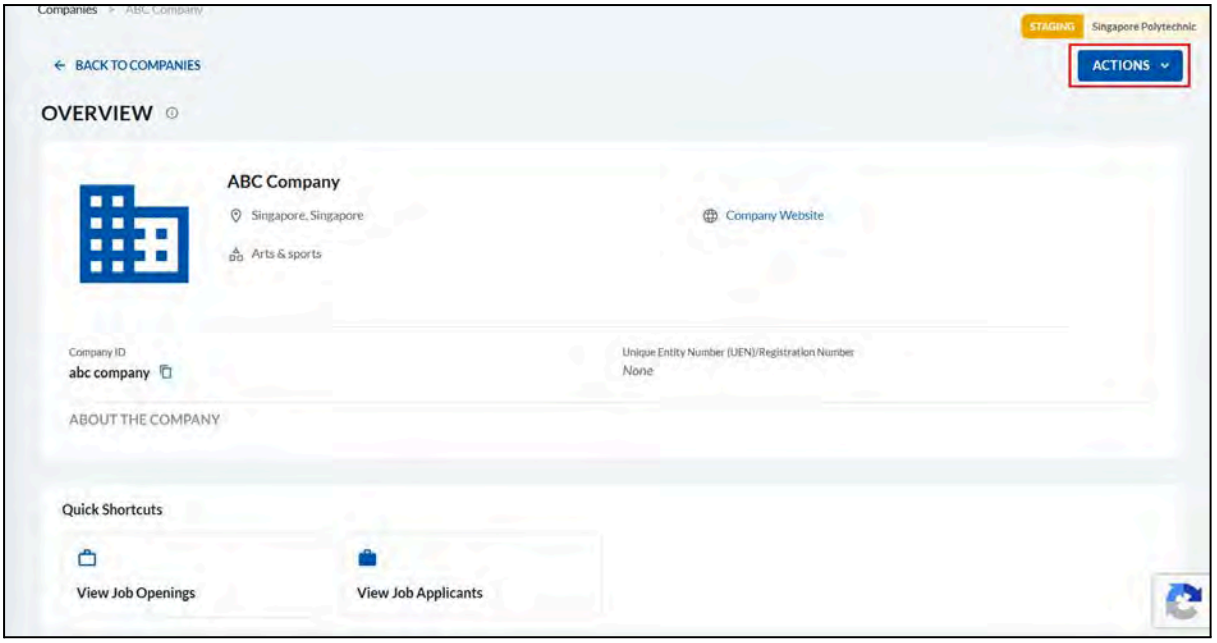


Illustration: Companies Information Page

6. Click **Edit Company** to edit the company details.
    a. **Note**: Updating your company information in the IMS will not result in an auto-update in government Bizfile or ACRA data.

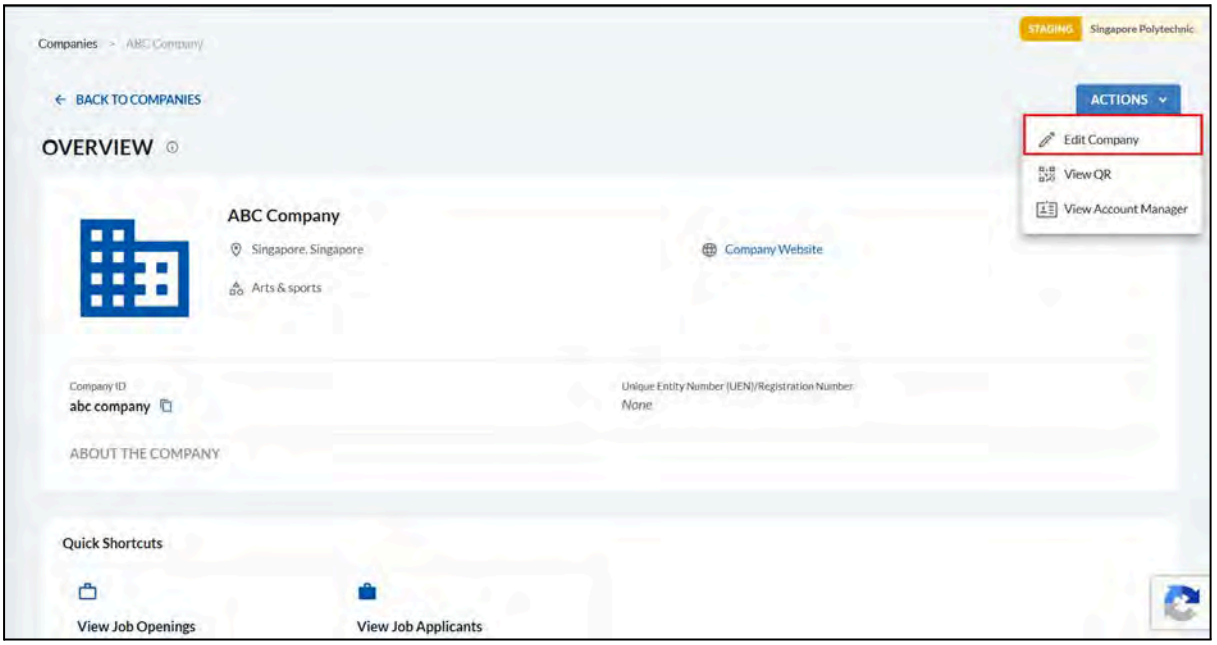


Illustration: Companies Information Page

7. The Edit Company page contains two tabs:
    a. **Company Overview**
    b. **Company Admin**

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8. Under the **Company Overview** tab, update the required company information.
    a. **Notes**:
        i. Only company information that is not synchronised with Singpass can be edited. This includes fields such as Company Description, Company Postal Code, Industry, Number of Employees, Company Website, Company LinkedIn URL, Company Facebook URL, Company X (Twitter) URL, and Company Logo.
        ii. Company Admin can't edit the Company Name, Company ID, UEN, and other fields that are synchronised with Singpass.

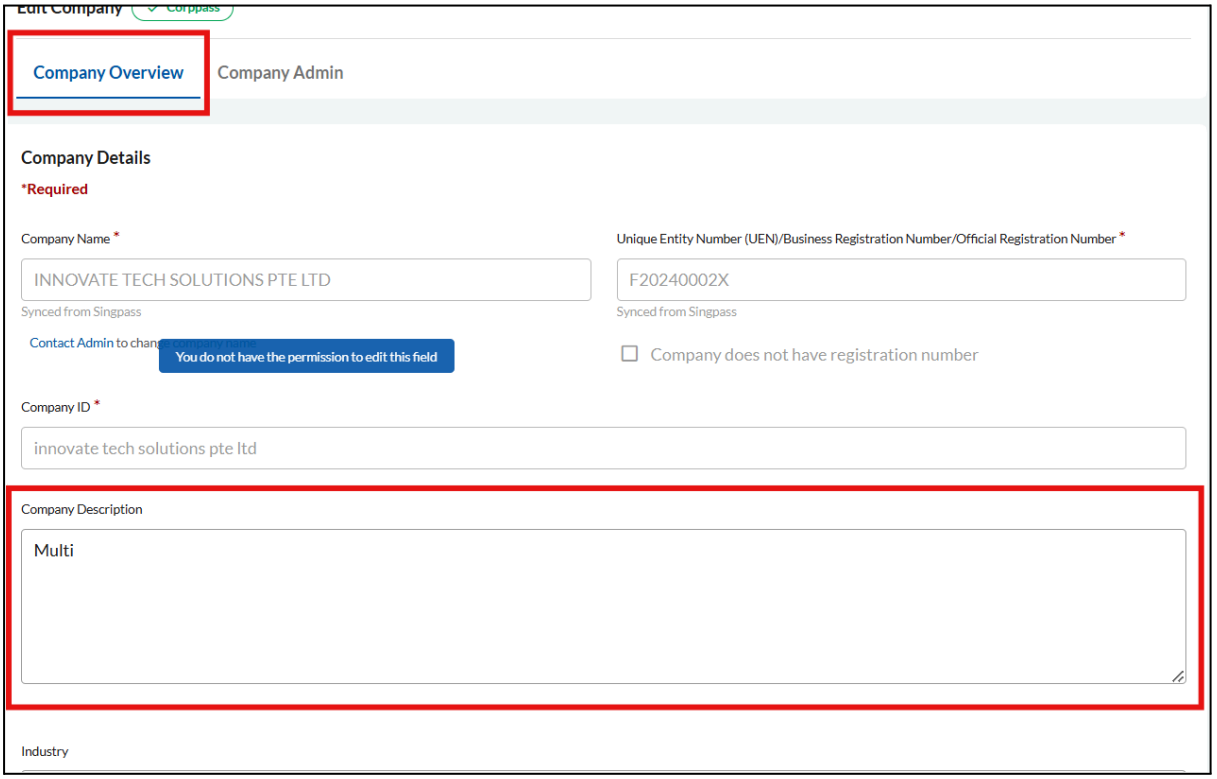


Illustration: Edit Company Page

9. Once completed, click **Next** at the top-right corner.
10. Review the **Company Admin** tab.
    a. **Note**: In this tab you can only review the company admin list for the company, you can not make any changes to the company admin list.
    b. **Terminology:**
        i. **Requester**: The Company Admin who submitted the company creation request. Each company has only one requester.
        ii. **Job Access: Limited** means that particular Company Admin may only view the job postings that he submitted. **Full Access** means that

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particular Company Admin can view ALL job postings submitted under the company.

iii. **Active Company Membership**: Indicates the admin membership level for the companies they are permitted to access. By default, currently all companies are assigned the Default Paid Level. However, this is only a system label and does not mean the company needs to pay to use IMS.

11. Click **Publish** to save the updated company information.

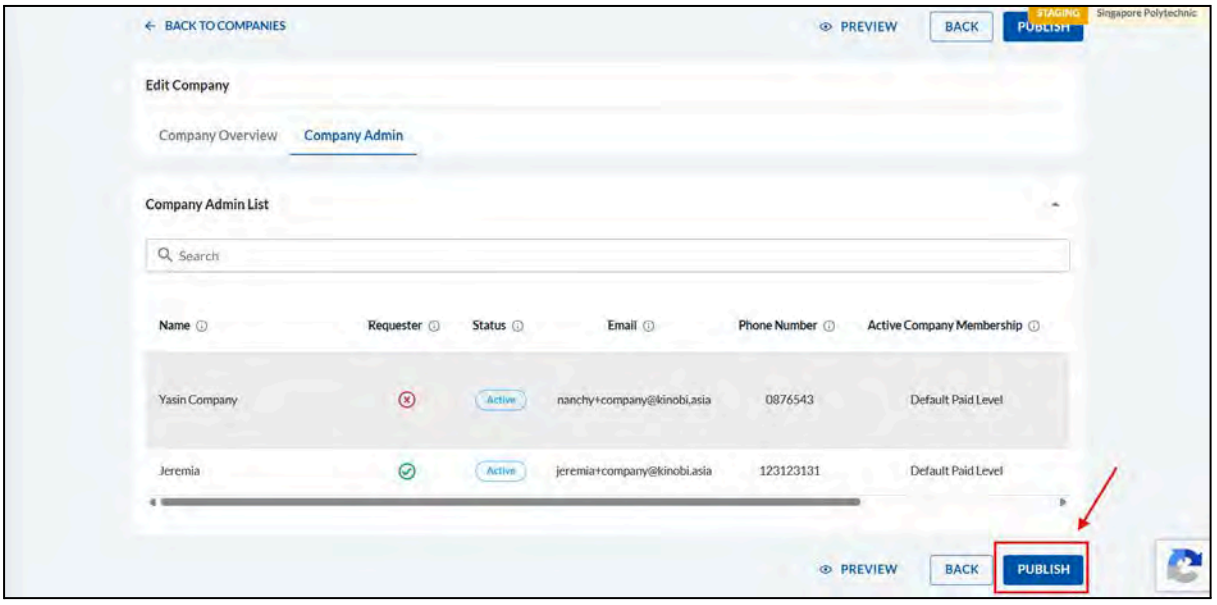


Illustration: Edit Company Page

4c. Viewing Your Job Openings and Job Applicants From Companies Quick Shortcuts Feature

Overview

This feature allows Company Admins to view job openings posted under their company and the job applicants by using the quick shortcuts feature.

Video Guide

Watch the recording

Steps

1. Click **Companies** on the left sidebar.
2. Click **Company List**.
3. If you have access to more than one company, use the Search field or available filters to locate the relevant company.

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4. Click your **Company Name**.
5. Under the Quick Shortcuts section:
    a. Click **View Job Openings** to view the job listings posted under your company.
    b. Click **View Job Applicants** to view applicants who have applied to your company's jobs.

