



UX Accelerator Program

MSF Project




Application Form Review

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V1.0 30th January 2022

The following review identifies key suspected issues with the MSF Application form and recommendations to improve the design of this form. Issues and positive design features have been identified using the following legend:

Legend

-  Major issue likely to cause users to abandon or make it difficult to complete the application process.
-  Minor issue likely to cause some hesitation or confusion for users and slow down the application process.
-  Positive design finding likely to enhance the applicant experience that should be maintained in future iterations.

PLEASE COMPLETE THIS CHECKLIST BEFORE PROCEEDING WITH YOUR APPLICATION.

1. I am an Australian/NZ citizen or a permanent resident of Australia or New Zealand. Please note that MSF Australia requires all applicants to have at least their permanent resident status. *

Don't have this? Please apply through [your nearest MSF office](#).

☐ Yes

☐ No

2. I have read and I meet the essential requirements for my profession. *

☐ Yes

☐ No

3. I am available to depart within the next 6-12 months. *

We need you to be available in the next 6-12 months. Please come back and apply when you can depart within 6-12 months. In the meantime [Register for Updates](#).

☐ Yes

☐ No

4. I have read MSF Australia's Termination of Pregnancy Policy and agree to support this. *

Read the [Termination of Pregnancy Policy](#).

☐ Yes

☐ No

5. I am willing to work in unstable environments, i.e. conflict or war zones. *

☐ Yes

☐ No

6. I have management, leadership and/or supervision experience. *

☐ Yes

☐ No

APPLY NOW


1

No links included to Occupation page for the essential requirements. Applicants may not be sure where to find this information.

1

2

Applicants may not be clear what the "essential requirements" are as the list of questions are presented as a 'CHECKLIST' rather than essential requirements.

 You must meet all of the essential requirements before applying.

MSF Australia Application

Please refer to our Privacy Policy on our website for relevant information

3 Link to Privacy Policy not provided and applicant may not know where to find the information or may leave this page to find it and could lose all their inputs.

4

Join Us - MSF Fieldworker Application

Please be advised that the Covid-19 situation is placing more difficulties on both travel and quarantine requirements so we cannot always guarantee the definite length of placements nor return dates to Australia. In addition, subject to field project locations, there may be restrictions placed on those deemed to be in a 'high risk' category and applications will be processed on a case by case basis.

All new fieldworkers are required to successfully complete police and medical checks and pre departure training prior to departing overseas on assignment.

Due to the ever changing needs of our field projects, whilst we aim to place fieldworkers as quickly as possible, at times it may take up to 6 months from pre departure training to departing to the field. We appreciate your patience and understanding in advance.

4 Although progress is shown, it does not indicate the current page and how many pages there are.

PERSONAL DATA

First and Last Name (as per passport) *

Place of Residence *

Which state/region do you currently reside in?

Phone Contact *

Email *

Are you a current citizen or permanent resident of Australia or New Zealand? *

☒ Yes ☐ No

Please note that MSF Australia is only able to accept applications from Australian/New Zealand citizens or Permanent Resident Visa Holders

5 This question should be placed before the 'First & Last Name' field so that user don't waste time entering name and other personal details if they don't qualify as AU/NZ citizen.

- Also, Applicant has already stated they have satisfied this condition before they are able to apply so this is a duplication.

Next

6

Save

7

1 / 7

6 'Next' button is in the standard 'Back' button position. 'Next' button should be placed on the bottom right where applicants would expect it to be.

7 Progress '1/7' is likely to be missed as it is at the bottom of the page rather than next to the progress bar at the top of the page.

- The font size is also too small and applicant might not notice it.

PROFILE

Are you medical, non-medical or paramedical profile?

8

8

This field selection creates additional fields but there's no indication that it's a mandatory field. Applicants may not be aware and could miss filling in/providing mandatory information.

Have you ever applied before or been a field worker before?

☒ Yes ☐ No

MSF Position you are applying for *

Nurse - Operating Theatre

Please refer to our website for essential criteria for all roles and specific requirements for each position. If you do not see your profile listed this indicates that we currently have limited opportunities in the field for this profile.

How many months are you available to work overseas with MSF?

Please note that for the majority of profiles a minimum 9 month commitment is required.

Please confirm the date you are available to depart overseas on assignment

Date available to depart overseas *

12/02/2022



Availability end date (if applicable)

10



10

Applicant might not know their departure date and this field is mandatory.

How many weeks notice do you require before being able to depart overseas? *

4

What is your current position/employment? *

kghjhjkhk

Back

Next

9

Save

Your progress has been saved.

Copy or email the link below and return to your form within the next 13 days to complete your submission.

