

SKOOL STAFF

BUSINESS REQUIREMENTS DOCUMENT

Education Recruitment & Talent Marketplace

Document	Value
Version	1.0
Status	Draft for Review
Date	September 2026
Prepared For	Project Manager / Product / Engineering / QA / Business Stakeholders
Product	Candidate + School/Employer + Platform Administration

Great Schools. Greater People.

1. Document Control & Approval

Item	Details
Document Owner	Product / Project Management
Reviewers	Business, Product, UX, Engineering, QA, Security, Finance
Approval Status	Draft -> Review -> Approved
Change Control	All post-approval scope changes require a Change Request and impact analysis

1.1 Approval Gate

- Business objectives and role model approved
- Candidate, School/Employer and Admin scope approved
- Business workflows and status models approved
- Permission matrix and master data approved
- Subscription, notification and analytics rules approved
- Integration, security and NFR scope reviewed
- Release plan and traceability baseline approved
- Product Owner, Technical and QA sign-off completed

2. Executive Summary

SKOOL STAFF is an education-focused recruitment and talent marketplace connecting schools with teaching and non-teaching professionals. The platform supports the full recruitment lifecycle: organization onboarding and verification, vacancy creation and publication, candidate discovery, applications, screening, interviews, demo classes, offers, hiring, pre-joining, talent pools, subscriptions, support, governance and analytics.

This BRD is the master scope baseline for Project Management, UX, Engineering, QA, UAT and release governance. Screen IDs describe the user interface; BR and FR IDs describe the underlying business and functional requirements.

3. Business Objectives

- Create a specialized recruitment ecosystem for schools and education professionals.
- Reduce time-to-hire and manual recruitment coordination.
- Establish verified school and structured candidate profiles.
- Provide education-specific job taxonomy, matching and search.
- Centralize applications, screening, interviews, demo classes, offers and pre-joining.
- Enable reusable talent pools and explainable matching.
- Provide operational and hiring analytics to schools and platform administrators.
- Monetize employer access through configurable subscription plans and entitlements.
- Provide strong platform governance, moderation, auditability and role-based access control.

4. Product Architecture & Primary Roles

Experience	Primary Capabilities
Candidate App	Registration, profile, job discovery, applications, interviews, offers, pre-joining
School / Employer App	School setup, jobs, applicants, pipeline, interviews, demo classes, offers, talent pool, analytics

Platform Administration	Governance of schools, candidates, jobs, applications, support, billing, master data, security and analytics
-------------------------	--

Role	Primary Responsibility
Candidate	Find jobs, maintain career profile, apply, interview and manage offers
School Owner/Admin	Organization setup, governance and hiring oversight
Recruiter / HR	Vacancy and candidate operations
Hiring Manager	Screening, evaluation and hiring decisions
Interviewer	Interview and demo-class evaluations
Platform Admin	Platform operations and governance
Super Admin	Security, configuration, RBAC and critical controls
Support Admin	Complaints and support cases
Content Moderator	Job/profile/content moderation
Finance/Billing Admin	Plans, subscriptions, invoices and payments

5. End-to-End Business Lifecycle

School Hiring Lifecycle

Create Vacancy -> Requirements -> Screening -> Hiring Process -> Review -> Publish -> Applications -> Shortlist -> Interview -> Demo (Optional) -> Offer -> Pre-Joining -> Hired

Candidate Lifecycle

Register -> Verify -> Build Profile -> Discover Jobs -> Apply -> Track -> Interview -> Offer -> Pre-Joining -> Hired

6. Complete Screen Registry

6.1 Candidate Experience

Candidate scope covers authentication, profile creation and maintenance, job discovery, job 360°, application flow, screening, application tracking, interviews, demo/evaluation where applicable, offers, saved jobs, notifications and pre-joining.

6.2 School / Employer

Screen	Purpose
SCH-00+	Authentication & School Onboarding
SCH-05	Hiring Profile
SCH-06	School Verification
SCH-07	Hiring Preferences
SCH-08	Setup Complete
SCH-09	Hiring Command Center

SCH-10	Action Center
SCH-12	Jobs / Vacancies
SCH-13	Post Job - Basics / Requirements / Details / Compensation
SCH-16	Screening Setup
SCH-17	Hiring Process
SCH-18	Review & Publish
SCH-19	Job Published
SCH-20	Job 360°
SCH-24	Applicants
SCH-25	Candidate 360°
SCH-30	Hiring Pipeline
SCH-33	Interview Center
SCH-34	Schedule Interview
SCH-36	Interview Evaluation
SCH-37	Demo Class Setup
SCH-38	Demo Class Evaluation
SCH-40	Offers Center
SCH-41	Create Offer
SCH-43	Offer Detail
SCH-46	Candidate Hired
SCH-47	Pre-Joining Tracker
SCH-48	Inbox
SCH-52	Talent Pool
SCH-56	School Profile
SCH-61	Hiring Team
SCH-65	Hiring Analytics
SCH-70	Settings

