



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRXHRM002A Recruit and select personnel**

**Revision Number: 1**

## **SIRXHRM002A Recruit and select personnel**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit describes the performance outcomes, skills and knowledge required to recruit and select personnel.

### **Application of the Unit**

**Application of the unit** This unit involves defining future personnel requirements, determining job specifications, evaluating and selecting applicants, and recruiting staff. Staff with managerial responsibilities perform this function.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Define future personnel requirements.	<p>1.1 Accurately identify <b><i>store policy and procedures</i></b> in regard to <b><i>staffing levels</i></b>.</p> <p>1.2 Access and utilise accurate and current <b><i>information</i></b> to define personnel requirements.</p> <p>1.3 Clearly identify competencies and attitudes required of <b><i>staff members</i></b> and <b><i>teams</i></b>.</p> <p>1.4 Consult <b><i>relevant personnel</i></b> as required.</p> <p>1.5 Support estimates of <b><i>staffing requirements</i></b> with <b><i>appropriate calculations</i></b> where necessary.</p>
2 Determine job specifications.	<p>2.1 Ensure <b><i>job specifications</i></b> accurately reflect the role that the appointee will play in relation to the team as a whole.</p> <p>2.2 Take into account the views and requirements of all relevant personnel prior to completing the specification.</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	2.3 Write clear and concise job specifications according to <i>relevant legislation</i> .
	2.4 Confirm specifications with relevant personnel prior to recruitment action according to store policy.
3 Recruit staff.	3.1 Maintain and monitor <i>staff recruitment procedures</i> .
	3.2 Advertise employment vacancies internally and externally according to store policy.
	3.3 Conduct job interviews and <i>employment appraisal tests</i> according to store policy.
	3.4 Enact staff selection policy and procedures to comply with equal opportunity and equal employment opportunity legislation.
	3.5 Ensure wages and conditions comply with relevant awards and agreements and store policy.
4 Assess and select applicants.	4.1 Conduct assessment and selection process according to store policy and procedures and legal requirements.
	4.2 Judge information obtained from each candidate against specified selection criteria, and note any additional influencing factors.
	4.3 Promptly seek advice from relevant personnel where difficulty in interpreting the selection criteria exists, or there appears to be a conflict of criteria.
	4.4 Identify and correct unintended deviations from agreed procedures before making selection decisions.
	4.5 Maintain complete, accurate and clear <i>records</i> of assessment and selection processes.
	4.6 Ensure selection recommendations are communicated to authorised personnel only.
	4.7 Promptly and accurately inform all candidates of selection decisions following each stage of the selection process.
	4.8 Promptly communicate recommendations for improvements to any aspect of the selection process to appropriate personnel.
	4.9 Ensure that assessment and selection processes used and evidence gained justify the selection choice.



## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interviewing skills
- interpersonal communication skills to:
  - consult personnel
  - confirm specifications,
  - seek advice and communicate recommendations
  - conduct interviews and inform candidates of results through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- presentation skills
- evaluating information from resumes, letters, references, interviews and aptitude tests against criteria
- checking references, security clearances and personal documentation
- obtaining information from candidates at interview
- literacy skills in regard to:
  - researching, analysing and interpreting a broad range of written material
  - writing clear accurate job descriptions and specifications
  - preparing reports
  - recording details of processes
  - documenting results.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
  - job role and responsibilities
  - personnel planning, including current and projected staff numbers
  - recruitment , assessment and selection of candidates
- relevant legislation and statutory requirements, including:
  - equal opportunity and equal employment opportunity (EEO) legislation
  - awards and agreements
  - anti-discrimination
  - recruitment sourcing methods

## REQUIRED SKILLS AND KNOWLEDGE

- government subsidies and support functions for traineeships
- Australian apprenticeships
- Training Packages and competency standards
- principles and techniques in:
  - interpersonal communication
  - identifying competency requirements in relation to work demands
  - identifying, defining and assessing competency of individuals
  - consultation
  - interviewing
- knowledge of special needs in relation to recruitment and selection, including reasonable adjustments for interviews, interview techniques and provision of appropriate documentation.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- identifies existing and required competencies and attitudes of individuals and teams
- develops job specifications to effectively meet the needs of the store and company
- recruits suitable staff according to:
  - relevant store policy and procedures
  - relevant legislation
  - relevant awards and agreements
- assesses and selects candidates according to store policy and procedures and legal requirements
- accurately records selection processes.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
  - store policy and procedures on personnel planning, selection and recruitment
  - equal opportunity and equal employment opportunity (EEO) legislation
  - awards and agreements
- job descriptions and specifications.

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

## Range Statement

### RANGE STATEMENT



## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

***Store policy and procedures*** in regard to:

- personnel planning
- selection and recruitment
- maintaining records.

***Staffing levels*** may vary according to:

- peak trading cycles
- special events
- promotion
- stocktakes
- market trends.

Sources of accurate and current ***information*** may include:

- colleagues, supervisors and managers
- store records
- personal observation and experience
- store policy and procedures documents
- unions
- industry associations.

***Staff members*** may include:

- full-time, part-time, casual or contract staff
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

***Teams*** may include:

- small work teams
- store team
- corporate team.

## RANGE STATEMENT

- Relevant personnel*** may include:
- internal or external consultants
  - employees
  - supervisors
  - human resources personnel
  - store and area manager.
- Staffing requirements*** may include:
- permanent
  - temporary
  - full-time
  - part-time
  - casual
  - contract.
- Appropriate calculations*** may include:
- financial considerations
  - current and projected staff numbers
  - current staff competencies and estimation of competencies required
  - succession planning
  - personnel forecasts
  - business plan and strategic directions.
- Job specifications*** should include:
- job title and purpose of position
  - responsibilities
  - competencies required.
- Relevant legislation*** may include:
- equal employment opportunity (EEO)
  - anti-discrimination
  - awards and agreements
  - confidentiality laws.
- Staff recruitment procedures*** may be delegated to:
- individuals
  - specialist personnel.

**RANGE STATEMENT**

*Employment appraisal tests* may include:

- assessment of relevant competencies
- personality profiling.

*Records* may be:

- manual
- electronic
- access restricted.

**Unit Sector(s)**

**Sector** Cross-Sector

**Competency field**

**Competency field** Human Resources Management