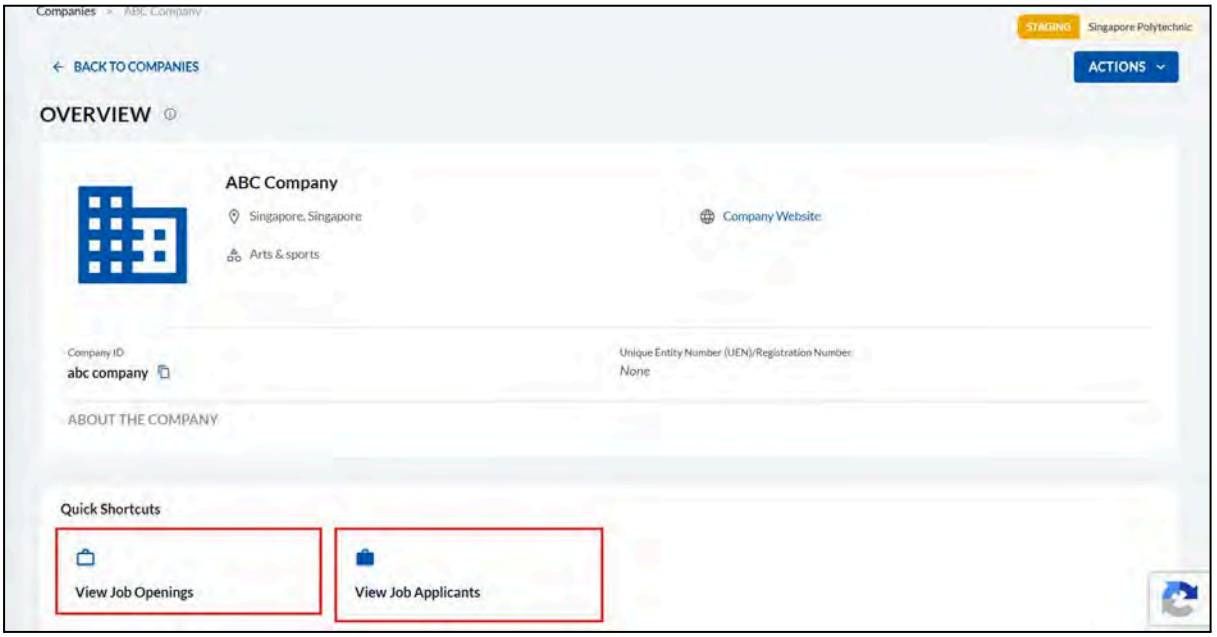


Illustration: Companies Information Page

4d. Generating Your Company QR Code

Overview

This feature allows Company Admins to generate their company QR code for sharing with students or reference purposes. For example, Company Admins can share the company QR code during career fairs. Students can scan the QR code and they will be directed to a page where they can view the company's profile, making it easier for them to learn about the company.

Video Guide

Watch the recording

Steps

1. Click **Companies** on the left sidebar.
2. Click **Company List**.

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3. If you have access to more than one company, use the Search field or available filters to locate the relevant company.
4. Click your **Company Name** to open the Company Details page.
5. Click **Action** at the top-right corner.
6. Select **View QR**.

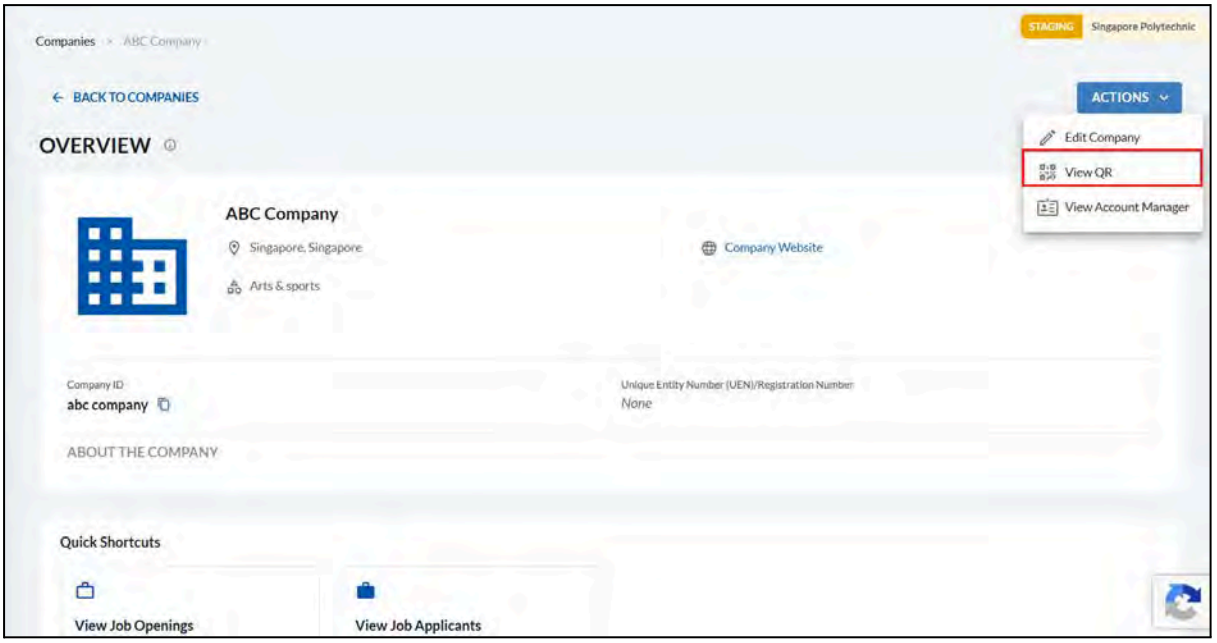


Illustration: Companies Information Page

7. Your company QR code will be displayed.
8. Choose one of the following options:
    a. Copy Image — copy the QR code image to your clipboard.
    b. Download — save the QR code image to your device.



Illustration: Company QR Code

4e. Downloading Company Accounts

Overview

This feature allows Company Admins to download all available company data or export only company records that match selected filters.

Video Guide

Watch the recording

Steps

1. Click **Companies** on the left sidebar.
2. Click **Company List**.
3. Click **Download**.

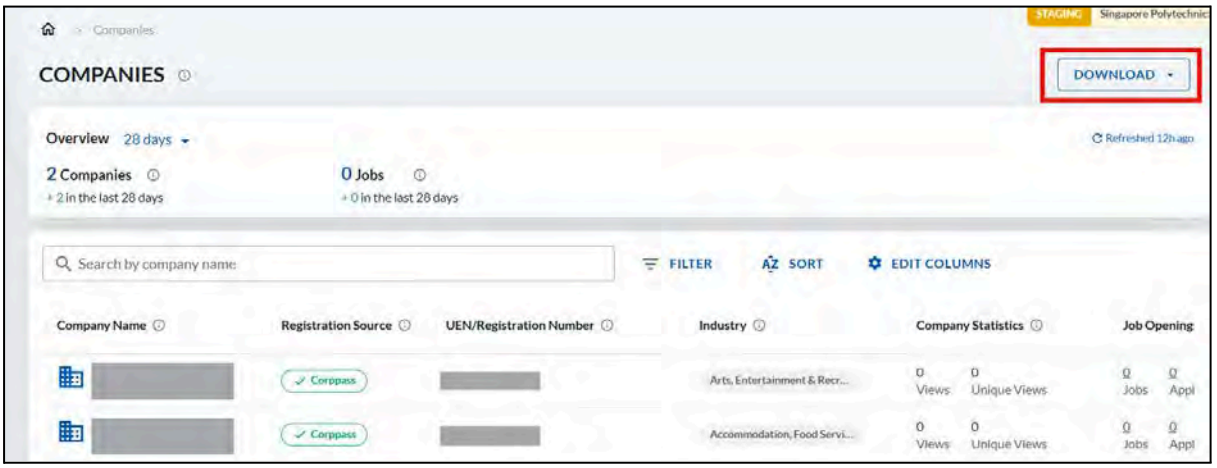


Illustration: Companies Page

4. Choose the required download option:
    a. **Download (All)** — download all available company data.
    b. **Download Filtered Data** — download only company records that match the applied filters.
5. If using Download Filtered Data, **apply the required filters** before starting the download.
6. The Excel file containing the selected company data will be generated and downloaded.

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5. Managing Job Postings and Applications

5a. Create an Internship Job Posting

Overview

This feature allows Company Admins to create and submit job postings, including jobs associated with an Internship Programme.

Internship Programme refers to SP internship programme with its own Work Term and eligible students. Internship job postings are linked to an Internship Programme. (see 1c. Terminology)

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List**.
3. Click **Add Job** on the top right corner.

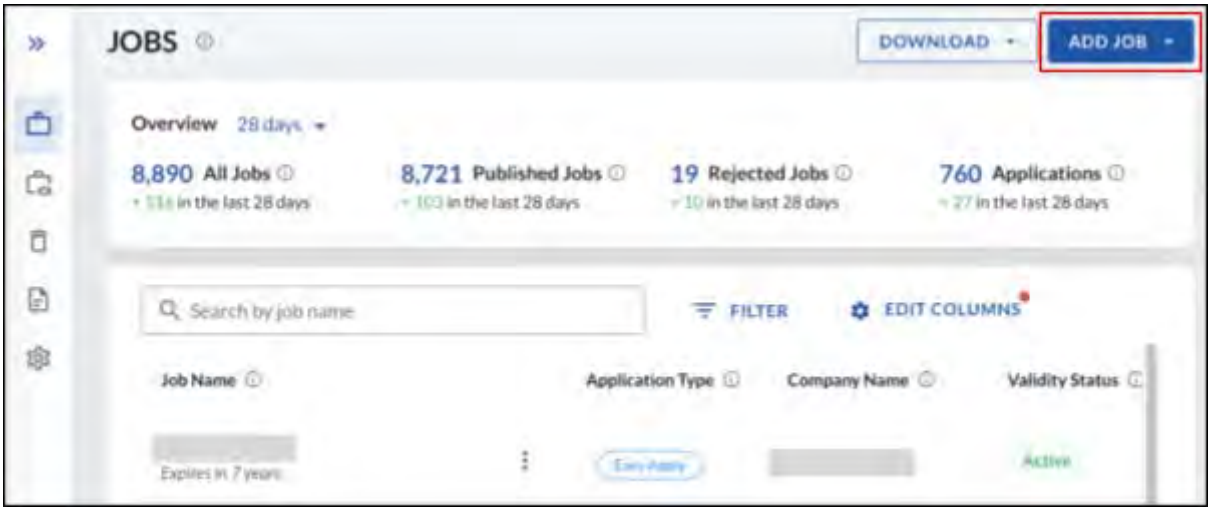


Illustration: Job Lists Page

4. Click **Add New Job**.

5ai. Complete the Overview Tab (Required)

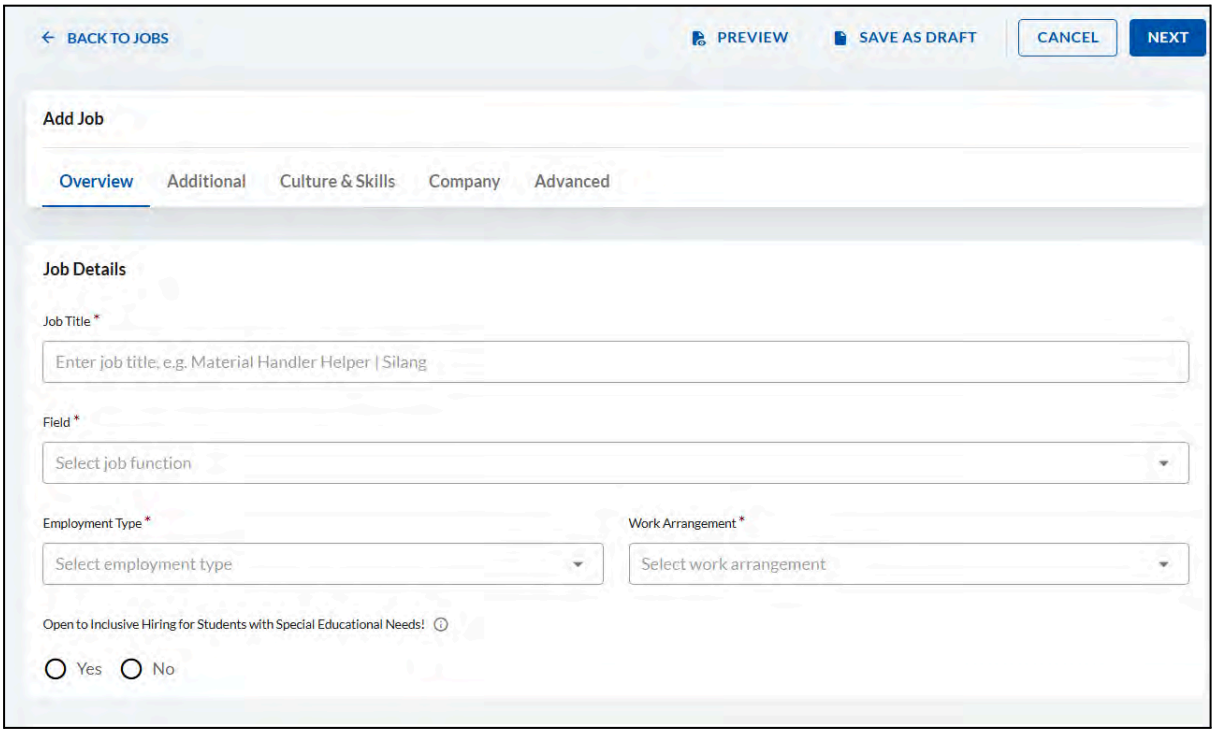


Illustration: Individual Job Posting Page (Overview)

Overview

The Overview tab captures the main information about your job posting, including the employment type, job period, salary, and job description.