6.3 Platform Administration

Screen	Purpose
ADM-00	Admin Sign In
ADM-01	Verification / OTP
ADM-02	Admin Command Center
ADM-03	Action Center
ADM-04	Global Search

ADM-05	Notifications & Activity
ADM-06	Schools Directory
ADM-07	School 360°
ADM-08	School Verification Queue
ADM-09	School Verification Detail
ADM-10	School Account Controls
ADM-12	Candidates Directory
ADM-13	Candidate 360°
ADM-15	Candidate Account Controls
ADM-16	Jobs Command Center
ADM-17	All Jobs
ADM-18	Job 360°
ADM-19	Job Moderation
ADM-20	Applications Explorer
ADM-21	Application 360°
ADM-22	Hiring Pipeline Monitor
ADM-23	Interviews Monitor
ADM-24	Offers & Hires Monitor
ADM-25	Talent Marketplace
ADM-26	Reports & Complaints
ADM-27	Case 360° / Resolution Center
ADM-28	Content Moderation
ADM-29	Support Center
ADM-30	Support Case Detail
ADM-31	Platform Inbox
ADM-32	Plans & Subscriptions
ADM-33	Plan Configuration
ADM-34	Payments & Billing
ADM-35	Platform Analytics
ADM-36	School Analytics
ADM-37	Candidate Analytics
ADM-38	Jobs & Hiring Analytics
ADM-39	Admin Users
ADM-40	Roles & Permissions
ADM-41	Master Data
ADM-42	Communication Templates

ADM-43	Platform Configuration
ADM-44	Security & Audit Logs
ADM-45	Admin Settings

7. Business Requirements Catalogue

7.1 Candidate Requirements

BR ID	Requirement	Priority
BR-CAN-001	Register using supported authentication methods	Must
BR-CAN-002	Verify identity/contact information	Must
BR-CAN-003	Maintain one reusable professional profile	Must
BR-CAN-004	Maintain education, experience, skills and certifications	Must
BR-CAN-005	Define job preferences	Must
BR-CAN-006	Search/filter education jobs	Must
BR-CAN-007	Receive relevant job recommendations	Should
BR-CAN-008	View complete job details	Must
BR-CAN-009	Submit application with required information	Must
BR-CAN-010	Prevent duplicate application to same vacancy	Must
BR-CAN-011	Track application status	Must
BR-CAN-012	Receive interview invitations	Must
BR-CAN-013	Manage interview response where permitted	Should
BR-CAN-014	Access offer details	Must
BR-CAN-015	Accept/decline offer	Must
BR-CAN-016	Complete pre-joining requirements	Must
BR-CAN-017	Save jobs	Should
BR-CAN-018	Control profile visibility	Must
BR-CAN-019	Receive relevant notifications	Must
BR-CAN-020	Withdraw eligible applications	Must

7.2 School / Employer Requirements

BR ID	Requirement	Priority
BR-SCH-001	Create organization account	Must
BR-SCH-002	Maintain one or more campuses	Must
BR-SCH-003	Submit verification information	Must

BR-SCH-004	Admin approval/rejection/request clarification	Must
BR-SCH-005	Configure hiring profile	Must
BR-SCH-006	Invite hiring-team members	Must
BR-SCH-007	Role and permission controlled access	Must
BR-SCH-008	Create vacancies	Must
BR-SCH-009	Support teaching and non-teaching positions	Must
BR-SCH-010	Configure screening	Must
BR-SCH-011	Configure hiring process	Must
BR-SCH-012	Review and publish vacancy	Must
BR-SCH-013	Manage applications	Must
BR-SCH-014	Shortlist/reject/hold candidates	Must
BR-SCH-015	Move candidates through configurable pipeline	Must
BR-SCH-016	Schedule interviews	Must
BR-SCH-017	Submit structured evaluations	Must
BR-SCH-018	Schedule demo classes where required	Should
BR-SCH-019	Submit demo scorecards	Should
BR-SCH-020	Generate offers	Must
BR-SCH-021	Track offer status	Must
BR-SCH-022	Track accepted candidates through pre-joining	Must
BR-SCH-023	Mark successfully joined candidate Hired	Must
BR-SCH-024	Maintain reusable Talent Pools	Should
BR-SCH-025	Access hiring analytics	Must
BR-SCH-026	Communicate with eligible candidates	Must
BR-SCH-027	Audit significant hiring actions	Must
BR-SCH-028	Govern functionality through subscription entitlements	Must

7.3 Platform Admin Requirements

BR ID	Requirement
BR-ADM-001	Admin authentication
BR-ADM-002	Admin 2FA / verification
BR-ADM-003	Platform command center
BR-ADM-004	Operational action center
BR-ADM-005	Global platform search
BR-ADM-006	School directory
BR-ADM-007	School 360°

