

BSBHR402A Recruit and select personnel

Unit descriptor

This unit is based upon WRRPM.2A Recruit and select personnel, endorsed in the Retail Training Package, but has been customised with additional outcomes. It covers the overall planning of personnel recruitment, writing job descriptions, and recruiting and selecting staff. This role may be carried out by the manager or the task may be delegated to others.

This unit is related to BSBHR506A Manage recruitment, selection and induction processes and BSBHR502 Manage human resource management information systems. Consider co-assessment with BSBHR403A Process human resource documents and inquiries.

ELEMENT

PERFORMANCE CRITERIA

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| 1 | Maintain personnel needs | 1.1 | Organisational policies in regard to staffing levels are accurately identified |
| | | 1.2 | Job requirement information is current and accurate |
| | | 1.3 | Competencies and behaviour required of individuals and teams are clearly identified |
| | | 1.4 | <i>Relevant groups and individuals</i> are consulted for input on future needs |
| | | 1.5 | Estimates of staffing needs are supported by appropriate evidence |
| 2 | Determine job specifications | 2.1 | Specifications accurately reflect the role which the appointee will play in relation to the team as a whole |
| | | 2.2 | The views and requirements of relevant managers and team members are taken into account in developing the specification |
| | | 2.3 | Specifications are written in a clear, concise manner, and comply with relevant legal requirements and organisational format |
| | | 2.4 | Specifications are confirmed with appropriate personnel prior to <i>recruitment</i> action in accordance with organisational policy |
| 3 | Recruit staff | 3.1 | Employment vacancies are <i>advertised</i> in accordance with <i>staffing requirements</i> and organisational policy |
| | | 3.2 | Technology is used as required to aid the recruitment process |

BSBHR402A Recruit and select personnel

ELEMENT

PERFORMANCE CRITERIA

- 4 Assess and select applicants
- 3.3 A selection plan and criteria are developed, based upon job specification and consultation with relevant managers
 - 3.4 Job interviews and employment appraisal tests are organised/conducted in accordance with organisational policy/best practice
 - 4.1 Assessment and selection process is conducted in accordance with organisational policy and legal requirements
 - 4.2 Information obtained from each candidate is judged against specified selection criteria, and any additional influencing factors noted
 - 4.3 Where difficulty in interpreting the selection criteria exists, or there appears to be a conflict of criteria, advice is clarified with appropriate managers
 - 4.4 Unintended deviations from agreed procedures are identified and corrected before selection decisions are made
 - 4.5 Selection *report* is prepared according to organisational procedures
 - 4.6 Selection recommendations are communicated to authorised personnel for approval
 - 4.7 All candidates are promptly and accurately informed of selection decisions, following each stage of the selection process
 - 4.8 Recommendations for improvements to any aspect of the selection process are communicated promptly to appropriate personnel
 - 4.9 Selection processes are appropriately documented with sufficient evidence to support the selection decision
 - 4.10 Induction processes are undertaken in accordance with organisational policy

RANGE STATEMENT

The range statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to

BSBHR402A Recruit and select personnel

the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace that may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice.

OHS considerations may include:

- establishment and maintenance of OHS training, records, induction processes
- performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions.

Relevant groups and individuals include all those who have a role in the implementation of policies, procedures or decisions and/or are affected by their implementation

Job specifications may include:

- job title and purpose of position
- skills and knowledge necessary
- competencies required by staff
- qualifications
- person specifications.

Recruitment procedures may be delegated to individuals or to specialist personnel.

Advertising may include internal or external, electronic or print, and outsourced.

Staffing requirements may include permanent, temporary, full-time, part-time or casual.

Staff reporting requirements may include systems for recording employee relations information.

EVIDENCE GUIDE

The evidence guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the range statement.

Critical aspects of evidence

- The integrated demonstration of all elements and their performance criteria.
- Working with managers to identify existing and required competencies and attitudes of individuals and teams.
- Working with managers to develop job specifications to effectively meet the needs of the organisation.

BSBHR402A Recruit and select personnel

- Assessing and selecting candidates according to organisational policies and legal requirements.
- Accurately recording selection processes.

Underpinning knowledge

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

- Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination.
- Knowledge of organisational policies, in regard to:
 - personnel planning, including current and projected staff numbers
 - personnel selection
 - recruitment
 - induction.
- Knowledge and understanding of recruitment sourcing methods, government subsidies/support functions for traineeships.
- Knowledge of principles and techniques in:
 - planning and organising activities
 - competency standards
 - identifying, defining and assessing competence of individuals
 - identifying competence requirements in relation to work demands
 - consultation processes
 - writing clear accurate job descriptions/specifications
 - evaluating information from resumes, letters, references, interviews and aptitude tests against criteria
 - checking references and personal documentation
 - obtaining information from candidates at interview
 - recording details of processes.

Underpinning skills

- Literacy skills in regard to researching, analysing and interpreting a broad range of written material, including job descriptions.
- Interviewing skills to participate in selection interviewing.
- Active listening skills for ensuring potential employees are provided with all relevant information.
- Preparing reports after selection processes are complete.
- Documenting results from selection activities, e.g. competency testing of applicants.
- Using technology, especially use of the Internet for recruitment processes.

BSBHR402A Recruit and select personnel

- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

Resource implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Consistency of performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations.

Context of assessment

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the evidence guide, and within the scope as defined by the range statement.
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package.
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.

Key competency levels

- **Collecting, analysing and organising information** (level 2) to write job descriptions, recruit and select staff.
- **Communicating ideas and information** (level 2) to assist staff selection.
- **Planning and organising activities** (level 2) to plan personnel recruitment.
- **Working with teams and others** (level 2) to assess performance.
- **Using mathematical ideas and techniques** (level 2) to measure performance.
- **Solving problems** (level 2) by identification of staffing needs and job specifications.
- **Using technology** (level 2) to aid communication and record-keeping.

Please refer to the assessment guidelines for advice on how to use the key competencies