Steps

1. Complete all required fields marked with an asterisk (*).
2. Under **Employment Type**, select **Internship**.
3. Under **Work Arrangement**, select Hybrid, Remote, or Work from Office.
4. Configure the **Expired At** date for the job posting.
    a. **Note:** This is the date the job posting will expire and close. After this date, it will no longer be visible to students.
    b. If the expiry date is amended after School Senior Internship Facilitator (SIF) approves, it shall trigger another round of approval to the SIF.
5. Enter the **Work Term** and **Job Date Period**.
    a. **Notes:**
        i. **Work Term** – the defined internship batch(s) that is/are available in the platform. (see 1c. Terminology)
        ii. **Job Date Period** – This field will automatically be filled with the work period from the Work Term that you have chosen before.
6. Enter the required Salary (Salary refers to Allowance for the student), **salary lower and upper range must be entered with the same amount**.

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a. **Note:** The form currently includes both lower and upper salary fields to accommodate salary ranges. However, for job postings, the lower and upper salary amounts must be filled the same on both fields to ensure the salary is displayed consistently to students.

7. Under Job Description, complete:
    a. Overview
    b. Requirements
    c. Review the information before proceeding.

5aii. Complete the Internship Detail Tab (Required)

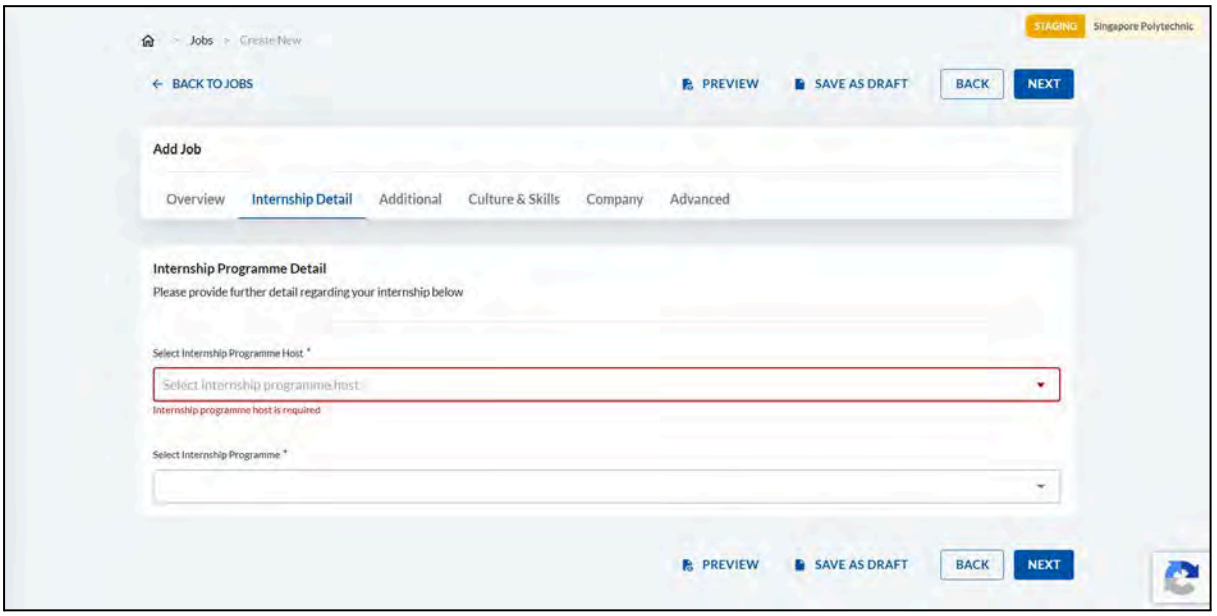


Illustration: Individual Job Posting Page (Internship Detail)

Overview

The **Internship Detail** tab allows you to indicate the School and Diploma of the students you wish to recruit, as well as the applicable work week arrangement. For each job posting, you may select only one Internship Host and of the same Diploma.

- **Internship Host** refers to the School that the students are from.
- **Internship Programme** refers to the Diploma of the students you wish to recruit. Diploma may include variations due to specialisations, internship duration (22 weeks, 26 weeks, 44 weeks), and work day week arrangement.

Important: If you wish to invite students from **two different Schools or Diplomas** to apply for the same internship opportunity, please create **two separate job postings**, with one Internship Host and one Diploma selected for each posting.

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Steps

1. Open the **Internship Detail** tab.
2. Select the relevant **Internship Host**.
    a. The Internship Host refers to the **School** of the students you wish to recruit.
    b. Select **only one Internship Host** for each job posting.
    c. If the Job is relevant to multiple schools, please duplicate another Job after Publish.
3. Select the relevant **Internship Programme**.
    a. The Internship Programme refers to the **Diploma** of the students you wish to recruit that is most applicable to the job description.
    b. Select **only one Diploma** for each job posting. You may select multiple **Internship Programmes** for the **same Diploma**.
    c. The Internship Programmes variations on the **work week arrangements** are:
        i. 4-day work week: Students will attend their internship from Monday to Thursday and return to Singapore Polytechnic (SP) on Friday to complete their elective module.
        ii. 5-day work week: Students will attend their internship from Monday to Friday.
    d. If the Job is relevant to multiple Diplomas, please duplicate another Job after Publish.
    e. If an Internship Programme is displayed but cannot be selected, the programme is not compatible with the selected **Work Term**. Hover over the information icon to view the Work Term(s) that are compatible with the Internship Programme.

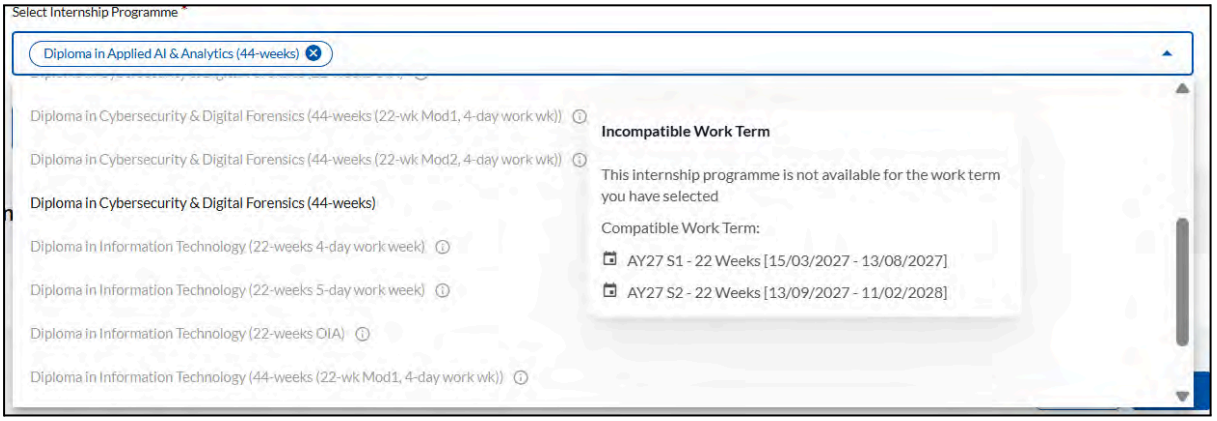


Illustration: Individual Job Posting Page (Internship Detail)

4. Review the selected Internship Programme information before proceeding.

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5aiii. Complete the Additional Tab (Required)

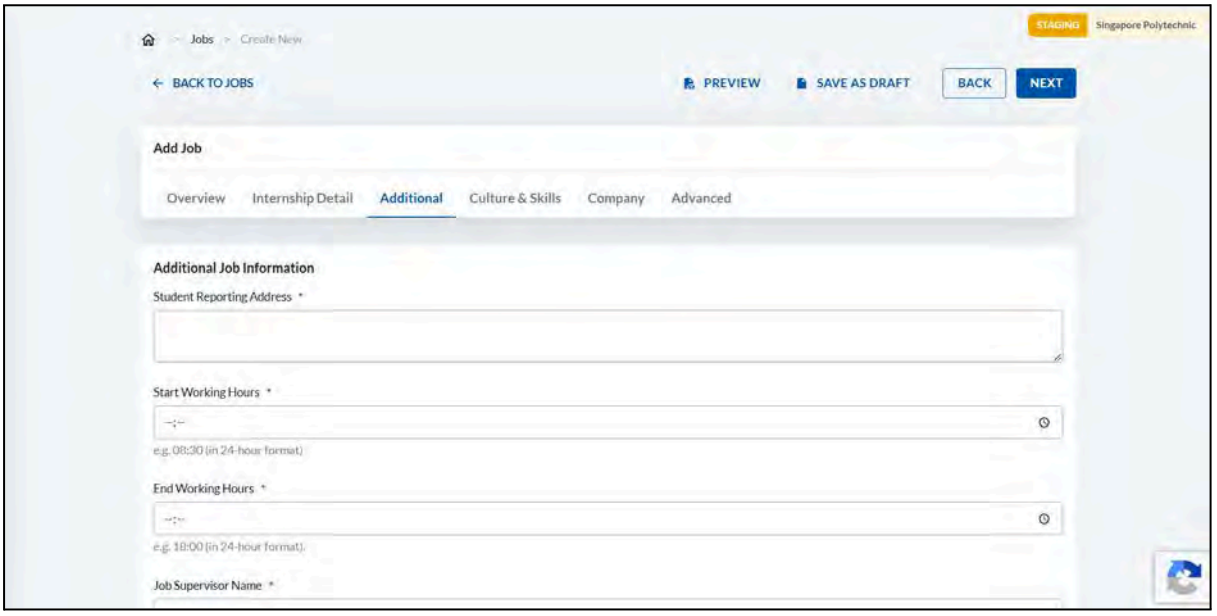


Illustration: Individual Job Posting Page (Additional)

Overview

The Additional tab allows you to configure additional job information, including the number of vacancies and supporting documents.

Steps

1. Open the **Additional tab**.
2. Under **Additional Job Information**, complete all applicable questions.
3. Enter the **number of vacancies** available for the position.
4. **Upload supporting documents**, if applicable.
5. Review all additional information before proceeding.

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5aiv. Configure Culture & Skills (Optional)

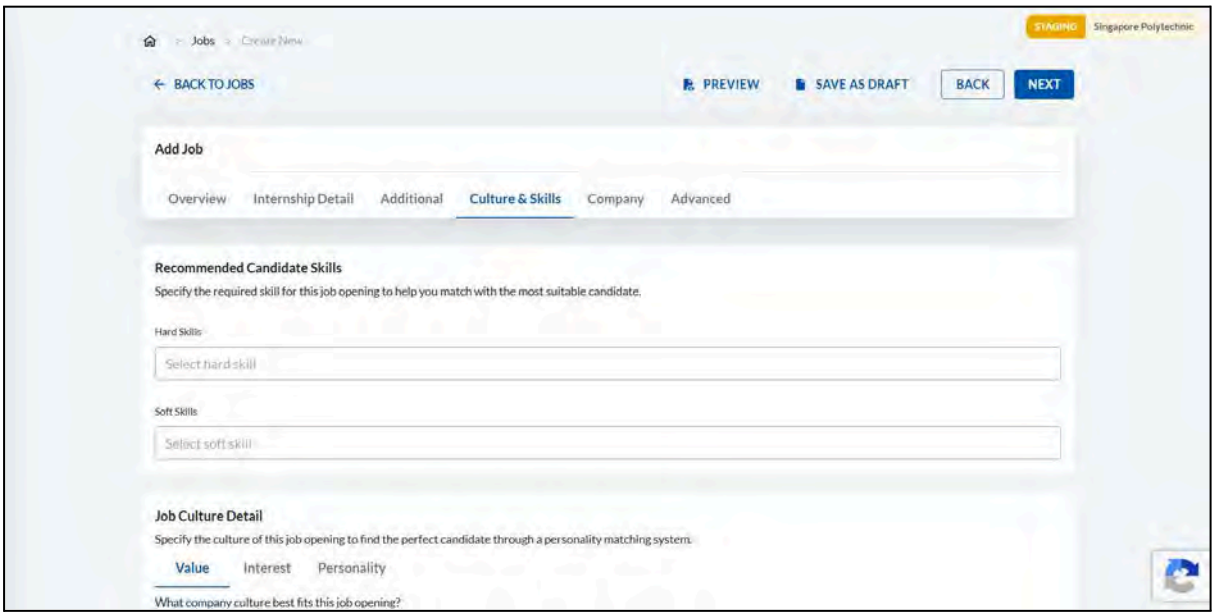


Illustration: Individual Job Posting Page (Culture & Skill)

Overview

The Culture & Skills tab allows you to define the skills and job culture associated with the position to support candidate matching. The information under this tab is **optional** and is not required to be completed by Company Admin.

Steps

1. Open the **Culture & Skills** tab.
2. Under **Recommended Candidate Skills**, configure the skills required for the role:
    a. Select the relevant **Hard Skills**.
    b. Select the relevant **Soft Skills**.
3. Under **Job Culture Detail**, configure the relevant culture attributes:
    a. Under **Value**, select the values that best describe the job opportunity.
    b. Under **Interest**, select the relevant interests or work areas.
    c. Under **Personality**, select the relevant working style, problem-solving approach, work environment, and work ethic.
4. Review the selected skills and job culture information.
5. Click **Next** to continue.