BR-ADM-008	School verification
BR-ADM-009	School account controls
BR-ADM-010	Candidate directory
BR-ADM-011	Candidate 360°
BR-ADM-012	Candidate account controls
BR-ADM-013	Job monitoring
BR-ADM-014	Job moderation
BR-ADM-015	Applications explorer
BR-ADM-016	Application 360°
BR-ADM-017	Pipeline monitoring
BR-ADM-018	Interview monitoring
BR-ADM-019	Offer/hire monitoring
BR-ADM-020	Talent marketplace governance
BR-ADM-021	Complaints management
BR-ADM-022	Resolution/case management
BR-ADM-023	Content moderation
BR-ADM-024	Support management
BR-ADM-025	Platform inbox
BR-ADM-026	Subscription management
BR-ADM-027	Plan configuration
BR-ADM-028	Billing/payment administration
BR-ADM-029	Platform analytics
BR-ADM-030	School analytics
BR-ADM-031	Candidate analytics
BR-ADM-032	Jobs/hiring analytics
BR-ADM-033	Admin user management
BR-ADM-034	Roles & permissions
BR-ADM-035	Master data
BR-ADM-036	Communication templates
BR-ADM-037	Platform configuration
BR-ADM-038	Security/audit logs
BR-ADM-039	Global admin settings

8. Roles & Permissions

Capability	Super Admin	Platform Admin	Support	Moderator	Finance
------------	-------------	----------------	---------	-----------	---------

Schools	Full	Full	View	View	View
Verify School	Yes	Yes	-	-	-
Suspend School	Yes	Limited	-	-	-
Candidates	Full	Full	Limited	Limited	-
Jobs	Full	Full	View	Moderate	-
Applications	Full	Full	Limited	-	-
Complaints	Full	Full	Full	Limited	-
Plans	Full	View	-	-	Full
Billing	Full	View	-	-	Full
Master Data	Full	Manage	View	View	-
Admin Users	Full	Limited	-	-	-
Platform Config	Full	Limited	-	-	-
Security Logs	Full	View	Limited	-	-

8.1 School Hiring Team

Action	Owner	School Admin	Recruiter	Hiring Manager	Interviewer
Edit School	Yes	Yes	-	-	-
Manage Team	Yes	Yes	Limited	-	-
Create Job	Yes	Yes	Yes	Yes	-
Publish Job	Yes	Yes	Conditional	Conditional	-
View Applicants	Yes	Yes	Yes	Yes	Assigned
Shortlist	Yes	Yes	Yes	Yes	-
Schedule Interview	Yes	Yes	Yes	Yes	-
Evaluate	Yes	Yes	Conditional	Yes	Yes
Create Offer	Yes	Yes	Conditional	Yes	-
Approve Offer	Yes	Yes	-	Conditional	-
Analytics	Yes	Yes	Yes	Yes	Limited

Permissions resolve to Module -> Resource -> Action -> Scope. Authorization must be enforced server-side; UI visibility alone is not a security control.

9. Job & Application Lifecycle Rules

Job Lifecycle

Draft -> Ready for Review -> Under Review -> Approved -> Scheduled/Published -> Active -> Paused/Expired/Closed

- A job cannot publish without mandatory fields.

- Only verified schools may publicly publish jobs.
- Vacancy count must be at least one.
- Application deadline cannot precede publication date.
- Expired jobs cannot accept new applications.
- Closing a job must preserve historical applications.
- Critical edits after applications exist create an audit event.
- Subscription entitlements are checked before publication.
- Suspended schools cannot create or publish active vacancies.

Application Lifecycle

Applied -> **Screening** -> **Shortlisted** -> **Interview** -> **Demo (Optional)** -> **Final Review** -> **Selected** -> **Offer** -> **Accepted** -> **Pre-Joining** -> **Hired**

Alternative outcomes include Rejected, Withdrawn, On Hold, Offer Declined, Offer Expired and Did Not Join. Every transition stores previous/new status, actor, role, timestamp, reason, comments, associated interview/offer, notification trigger and audit event.

10. Candidate Functional Requirements

10.1 Authentication & Verification

- One verified mobile/email maps to one candidate account.
- Existing users must not accidentally create duplicate profiles.
- Suspended accounts cannot proceed beyond authentication.
- Authentication attempts are rate limited.
- Successful login creates a security event.
- OTP supports resend timer, expiry, attempt limit and temporary lock.

10.2 Candidate Profile

The profile is structured data for matching, not merely a resume. It includes personal details, professional summary, employment, experience, education, teaching profile, subjects, grades, boards, skills, certifications, languages, preferences, documents and visibility.