Copy your form link:

<https://www.cognitoforms.com/MedecinsSansFrontieresAustralia/MSFAustraliaApplicat>

Email me my link:

9

Send

Email is required.

9

Applicants need to send their application to themselves to 'save' it. They could enter their email incorrectly and lose all their inputs.

MSF Position you are applying for *

General Experience *

- ☐ NONE
- ☐ Anaesthetics
- ☐ Emergency Department
- ☐ Hospital Management
- ☐ ICU Doctors
- ☐ Mental Health/Counselling
- ☐ Paediatrics
- ☐ Obstetrics/Gynaecology
- ☐ OT/Surgical/Recovery
- ☐ Surgery - Other
- ☐ Surgery - Trauma
- ☐ Other

Please specify if you have had any other work experience.

- Doctor - ED
- Doctor - ICU
- Doctor - GP
- Doctor - Other
- Electrician
- Epidemiologist
- General Logistician
- Health Promoter
- Head Of Mission
- Hospital Director
- HR/Finance Manager
- Logistician - Construction
- Medical Scientist
- Mental Health Specialist (Nurse/SW)

Skills Assessment Forms

All the following positions require the applicant to complete a Skills Assessment Form which can be found on the profile page on the website. Please download complete and add to this application below.

- [Anaesthetist](#)
- [Emergency Doctors](#)
- [Health Promoters](#)
- [ICU Doctors](#)
- [Medical Scientists](#)
- [Mental Health Specialists](#)
- [Midwives](#)
- [Neonatal/Paediatric Nurses](#)
- [General Nurses](#)
- [Obstetricians and Gynaecologists](#)
- [OT Nurses](#)
- [Pharmacists](#)
- [Surgeons](#)

Are you applying for one of the above positions?

☒ Yes ☐ No

Please upload your completed relevant Skills Assessment Form *

Upload or drag files here.



[DianaC_Activity4_Figma_MSFAboutUs.pdf](#)

6.02 MB



Please make sure you upload the correct Skills Assessment Form fully completed

Averting Maternal Death

All positions require the applicant to read and agree to the Averting Maternal Death MSF leaflet

Are you applying for a position of Midwife or Obstetrician and Gynaecologist?

☐ Yes ☒ No

11 Confusing for Applicants as there are a few similar 'Position' lists these lists are not consistent.



MSF Australia Application

Please refer to our Privacy Policy on our website for relevant information

PRIVACY

Privacy Declaration

I agree to Médecins Sans Frontières Australia (MSFA) collecting relevant information (e.g., work references, police reports, verification of my work rights with immigration authorities) about me in relation to my application for field work for MSFA

The information collected will only be used and disclosed for MSFA purposes in accordance with MSFA's Privacy Policy. MSFA's Privacy Policy also contains information on how you can access or correct your personal information, who MSFA discloses your personal information to (including overseas recipients) and how you can lodge a complaint about a breach of the Australian Privacy Principles. A copy of our Privacy Policy is available on request and on our website: <http://www.msf.org.au/privacy-policy>. If you do not wish MSFA to collect the relevant information, MSFA will be unable to process your recruitment application form.

Médecins Sans Frontières has a Child Protection Policy in place and all field workers are required to comply. A copy of the policy is available on request and on our website: www.msf.org.au

☐ I agree to MSF-Australia's Privacy Policy

I agree to MSF-Australia's Privacy Policy is required.

Back

Submit

Save

Submit button is enabled even without agreeing to Privacy Policy

7 / 7

Both links leave the form rather than opening new browser. Applicant will think they have lost all their application inputs.

13

12

12

Recommended MSF Project Application Form

The following mock-up shows the recommended updated form based on the issues I have identified.



Applicants must meet the essential requirements and agree to Médecins Sans Frontières Australia's policies to proceed with their application