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5av. Complete the Company Tab (Required)

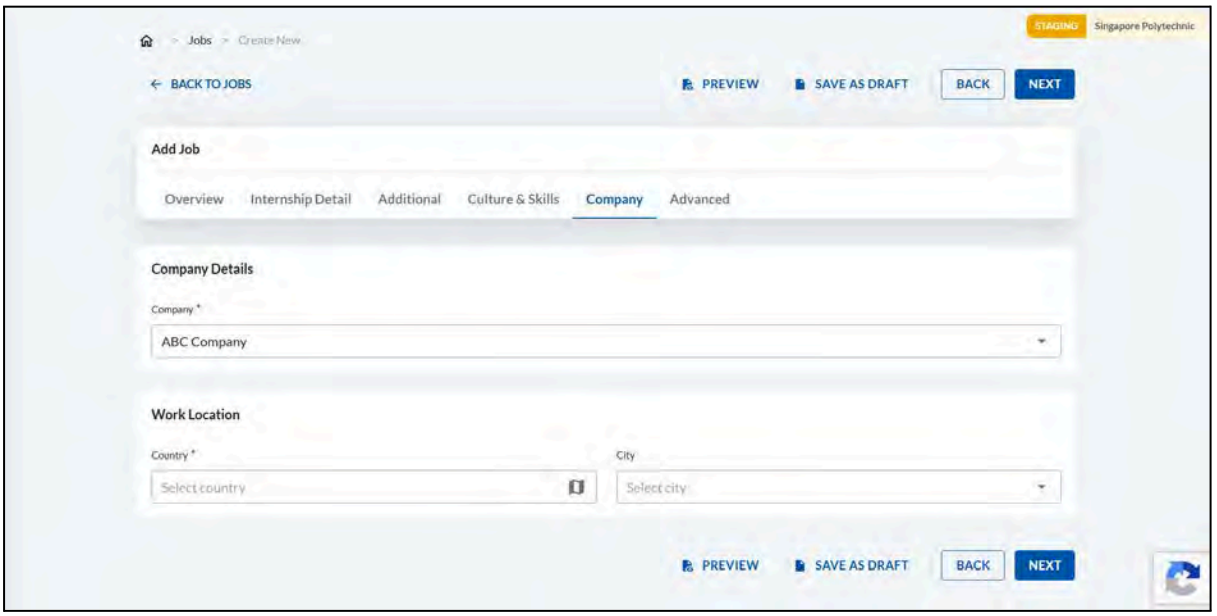


Illustration: Individual Job Posting page

Overview

The Company tab allows you to review the company information associated with the job posting.

Steps

1. Open the **Company tab**.
2. Complete all required fields marked with an asterisk (*).
3. Under **Company Details** and **Work Location**, confirm that the correct information is filled.
4. Review the company information before proceeding.

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5avi. Configure the Advanced Tab (Optional)

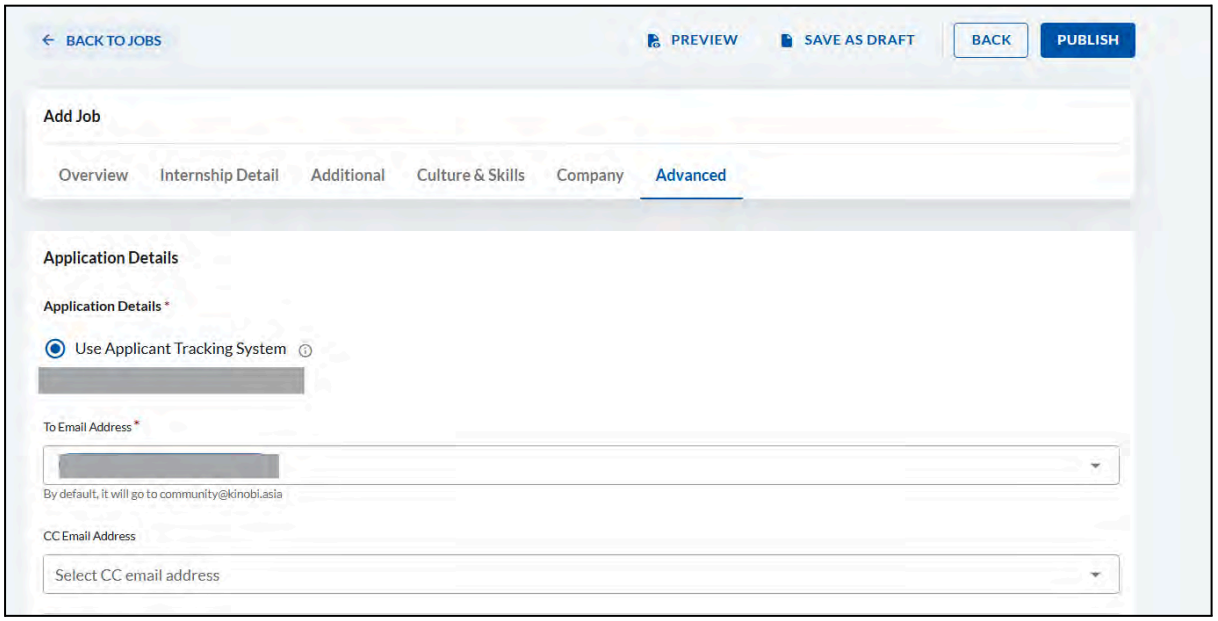


Illustration: Individual Job Posting Page (Advanced)

Overview

The **Advanced** tab shows how students should apply for job posting and specify which students are eligible to view and apply for the position.

Steps

1. Open the **Advanced** tab.
2. Under **Application Details**, Select **Use Applicant Tracking System** so that all applications and offers will be captured on the platform.

   Note:

   a. Please do not select "**Redirect to external job link**".
   b. If this is selected, the student's internship placement will **not be confirmed in SP's system** and the **placement letter will not be generated**.
3. Enter the **preferred email address** for receiving application notifications.
4. Under **Eligibility Criteria**, the eligible schools will be displayed based on the Internship Programme selected. **Please do not amend this section**.
5. Review all settings before proceeding to **Publish**.

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5b. Viewing and Fixing Rejected Job Posting

Overview

This process allows Company Admins to review the reason a job posting was rejected, make the required changes, and resubmit it for approval.

Video Guide

Watch the recording

Steps

1. If your job posting is rejected by the SP School Senior Internship Facilitator, you will receive an email notification with the subject “Your job request has been rejected” .

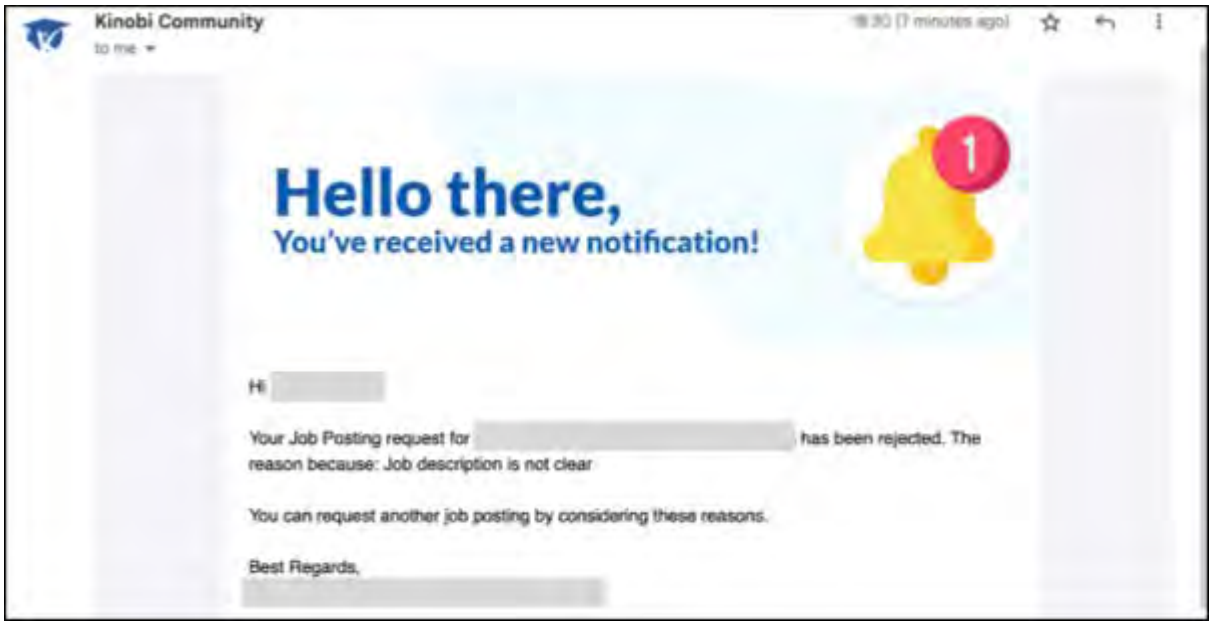


Illustration: Email Notification for Rejected Job Posting

2. To fix this rejected job posting, login to https://internship.sp.edu.sg
3. Click **Jobs** on the left sidebar.
4. Click **Jobs List**.

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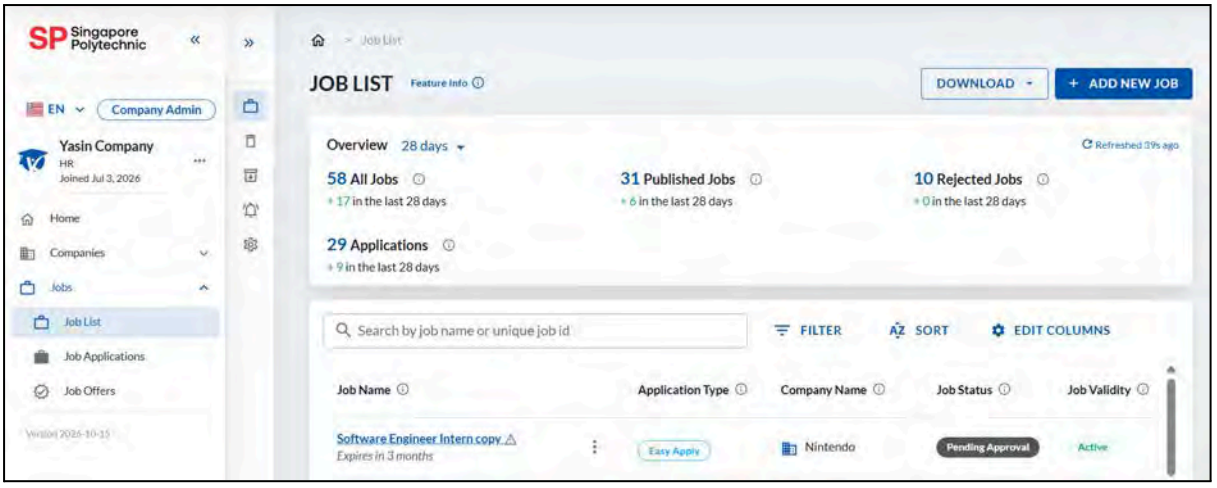


Illustration: Job List Page

5. Find the rejected job posting by searching on the search box or using **Filter**.
6. Click the three dots next to the job name.
7. Click **Edit**
8. Revise the job posting based on the reasons provided on the email (e.g. Job description is not clear)
9. Once done revising, click **Publish** then the job posting will be rerouted to the SP School Senior Internship Facilitator for review.
10. Once your job posting is accepted, you will receive an email notification with the subject “Your job request has been accepted”.

5c. Job Post Configuration

5ci. Editing Job Postings

Overview

This feature allows Company Admins to update the details of an existing job posting.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List.**
3. Upon finding your Job Post, click the **three dots** located next to the job title and click **edit**.

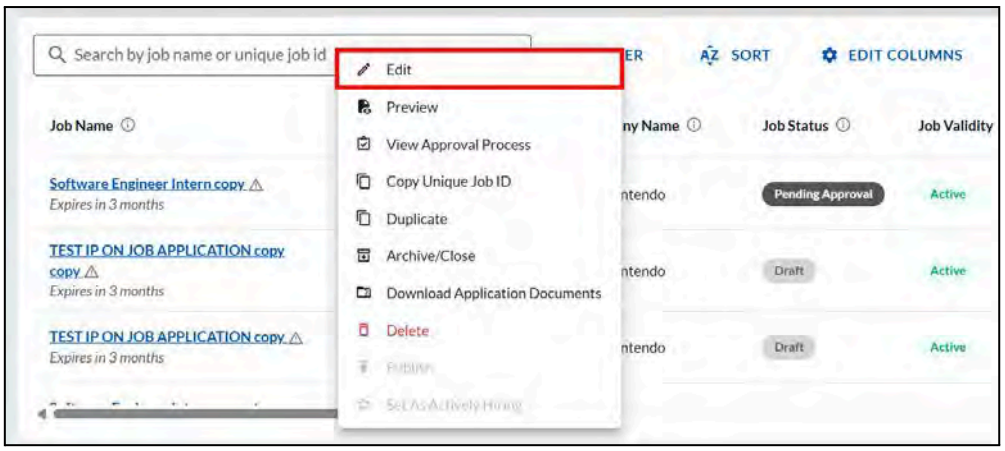


Illustration: Job List Page

4. Edit the field that you need.
5. Once you are done editing, click **Publish** and the job posting will be rerouted to the SP School Senior Internship Facilitator for review.