Experience Fields

- Organization
- Designation
- Job category / role
- Employment type
- Start/end dates
- Location
- Board/curriculum, grades and subjects for teaching roles
- Responsibilities and achievements

Education Fields

- Qualification
- Degree
- Specialization
- Institution
- University / Board
- Start/completion year

- Grade / percentage where applicable
- Optional/required verification document

Teaching Profile

- Board experience
- Grade experience
- Subjects
- Classroom management
- Lesson planning
- Assessment
- Curriculum planning
- Student engagement

Job Preferences

- Target roles
- Preferred locations
- Employment types
- Boards and grades
- Expected compensation
- Availability / notice period
- Relocation preference
- Profile visibility

10.3 Job Discovery & Job 360°

- Search by keyword and location.
- Filter by role, subject, grade, board, experience, salary, employment type, school type, work mode and posted date.
- Job detail shows role, school, verification, match summary, responsibilities, requirements, compensation/benefits, school information, hiring process and deadline.
- Matching is explainable using matched and partially matched criteria rather than an unexplained percentage.

10.4 Application

- Reuse stored profile data.
- Support screening answers and job-specific documents.
- Prevent duplicate applications.
- Provide review-before-submit.
- Generate unique application ID.
- Provide timeline tracking and eligible withdrawal.
- Do not expose school-private notes or evaluations.

11. School / Employer Functional Requirements

11.1 Command Center

The employer home prioritizes today, attention items, active hiring and actionable progress rather than decorative KPI density. Examples: interviews today, evaluations pending, untouched applicants, expiring offers, active jobs and joining risks.

11.2 Post Job Wizard

Step	Key Information
1 - Basics	Job title, category, role, department, campus, vacancies, employment type, work mode
2 - Role & Requirements	Subject, grades, board, experience, qualification, skills, mandatory requirements
3 - Job Details	Role description, responsibilities, benefits
4 - Compensation & Settings	Salary, joining, deadline, visibility, application settings
Screening	Questions, knockout criteria and automation
Hiring Process	Pipeline stages and stage rules
Review & Publish	Validation, candidate reach, subscription usage, preview and publish

11.3 Applicants & Candidate 360°

- Search, filter and sort applicants by status and decision-critical criteria.
- Candidate 360° combines match, application, experience, education, skills, documents, interviews and private recruiter notes.
- Candidate-visible and school-private information remain separated.
- Bulk actions appear only after record selection.

11.4 Hiring Pipeline

Pipeline stages are configurable within system integrity constraints. Drag/drop or status movement cannot bypass required actions. For example, moving Interview -> Demo Class opens Demo Setup if topic, schedule or evaluators are required.

11.5 Interview Center & Evaluation

- Interview records include candidate, vacancy, round, type, date/time/time zone, duration, mode, location/link, interviewers, coordinator, instructions, scorecard, status and audit history.
- Status: Draft -> Scheduled -> Confirmed -> In Progress -> Completed -> Evaluation Pending -> Evaluated, with Rescheduled/Cancelled branches.
- Role-specific scorecards support weighted competencies and final recommendation.
- Independent evaluation can be configured to reduce evaluator influence.

11.6 Demo Class

- Configure subject, grade, topic, duration, mode and panel.
- Evaluation dimensions include preparation, subject accuracy, teaching method, explanation, engagement, question handling, teaching aids, time management, interaction, assessment and overall effectiveness.

11.7 Offers & Pre-Joining

- Offer includes number, candidate, vacancy, school/campus, designation, department, employment type, compensation, joining date, probation, benefits, reporting manager, validity, terms and approval history.
- Offer flow: Create -> Internal Approval -> Send -> Accepted/Declined/Expired.
- Accepted candidates enter Pre-Joining.
- Pre-Joining can track identity, education, experience, background verification, references, joining forms and confirmation.
- Candidate is marked Hired/Joined only after the joining event.

11.8 Talent Pool

- Candidates may belong to multiple pools.
- Support smart pools and manually curated pools.
- Examples: Strong Mathematics Teachers, Immediate Joiners, CBSE Senior Secondary, Future School Leaders.

12. Platform Administration Functional Requirements

12.1 School Verification

- Queue states: Pending, Needs Info, High Risk, Approved.
- Verification detail includes organization, campuses, documents, authorized representative, system checks and history.
- Admin can Request Information, Reject or Approve.
- Rejection requires a reason and audit event.

12.2 Job Moderation

- Support flagged, reported and auto-detected content.
- Moderation actions include dismiss, request changes, temporarily hide and remove according to permission.
- Preserve evidence, original content snapshot and action history.

12.3 Reports, Complaints & Resolution

- Cases include reporter, reported entity, type, priority, SLA, owner, evidence, timeline, notes and resolution.
- High-impact enforcement actions require stronger permission and may require secondary approval.