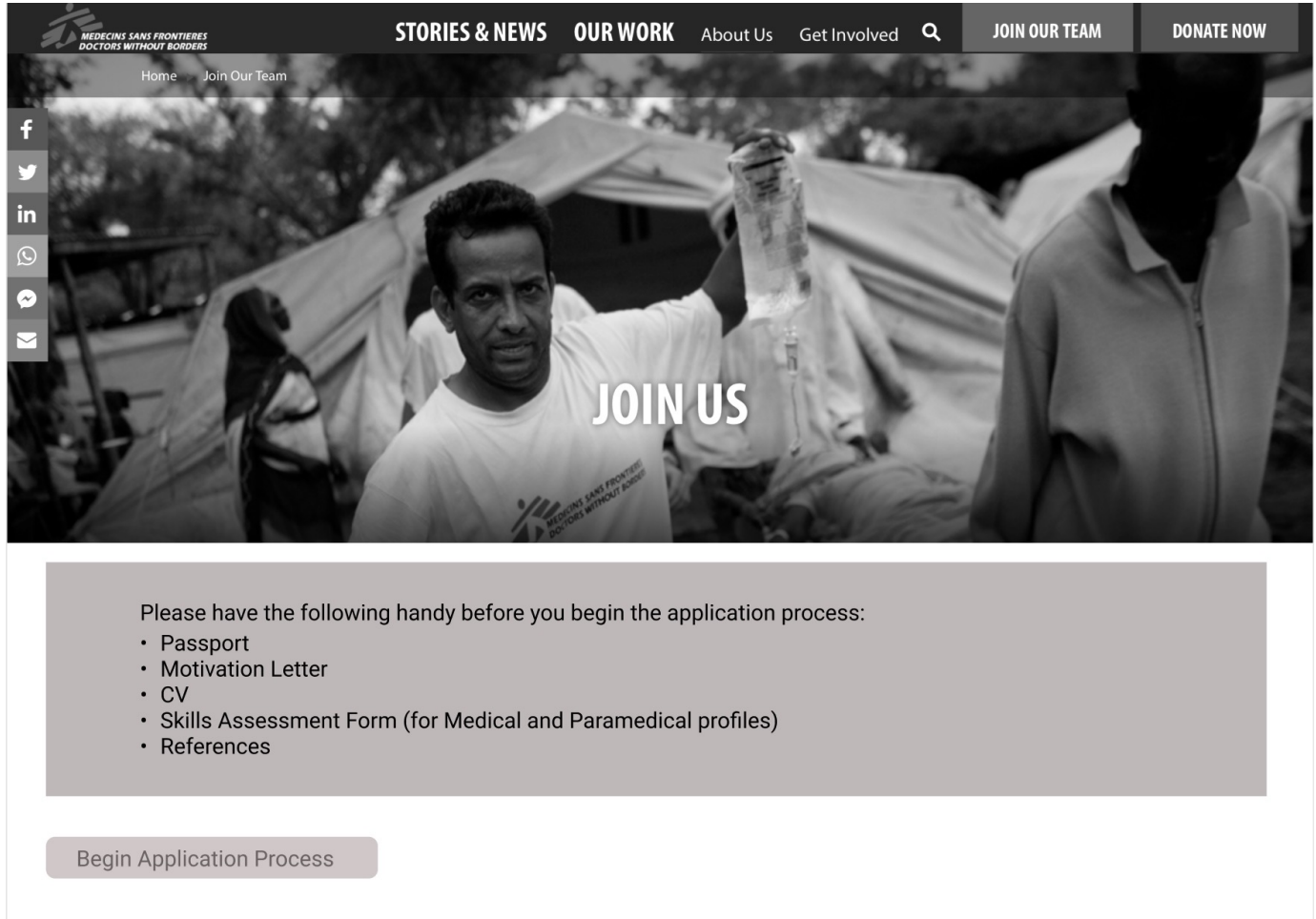
I have met all the requirements and agree to the policies stated:

- ☐ I am an Australian/NZ citizen or a permanent resident of Australia or New Zealand.
- ☐ I have read and I meet the essential requirements for my profession.
- ☐ I have management, leadership and/or supervision experience.
- ☐ I am willing to work in unstable environments, i.e. conflict or war zones.
- ☐ I am available to depart within the next 6-12 months.
- ☐ I have read Médecins Sans Frontières Australia's Termination of Pregnancy Policy and agree to support this.
- ☐ I agree to Médecins Sans Frontières Australia's Privacy Policy.

Proceed to Application

Recommended MSF Project Application Form

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Recommended MSF Project Application Form

The following mock-up shows the recommended updated form based on the issues I have identified.



Register to Apply and Save your Application

Email

Password

8 characters or more

Confirm Password

By registering you agree to [Médécins Sans Frontières Australias Privacy Policy](#)

Register

Already registered as an applicant? [Sign in](#)

Recommended MSF Project Application Form

The following mock-up shows the recommended updated form based on the issues I have identified.



- 1 Personal Details
- 2 Profile & Position
- 3 Departure Details
- 4 Work Experience & Knowledge
5. Language Skills
- 6 Working in Unstable Environments
- 7 Motivation Letter & CV
- 8 References
- 9 Agreement to MSFA's Privacy Policy
- 10 Submit

Personal Details

☐

I am currently a citizen or Permanent Resident of Australia or New Zealand*

?

First Name (as appear in Passport)*

Last Name (as appear in Passport)*

?

Preferred Name

Use address lookup database to provide address suggestions as user types. On selection of address, other address fields will auto-populate.

Address*

Suburb*

Postcode*

State*

Phone*

Email*

Save & Exit

Next >