5cii. Archiving Job Postings

Overview

This feature allows Company Admins to archive/close a job posting you no longer need, for example once the position has been filled. It will no longer be visible to students.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List.**
3. Upon finding your Job Post, click the **three dots** located next to the job title and click Archive/Close.

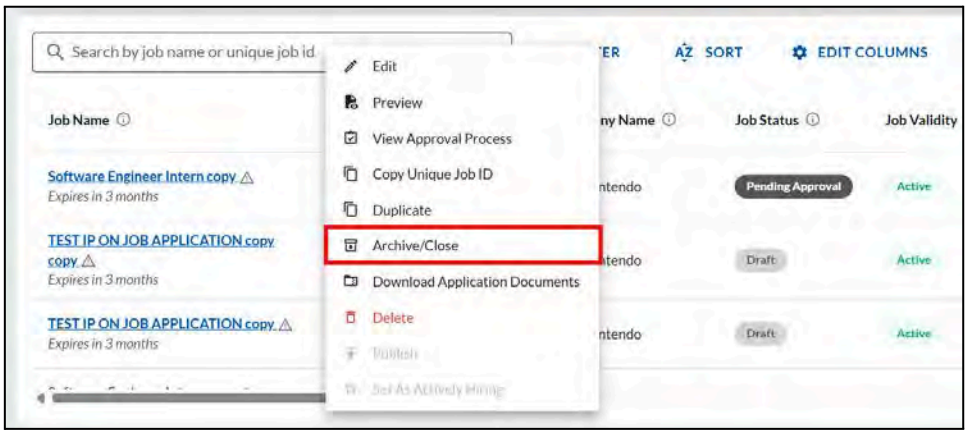


Illustration: Job List Page

4. Once your job has been archived, you can view it on the Archived **Jobs** page and if you want to unarchive it again, click on the three dots button and click Unarchived.

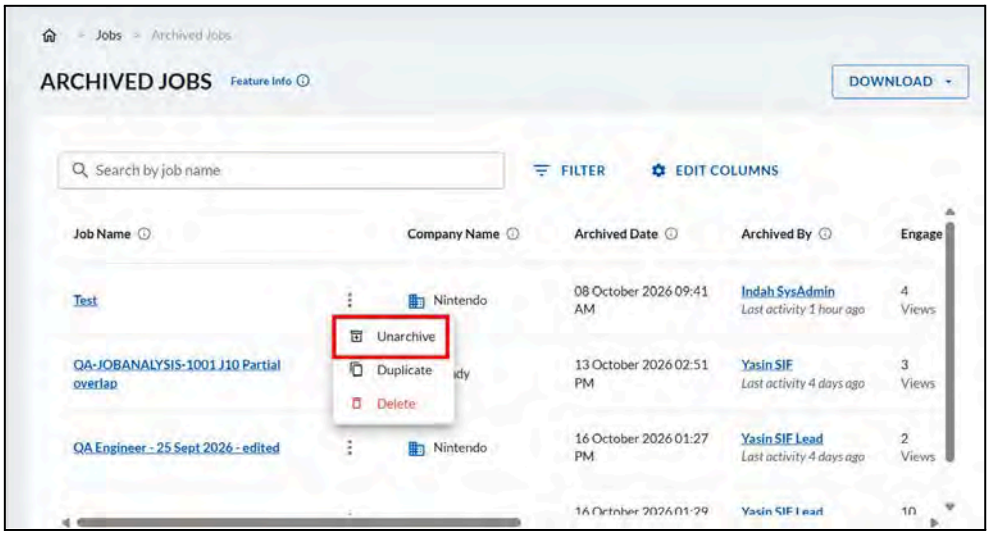


Illustration: Archived Jobs Page

5ciii. Duplicating Job Postings

Overview

This feature allows Company Admins to create a new job posting from an existing one, for example to reuse a past job posting for a new Work Term.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List.**
3. Upon finding your Job Post, click the **three dots** located next to the job title and click Duplicate.

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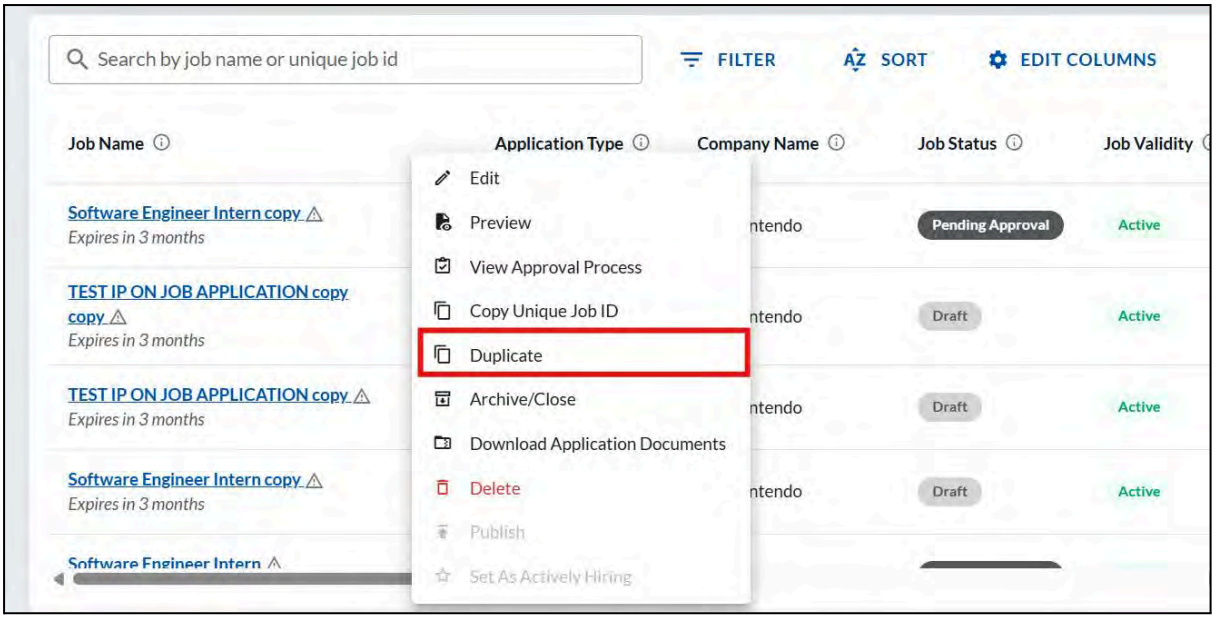


Illustration: Job List Page

4. Edit the field that you need.
5. Once you are done editing, click **Publish** and the job posting will be rerouted to the SP School Senior Internship Facilitator for review.

Important Notes

- Please **do not** edit or change the eligibility criteria under the advanced tab.

5civ. Deleting Job Postings

Overview

This feature allows Company Admins to delete a job posting when the recruitment plan has changed or the posting was created by mistake. Please note that a job cannot be deleted while it has any application on record, including drafts students have started but not submitted. Instead, you can Archive it, which keeps the applications.

Video Guide

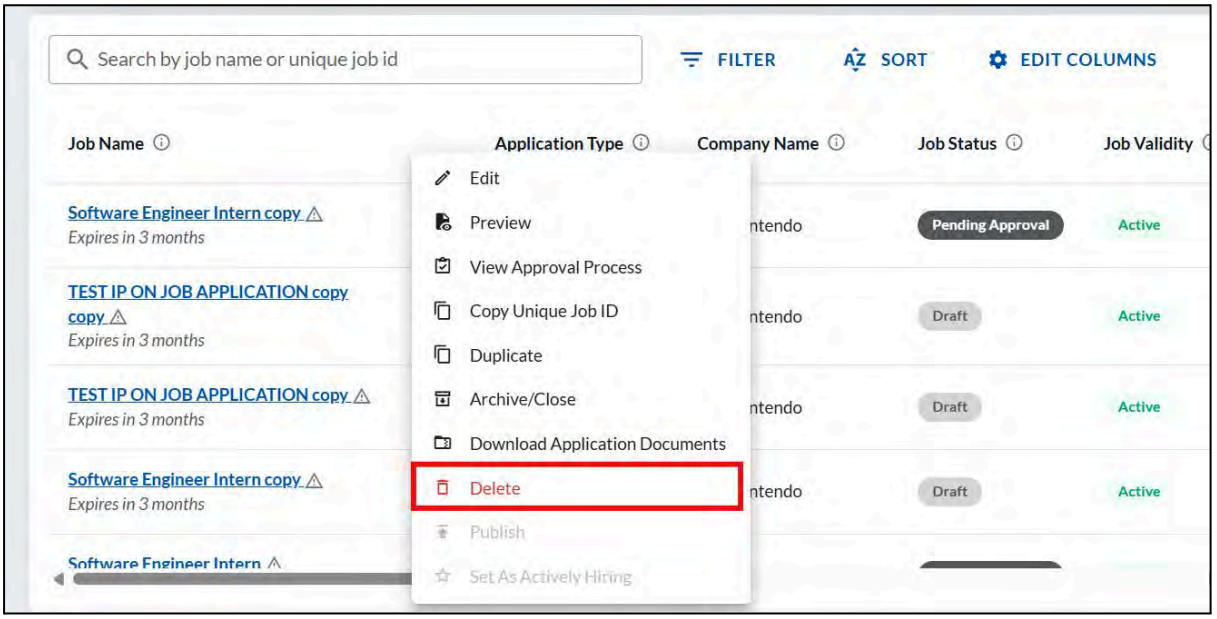
Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List.**
3. Upon finding your Job Post, click the **three dots** located next to the job title and click Delete.

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a. **Note:** Deleting cannot be undone from the dashboard. There is no Restore on this page.



4. You can view the deleted job on the Deleted Job Page.

5d. Extending Job Expiry Date

Overview

This feature allows Company Admins to extend the expiry date of an existing job posting. Job postings past their expiry date will be closed and no longer visible to students. If a job posting expires while there are still pending student applications, you can still review and accept or reject those applications.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List**.
3. Find a certain job.
4. Click the **three dots** next to the Job Name.
5. Click **Edit.**
6. Under the Overview tab, scroll down to find the Expired At section.

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Illustration: Edit Job Page

7. Adjust the date as needed.
8. Once you've made the necessary changes, click **Next** and then **Publish** to save the modifications.

5e. Viewing and Managing Job Applications (Kinobi Applicant Tracking System)

Overview

For jobs using the Kinobi Applicant Tracking System, Company Admins can review applicants, view student applicant information, update recruitment statuses, contact candidates, and download applicant data.

Video Guide

Watch the recording

Steps

1. Navigate to the dashboard's homepage https://internship.sp.edu.sg.
2. Click **Jobs** on the left sidebar,
3. Click **Jobs List** and find your specific job post.
4. Click on the **job name** to see the applicants to that specific job post.

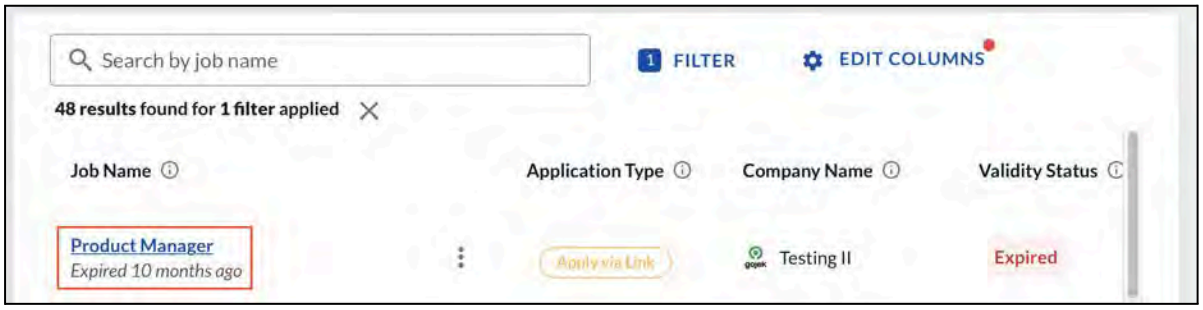


Illustration: Upon clicking Job List (Job Name)

a. The job applications will be automatically filtered to that specific job post. You will see this:

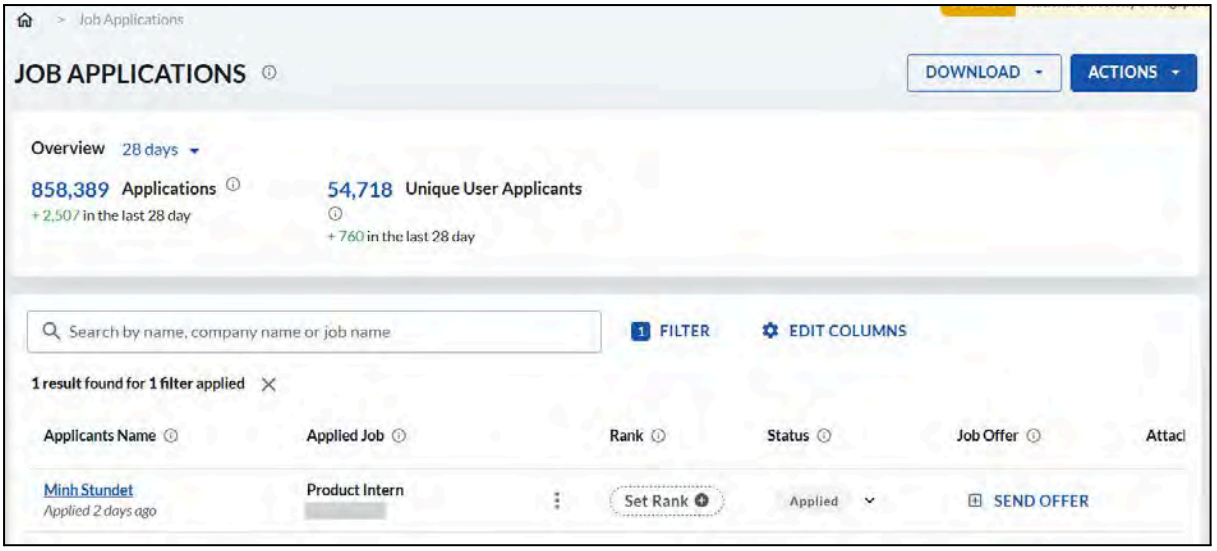


Illustration: Upon clicking your job post

On the job applications page, you can:

5. Contact the student applicant directly by clicking the logo located in the Contact column.

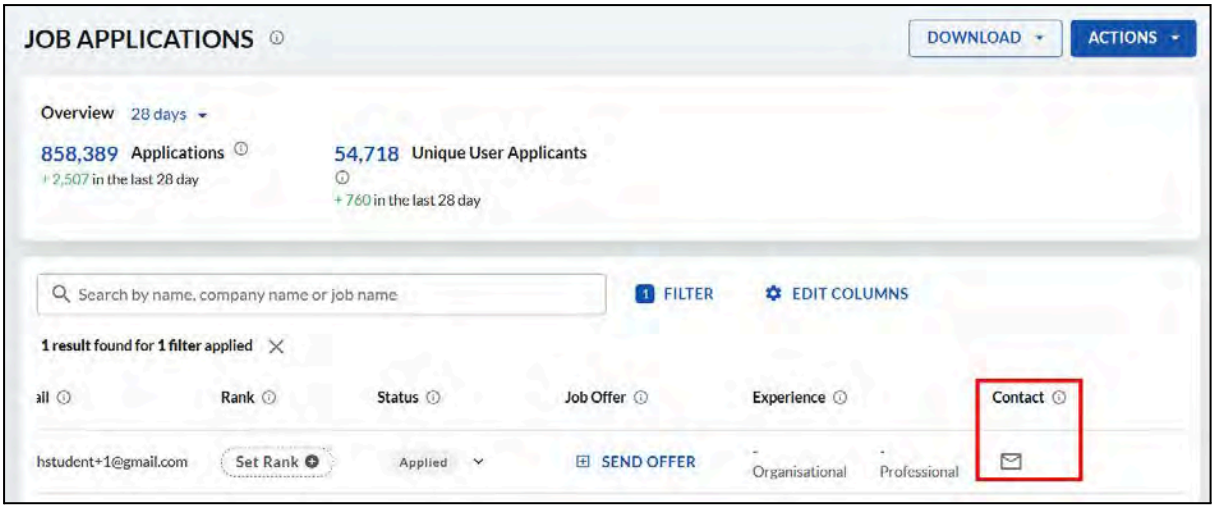


Illustration: Job Applications Page

6. View the profiles of student applicants who applied.

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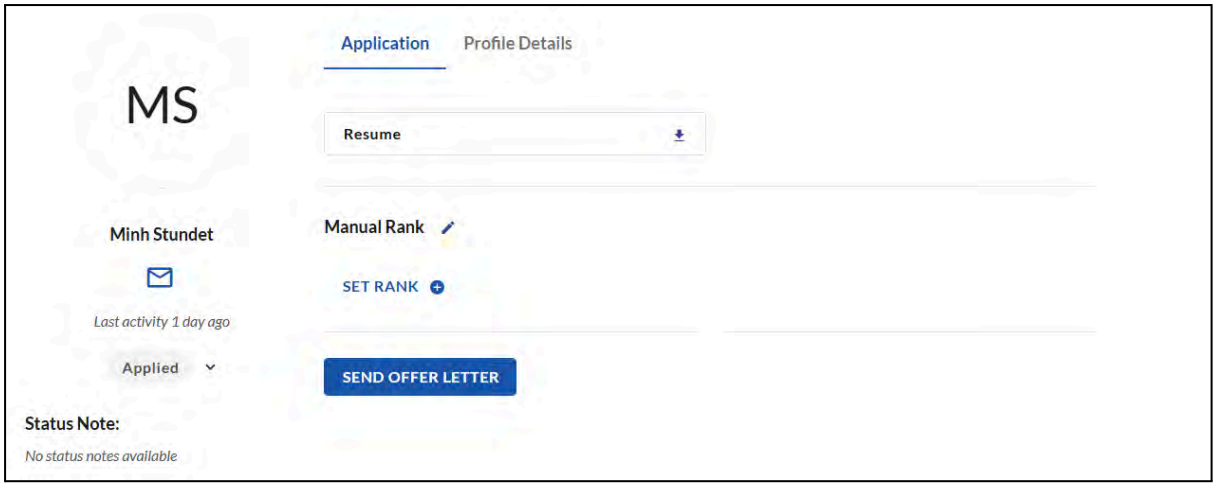


Illustration: Upon clicking candidate's name

7. View their resume by clicking on the **download** icon marked in red.

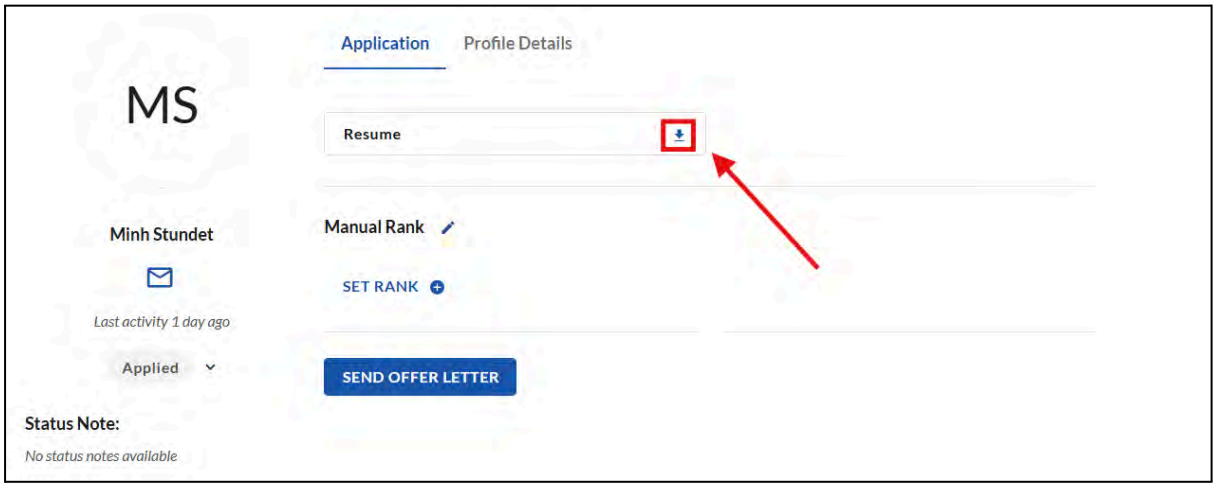


Illustration: Upon clicking candidate's name

8. Change their recruitment status in the Status column by clicking on the down arrow, a dropdown will appear.
    a. **Applied:** A student applicant has submitted their applications for a position.
    b. **Shortlisted:** A student applicant has been selected from the pool of applicants for further consideration based on their qualifications and suitability.
    c. **Interviewing:** A student applicant is currently undergoing interviews.
    d. **Offering**: A student applicant has received an offer for the position.
    e. **Rejected:** A student applicant has been notified that they were not selected for the position they applied for.

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Notes: It is crucial to regularly review the students applicants and send the job offer or reject the applicants in a timely manner.

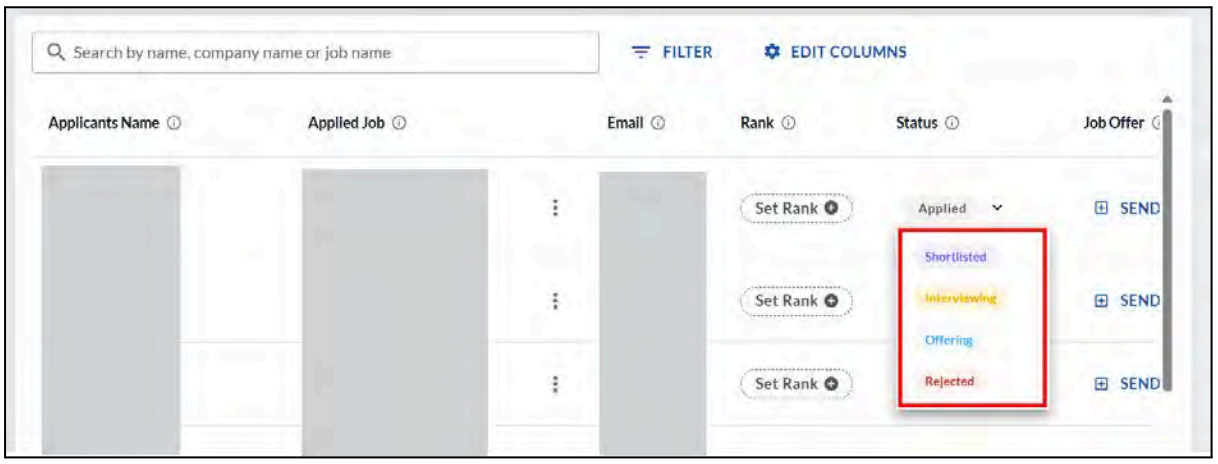


Illustration: Job Applications Page

9. **Search** and **filter** to find specific student applicants.

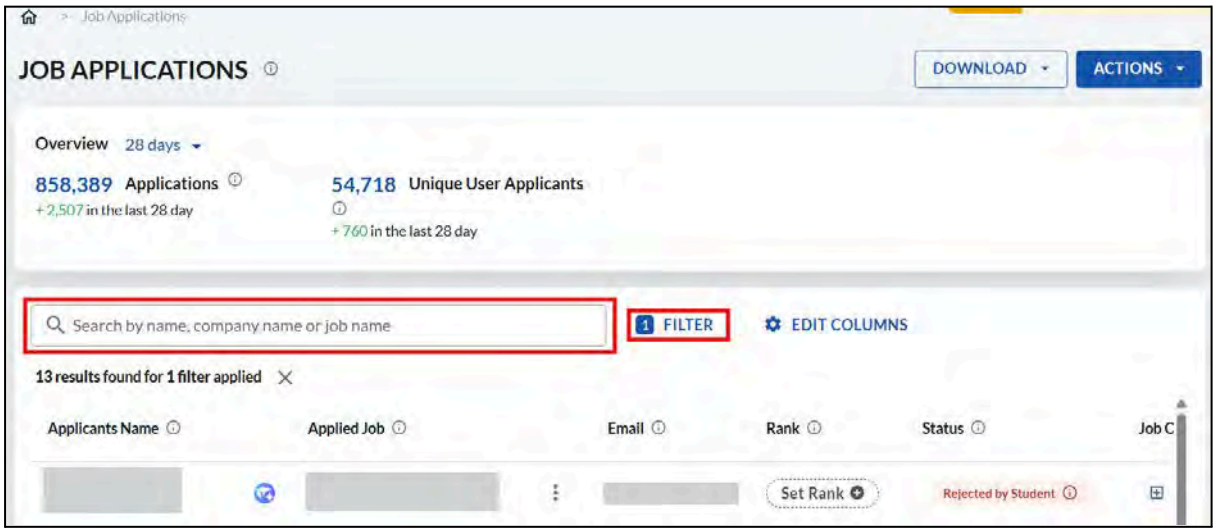


Illustration: Job Applications Page

10. Export the data of student applicants by clicking on Download.

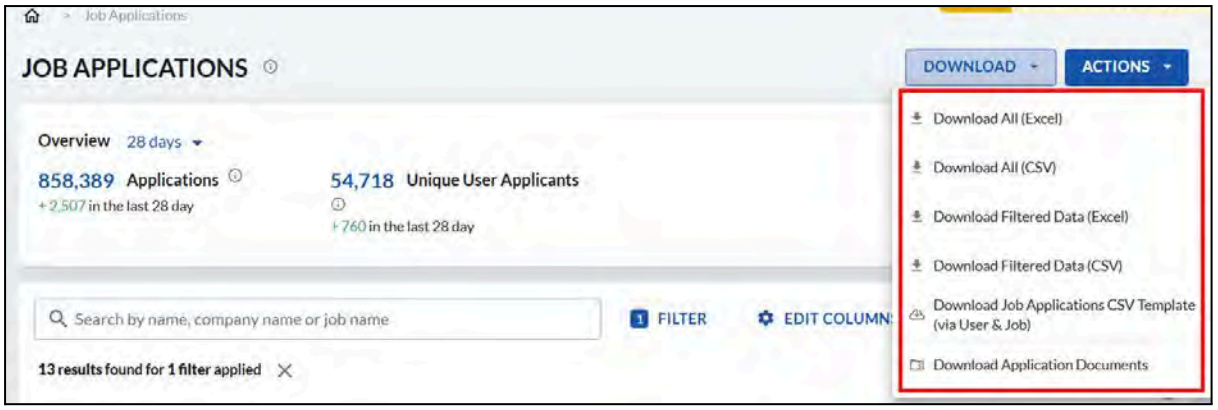


Illustration: Job Applications Page

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5f. AI Applicant Summary

Overview

The AI Applicant Summary provides an AI-generated overview of how well an applicant matches the job they applied for by comparing the applicant's profile with the job requirements.