12.4 Plans & Subscriptions

Plan Creation

Plan Basics -> Features -> Usage Limits -> Pricing & Billing -> Review & Publish

- Support monthly/yearly billing, taxes, discounts, usage limits, feature entitlements, upgrades/downgrades, renewals, invoices, payments, refunds, failed payments, expiry and grace periods.
- Material entitlement changes to published plans should be versioned with explicit subscriber migration rules.
- Entitlements are enforced server-side.

12.5 Master Data

- Job Categories
- Job Roles
- Skills & Competencies
- Education Levels
- Qualifications / Degrees
- Subjects
- Boards / Curricula
- Grade / Class Levels
- Locations / Hierarchy
- Institution Types
- School / Organization Types
- Employment Types
- Experience Levels
- Work Modes

- Departments
- Seniority Levels
- Notice Periods / Availability
- Hiring Stages
- Interview Types
- Rejection / Withdrawal Reasons
- Offer / Joining Statuses

Master data supports request/draft/review/active/deprecated/archived lifecycle, duplicate detection, merge/alias, dependency checks, import validation and change history. Transactionally used values are deactivated or replaced rather than destructively deleted.

12.6 Communication Templates

- Template ID, name, trigger, audience, channel, subject, preheader, content, merge fields, CTA, language, status, version and last updated.
- Channels: email, SMS, in-app and push where supported.
- Controls: preview, send test, validate merge fields, duplicate, version, activate/deactivate and audit.

12.7 Platform Configuration

Risk	Examples	Control
Low	Date format, time zone, language	Standard admin permission
Medium	Feature toggles, notification defaults, upload limits	Elevated permission + audit
High	Authentication, security, API access, data retention, payments, maintenance mode	Strong permission + re-authentication + audit

12.8 Security & Audit Logs

- Record event, user, role, timestamp, resource, action, result, IP, session, device, severity and metadata.
- Filter by date, event type, user, role, module, severity, IP and result.
- Audit exports themselves create an audit event.
- Critical audit records are immutable to normal administrators.

13. Screening & Evaluation Rules

13.1 Screening

- Question types: Yes/No, single-select, multi-select, numeric, experience, qualification, subject expertise, board experience, location, availability, salary and custom.
- Knockout criteria can mark a candidate as not meeting criteria, but automated outcomes remain visible and auditable.
- Where configured, recruiter review is required before final automated rejection.

13.2 Interview Scorecard Example

Competency	Weight
Subject Knowledge	25%
Communication	15%
Pedagogy	20%

Classroom Management	15%
Curriculum Understanding	10%
Student Engagement	10%
Culture Fit	5%

Final recommendation values: Strong Hire, Hire, Consider, No Hire, Strong No Hire.

14. Matching & Talent Marketplace

Matching combines candidate profile, job requirements, preferences, location, experience, qualifications and skills. Candidate-facing explanations show why a role is a strong/good/partial match, such as Mathematics, CBSE Classes 9-10, B.Ed, five years experience and Hyderabad preference. Matching must not rely solely on an opaque score.

15. Notification Matrix

Event	Candidate	School	Admin
Registration	Yes	Yes	-
Verification Submitted	-	Yes	Yes
Verification Approved	-	Yes	-
Job Published	-	Yes	Conditional
Application Submitted	Yes	Yes	-
Shortlisted	Yes	Yes	-
Rejected	Yes	Yes	-
Interview Scheduled	Yes	Yes	-
Interview Reminder	Yes	Yes	-
Interview Rescheduled	Yes	Yes	-
Demo Scheduled	Yes	Yes	-
Offer Sent	Yes	Yes	-
Offer Accepted	Yes	Yes	-
Joining Reminder	Yes	Yes	-
Subscription Expiring	-	Yes	Conditional
Payment Failed	-	Yes	Conditional
Complaint Escalated	Conditional	Conditional	Yes

16. Subscription Entitlement Engine

School -> Subscription -> Plan -> Entitlements. Entitlements include features, usage limits, user limits, job limits, candidate access, analytics, support level and integrations. Server-side checks are mandatory for every controlled operation.

17. Search Requirements

- Global search may federate Schools, Candidates, Jobs, Applications, Support Cases and Master Data.
- Search results must respect role and scope permissions.
- Search/filtering for large directories must be server-side and indexed.
- No user may discover restricted records through search that they cannot access directly.

18. Business-Level Data Model

Core entities: Platform, School, Campus, Hiring Team, Job, Candidate, Candidate Profile, Experience, Education, Skills, Application, Screening, Interview, Demo Class, Offer, Pre-Joining and Hire. Cross-cutting entities include Subscription, Plan, Payment, Invoice, Message, Notification, Complaint, Support Case, Audit Event, Master Data, Document, Attachment and Activity.

19. Integration Requirements

Capability requirements should be defined before vendor selection. Potential integrations include Email, SMS/OTP, Push Notifications, Payment Gateway, Video Meeting, Calendar, Cloud Storage, Maps/Location, Identity, Analytics, Monitoring, Background Verification and Document/E-Sign.

Integration Spec Field	Required Definition
Purpose	Business capability enabled
Provider	Selected vendor/service
Direction	Inbound / outbound
Authentication	Credential / OAuth / key model
Trigger	Business event
Request/Response	Contract and mapping
Failure Handling	User/system behavior
Retry / Timeout	Reliability policy
Webhook	Callback/event requirements
Idempotency	Duplicate protection
Audit / Monitoring	Operational traceability
Owner	Business/technical owner

20. Error & Exception Requirements

Errors must be actionable and contextual. For example, when a school reaches its active-job limit, show the current usage, reason publication is blocked, and actions such as View Active Jobs or View Plans rather than a generic error. Equivalent handling is required for permission failures, expired subscriptions, duplicate applications, unavailable interview slots, upload failures, payment failures and integration timeouts.

21. Analytics & KPI Framework

- Registered and verified schools
- Active schools

- Candidates and profile completion
- Active jobs and applications
- Application-to-shortlist conversion
- Shortlist-to-interview conversion
- Interview-to-offer conversion
- Offer acceptance
- Hire conversion
- Time to shortlist/interview/offer/hire
- Job closure rate
- Candidate source effectiveness
- Demand by role/subject/location
- School hiring performance
- Subscription revenue, renewal and churn
- Platform engagement

21.1 KPI Definition Standard

Every KPI defines start/end events, formula, population/scope, filters and time zone. Example: Time to Hire = median(Hired Timestamp - Application Submitted Timestamp) for applications reaching Hired, filterable by school, branch, role, subject, location and period.

21.2 Product Analytics Events

- candidate_registered
- candidate_profile_completed
- job_viewed
- job_saved
- application_started
- application_submitted
- candidate_shortlisted
- interview_scheduled
- interview_completed
- offer_created
- offer_sent
- offer_accepted
- candidate_joined
- school_registered
- school_verified
- subscription_started
- subscription_upgraded
- subscription_cancelled

22. Security & Governance

- Role-based access control and least privilege.
- OTP/2FA where configured.
- Secure password and session policies.
- Sensitive admin action logging.
- Account suspension/restriction controls.
- API authorization and rate controls.
- Encryption in transit and at rest.

- Export logging and restricted sensitive-data access.
- Data retention and deletion/anonymization policies.
- Security-event monitoring and incident escalation.

23. Non-Functional Requirements

23.1 UX & Product Quality

- Responsive web and mobile-first Candidate/School experiences.
- Cross-browser support.
- Production-grade loading, empty, no-results, validation, system error, permission, inactive, suspended, expired, archived and connectivity states.
- No dead buttons, fake static interactions, duplicated functionality or unnecessary screens.
- Progressive disclosure and contextual actions to reduce visual noise.

23.2 Accessibility

- Target WCAG 2.2 AA for core application.
- Keyboard navigation and visible focus.
- Screen-reader labels and semantic controls.
- Color is not the sole status indicator.
- Sufficient contrast and meaningful validation messages.
- Appropriate mobile touch targets, zoom support and accessible dialogs/tables.
- Reduced-motion consideration.

23.3 Performance

- Normal authenticated page load target ≤ 3 seconds under agreed baseline conditions.
- Typical search feedback ≤ 2 seconds.
- P95 API targets defined per service during technical design.
- Server-side pagination for large directories.
- Uploads provide progress and retry/failure handling.
- Long-running reports use asynchronous generation.
- Dashboards avoid excessive blocking API calls.

23.4 Availability & Recovery

- Production availability target
- Backup frequency and retention
- RPO and RTO
- Database and object-storage recovery
- Deployment rollback
- Disaster recovery
- Incident escalation
- Status and infrastructure monitoring

23.5 Device Matrix

Experience	Primary Devices
Candidate	Android, iPhone, Mobile Web, Desktop Web
School	Mobile, Tablet, Desktop

Platform Admin	Desktop primary; Tablet supported
----------------	-----------------------------------

24. Data Retention & Privacy

Retention policy must be defined per data class after legal/security review rather than using arbitrary periods. Data classes include Account Data, Candidate Profile, Application Data, Hiring Evaluations, Offer Data, Billing Records, Support Cases, Audit Logs, Security Events, Communication Logs, Uploaded Documents and Analytics Data.

For each class define business purpose, retention, legal basis/requirement where applicable, archive, deletion, anonymization, access and export controls.