Video Guide

Watch the recording

Steps

1. Click the **Jobs** on the left sidebar
2. Click **Job Applications**.



Illustration : Job Portal

3. View the list of applicants who have applied for the job.

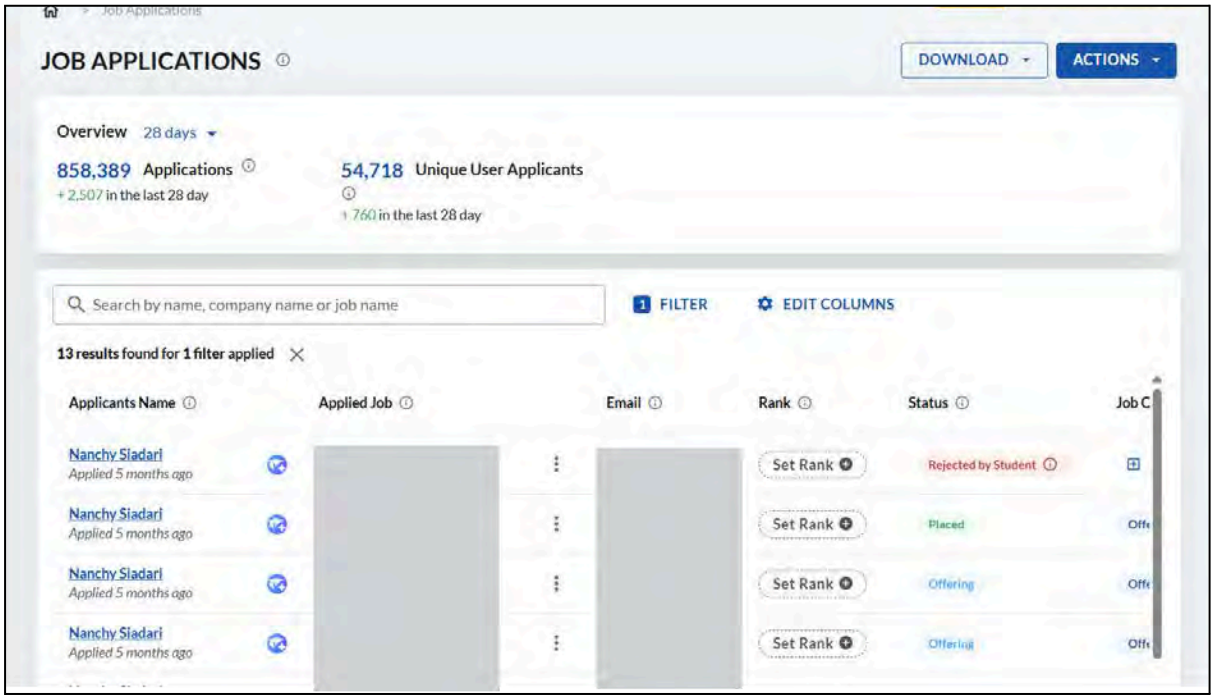


Illustration : Job Portal (Job Application)

4. Locate the **KinobiAI** icon next to the applicant's name.

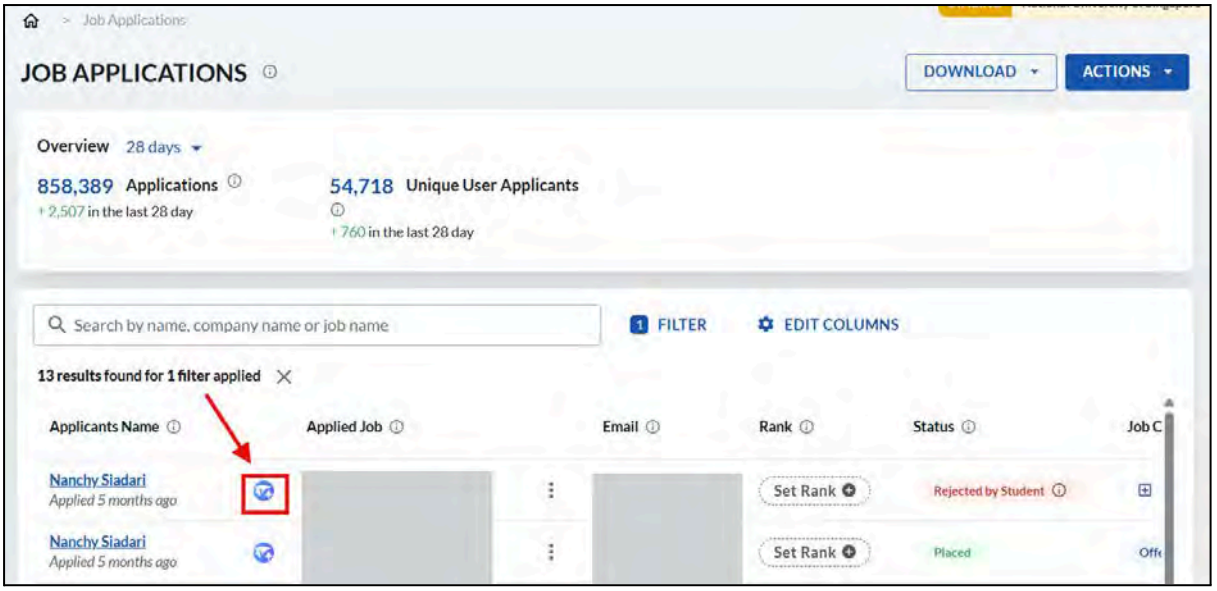


Illustration : Job Portal (Job Application)

5. Click the **icon** to display the AI-generated suitability summary.

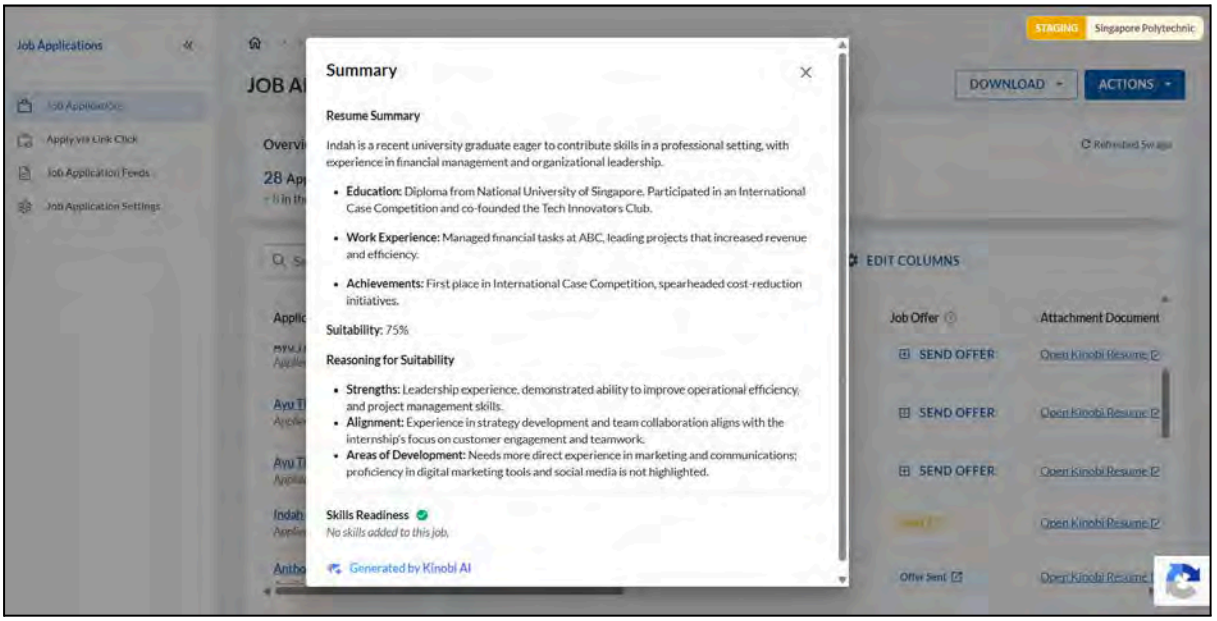


Illustration : Job Portal (Job Application)

5g. Job Listings Report

5gi. Downloading a list of job

Overview

This feature allows Company Admins to download their job posting records for reporting and reference purposes.

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Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Jobs List**.
3. Click on the **Download** button on the top right corner, select **Download (All)** to download your jobs list as an Excel file.
4. In the Excel file, you can see the statistics of your job posts.

5gii. Downloading your job applicants

Overview

This feature allows Company Admins to export applicant data for their job postings.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Job Applications**.
3. Click the **Download button** on the top right corner to download the list of job applicants as an Excel file.
4. In the Excel file, you can see the summary of the applicants' data.

5h. Sending Offer Letter to Students

Overview

Once you have selected a candidate, you can send a Job Offer through either the Job Applications page or the Job Offers page.

5hi. Job Application Method:

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Job Applications.**

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3. Click on the **applicant's name**.
4. Click on **Send Offer Letter**.

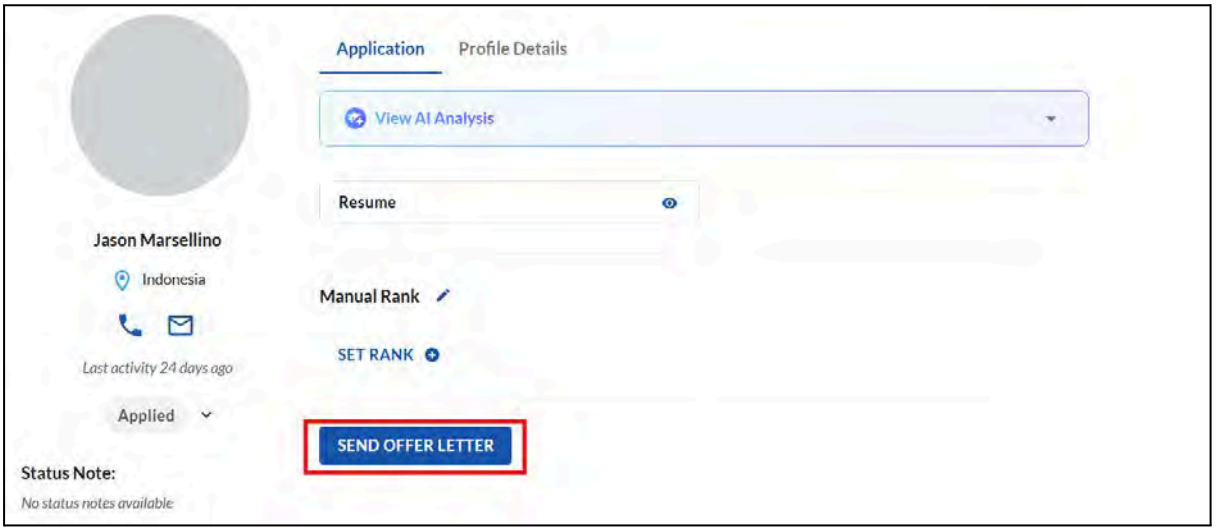


Illustration: Send Offer Letter from Job Applications

5. Fill in all the required fields
    a. Start Date and End Date
        i. **Note:** You can only select the start date and end date based on the work term that you have selected before.
    b. Currency and Salary/month
        i. **Note:** Please input the salary based on the salary that you input when creating the job.
    c. Offer Description
    d. Company Supervisor Name
    e. Company Supervisor Email
    f. Company Supervisor Contact Number
    g. Email Recipients
        i. **Note:** Configure which Company Admins will receive notifications when students accept or reject job offers.
6. click on **Send Offer**.