25. Acceptance Criteria Standard

Example: US-SCH-JOB-018 - Publish Job

0. Verified school required.
1. User requires Publish Job permission.
2. Mandatory vacancy fields must be complete.
3. At least one vacancy exists.
4. Application deadline is valid.
5. Screening configuration validates.
6. Hiring workflow contains mandatory stages.
7. Subscription entitlement permits another active job.
8. Successful publication generates a unique Job ID.
9. Published timestamp is stored.
10. Job becomes discoverable according to visibility rules.
11. School receives confirmation.
12. Audit event is created.
13. Analytics event is recorded.
14. API failure does not create a partially published vacancy.

26. QA Coverage Matrix

Area	Coverage
Functional	Happy path, validation, negative, boundary, status transition
Access	Role, permission, scope, unauthorized API request
Data	Create, update, archive, dependency, concurrent update
UX	Loading, empty, no results, error, retry, responsive
Integration	Success, timeout, failure, retry, duplicate webhook
Security	Authentication, authorization, session, input validation, sensitive data
Audit	Event generated, actor, timestamp, old/new values

27. UAT Framework

27.1 End-to-End Teacher Hire

UAT-01

School Registers -> Admin Verifies -> Create Job -> Publish -> Candidate Applies -> Screen -> Shortlist -> Interview -> Evaluate -> Demo -> Offer -> Accept -> Pre-Joining -> Join -> Analytics

27.2 Critical UAT Scenarios

- UAT-02 Candidate rejected at screening
- UAT-03 Candidate withdraws
- UAT-04 Interview rescheduled
- UAT-05 Candidate interview no-show
- UAT-06 Demo class fails
- UAT-07 Offer declined
- UAT-08 Offer expires
- UAT-09 Accepted candidate does not join
- UAT-10 Job expires with active applications
- UAT-11 Subscription job limit reached
- UAT-12 School subscription expires
- UAT-13 School suspended
- UAT-14 Candidate account restricted
- UAT-15 Reported job moderated
- UAT-16 Complaint escalated and resolved
- UAT-17 Master-data records merged
- UAT-18 Admin role permission changed
- UAT-19 Payment fails then succeeds
- UAT-20 Communication delivery fails and retries

28. Dependency Register

ID	Dependency	Impacts	Owner	Criticality
DEP-01	Authentication provider	All roles	Tech	Critical
DEP-02	SMS/OTP	Authentication	Tech	Critical
DEP-03	Email provider	Communications	Tech	High
DEP-04	Payment gateway	Subscription	Finance/Tech	High
DEP-05	Video meeting	Interviews	Product/Tech	Medium
DEP-06	Storage	Documents	Tech	Critical
DEP-07	Master taxonomy	Jobs/Profiles	Product	Critical
DEP-08	Permission model	Entire platform	Product/Tech	Critical
DEP-09	Notification events	Hiring flows	Product	High
DEP-10	Analytics definitions	Reporting	Product	High

29. Assumptions, Constraints & Out of Scope

29.1 Assumptions to Validate

- Schools may operate multiple campuses.
- One candidate maintains one primary platform profile.
- A candidate may apply to multiple jobs.
- One job may have multiple vacancies.
- Hiring workflows may differ by vacancy.
- Demo Class is optional depending on vacancy.
- Subscription features vary by plan.
- Schools have multiple hiring-team roles.
- Platform admins have scoped permissions.
- Transactional hiring history survives master-data deactivation.

29.2 Out of Scope for Defined Release Unless Approved

- Payroll
- Employee attendance
- Full HRMS
- School ERP
- Student LMS
- Full background-verification service
- Recruitment agency marketplace
- Freelance marketplace
- Video interview recording
- AI interviewer
- Psychometric testing
- Employee onboarding after joining
- Payroll disbursement
- International visa processing

30. Change Request Process

Change Control

New Requirement -> CR Raised -> Product Review -> Impact Analysis -> Decision -> BRD Update -> Backlog Update

CR Field	Definition
CR ID	Unique change identifier
Requested By	Originator
Business Reason	Why change is needed
Affected Modules	Scope impact
UX / Technical / QA Impact	Delivery impact
Schedule / Cost Impact	Commercial/timeline impact
Decision	Approve / Reject / Defer

Approver	Decision owner
Target Release	Planned delivery

31. Release Strategy

Release	Scope
Release 1 - Marketplace Foundation	Authentication, candidate profile, school registration/verification, job creation/publication/search/detail, application, applicants, Candidate 360°, basic pipeline, notifications, core Admin and master data
Release 2 - Hiring Operations	Advanced screening, hiring pipeline, interviews, evaluations, demo class, offers, candidate hired, pre-joining, hiring team, inbox, talent pool
Release 3 - Commercial & Governance	Plans, subscriptions, entitlements, payments, invoices, complaints, support, moderation, Admin users, RBAC, templates, audit logs
Release 4 - Intelligence	Platform/School/Candidate/Jobs analytics, advanced matching, talent insights, data quality and advanced master data

Release sequencing controls scope, not UX quality. Every released capability must be production -complete.

32. PM Epic Structure

- EPIC-01 Authentication & Identity
- EPIC-02 Candidate Onboarding
- EPIC-03 Candidate Profile
- EPIC-04 Job Discovery
- EPIC-05 Applications
- EPIC-06 School Onboarding
- EPIC-07 School Verification
- EPIC-08 Job Management
- EPIC-09 Applicants
- EPIC-10 Hiring Pipeline
- EPIC-11 Interviews
- EPIC-12 Demo Classes
- EPIC-13 Offers
- EPIC-14 Pre-Joining
- EPIC-15 Talent Pool
- EPIC-16 School Communication
- EPIC-17 School Analytics
- EPIC-18 Platform Operations
- EPIC-19 School Administration
- EPIC-20 Candidate Administration
- EPIC-21 Job Moderation
- EPIC-22 Complaints & Support
- EPIC-23 Subscription & Billing
- EPIC-24 Platform Analytics
- EPIC-25 Admin Users & RBAC
- EPIC-26 Master Data
- EPIC-27 Communication Engine

- EPIC-28 Platform Configuration
- EPIC-29 Security & Audit

33. Delivery Workflow & Quality Gates

PM Status

Backlog -> **Ready for UX** -> **UX In Progress** -> **UX Review** -> **Ready for Development** -> **Development** -> **Code Review**
-> **Ready for QA** -> **QA** -> **UAT Ready** -> **UAT** -> **Ready for Release** -> **Released** -> **Production Verified**

33.1 Definition of Ready

- Business requirement approved
- User story and actor defined
- Preconditions and workflow documented
- HIFI and responsive behavior approved
- Fields and validations finalized
- Status transitions and permissions defined
- Error/loading/empty states defined
- API contract understood
- Dependencies resolved
- Analytics and audit requirements defined
- Acceptance criteria approved

33.2 Definition of Done

- Implementation matches approved UX
- Responsive behavior complete
- API integrated
- Server-side authorization and business validations implemented
- Error/loading/empty states complete
- Audit, notifications and analytics complete
- Unit/integration tests passed
- QA and security checks passed
- Accessibility reviewed
- UAT passed
- Release notes prepared
- Production deployed and smoke-tested
- Monitoring verified

34. Requirement Traceability Matrix

BR ID	Module	Screen	Story	API	QA	Priority	Status
BR-SCH-008	Jobs	SCH-13	US-JOB-001	JOB-POST	TC-201	Must	Planned
BR-SCH-012	Jobs	SCH-18	US-JOB-018	JOB-PUB	TC-224	Must	Planned
BR-SCH-013	Applicants	SCH-24	US-APP-001	APP-LIST	TC-301	Must	Planned
BR-SCH-016	Interviews	SCH-34	US-INT-004	INT-CREATE	TC-410	Must	Planned
BR-SCH-020	Offers	SCH-41	US-OFR-002	OFR-CREATE	TC-510	Must	Planned

BR-ADM-008	Verification	ADM-09	US-VER-005	VER-UPDATE	TC-610	Must	Planned
BR-ADM-027	Plans	ADM-33	US-PLN-001	PLAN-SAVE	TC-710	Must	Planned
BR-ADM-038	Security	ADM-44	US-AUD-001	AUD-SEARCH	TC-810	Must	Planned

35. Project Manager Reporting Model

- Release progress by UX, Development, QA and UAT.
- Blockers, high risks, open decisions and change requests.
- This-week completions, QA queue, development queue and blocked dependencies.
- Milestone status and release readiness.
- Scope changes and BRD version alignment.

36. Risks & Mitigations

ID	Risk	Severity	Mitigation
R-01	Uncontrolled scope growth	High	Enforce CR process and release baseline
R-02	Inconsistent master taxonomy	High	Central governance, duplicate detection, merge/alias
R-03	Weak authorization	Critical	Server-side RBAC and security testing
R-04	Subscription bypass	High	Server-side entitlement enforcement
R-05	Notification failures	Medium	Retry, delivery status and monitoring
R-06	Interview scheduling conflicts	Medium	Availability validation and rescheduling controls
R-07	Poor analytics trust	High	Formal KPI definitions and event governance
R-08	Sensitive data exposure	Critical	Least privilege, audit, secure storage and export controls
R-09	Partial workflow implementation	High	End-to-end UAT and Definition of Done
R-10	Integration dependency delay	High	Dependency register, mocks and fallback planning

37. Sign-Off

Approval of this BRD establishes the functional scope baseline for the defined SKOOL STAFF releases. Any material change after approval must be assessed through the formal Change Request process.

Role	Name	Decision	Date / Signature
Product Owner			
Project Manager			
Business Sponsor			
UX Lead			
Technical Lead			
QA Lead			
Security Reviewer			