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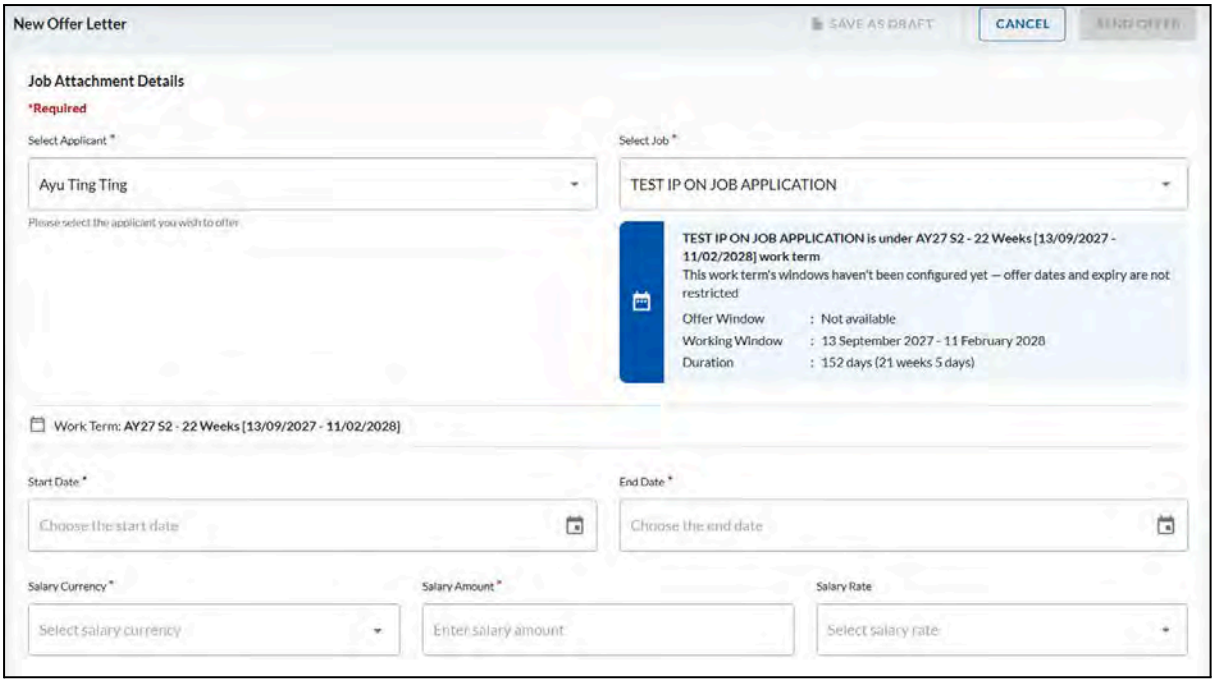


Illustration: New Offer Letter Page

5hii. Job Offers Method:

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. Click **Job Offers.**
3. Click on **Create New Offer** on the top right corner.

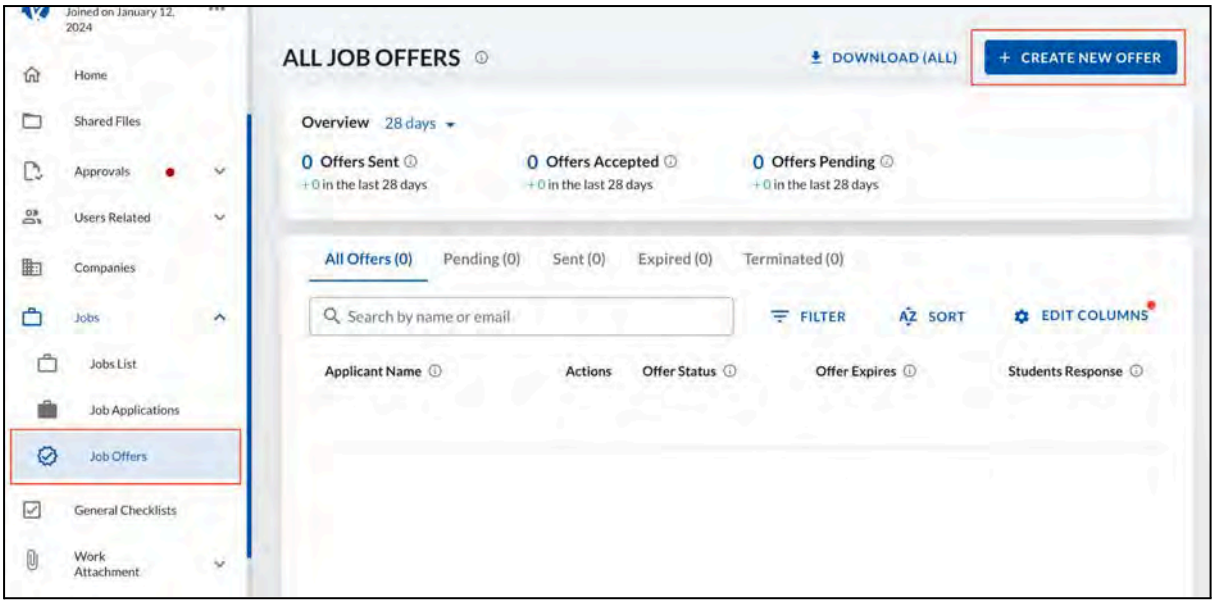


Illustration: Send Offer Letter from Job Offers

4. Fill in all the required fields.
    a. Applicant Name
    b. Job
    c. Start Date and End Date
        i. **Note:** You can only select the start date and end date based on the work term that you have selected before.
    d. Currency and Salary/month
        i. **Note:** Please input the salary based on the salary that you input when creating the job.
    e. Offer Description
    f. Company Supervisor Name
    g. Company Supervisor Email
    h. Company Supervisor Contact Number
    i. Email Recipients
        i. **Note:** Configure which Company Admins will receive notifications when students accept or reject job offers.
5. click on **Send Offer**.

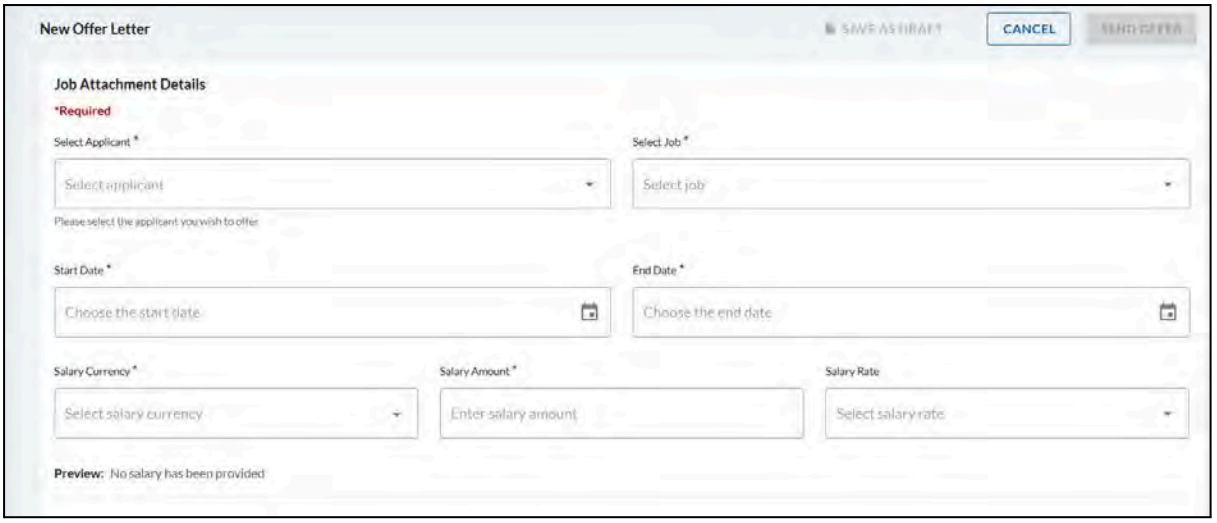


Illustration: New Offer Letter Page

5I. Viewing Job Offer Status

Overview

The Job Offers page allows Company Admins to monitor the status of Job Offers and review each student's response.

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Video Guide

Watch the recording

Steps

1. Click **Jobs**.
2. Click **Job Offers**.
3. Find a certain applicant name by searching on the search box or using Filter**.**
4. You can see the **Offer Status** and **Student Response** next to the applicant's name column.
    a. Offer Status:
        i. **Draft:** The offer has been created but has not yet been sent to the student.
        ii. **Expired:** A job offer has reached its expiration date and is no longer valid for acceptance.
        iii. **Sent:** The offer has been forwarded from the admin to the student.
        iv. **Terminated:** The offer has been cancelled or ended by SP Senior Internship Facilitator.
    b. Student Response:
        i. **Pending:** The student has not yet responded to the offer.
        ii. **Accepted:** The student has agreed to accept the offer.
        iii. **Rejected:** The student has declined the offer.

5j. Viewing Job Vacancy

Overview

The Job List allows Company Admins to monitor the total number of vacancies and the remaining vacancies for applicable job postings.

Video Guide

Watch the recording

Steps

1. Click **Jobs** on the left sidebar.
2. In the job listings table, scroll to the right-most column to find the **Job Vacancy** details.
3. This column displays two fields:

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a. Total Vacancy: The number of positions available, as defined in the job posting.
b. Available Vacancy Left: The remaining number of vacancies after applications have been accepted.

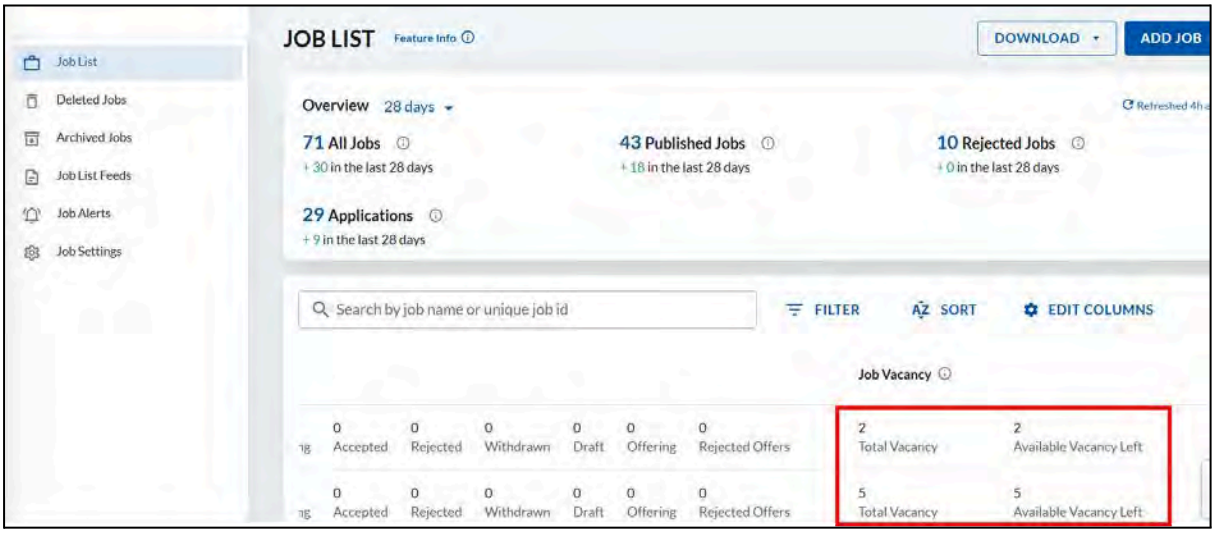


Illustration: Job List Page

Note:

1. For jobs listed under the Kinobi Applicant Tracking System:
   a. If no vacancy number was set, the Total Vacancy will display No Limit.
   b. When a student applies and is accepted, the Available Vacancy Left will decrease accordingly.

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6. Logging Out

Overview

This section explains how to securely log out of your Company Admin account.

Video Guide

Watch the recording

Steps

1. On the left sidebar, click the three dots to the right of your profile/avatar.
2. Click **Log Out**.

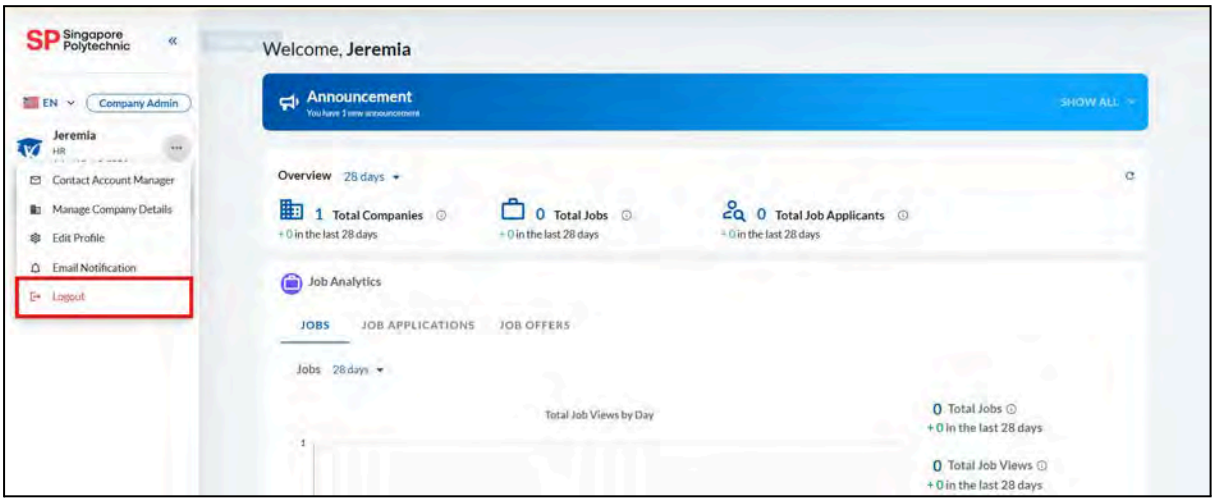


Illustration: Home Page

7. Seeking Support

Overview

If you encounter any issues when using the platform or have questions about internship timelines or programmes, please follow the steps below to seek assistance.

Steps

Should you require any technical or non-technical assistance while using the platform, please contact **SP System Admin** (internship@sp.edu.sg)

To help the team investigate the issue more efficiently, please include:

- A description of the issue you encountered.
- A screenshot of the error message (if applicable).
- The steps you took before the issue occurred.

SP System Admin will review your enquiry and liaise with Kinobi where necessary.

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