Australian Government

Assessment Requirements for SITXHRM004 Recruit, select and induct staff

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- administer the recruitment, selection and induction process for each of the following recruitment needs at least once:
  - casual, contract or temporary
  - full time or part-time permanent
  - volunteer
- develop selection criteria for each of the above recruitment needs
- conduct fair and equitable selection interviews for each of the above recruitment situations
- evaluate at least one applicant in each of the above selection processes to select individuals that meet a specific organisational need.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific industry sector:
  - recruitment and selection practices
  - formats for and inclusions of selection criteria and job advertisements
  - effective advertising media
  - features of an effective recruitment advertisement
  - roles of recruitment agencies
  - relationships of job descriptions to selection criteria and ways to develop clear and concise selection criteria
  - methods of linking interview questions to selection criteria
  - key elements of applicable awards
  - nature and role of induction programs and typical content
- specific organisation:
  - roles and responsibilities of different personnel in the recruitment and induction process
  - required make-up of interview panels
  - procedures for employment checks

- full content of recruitment and human resource policies and in particular:
    - approval processes for advertised salaries and recruitment of new personnel
    - nature and content of job advertisements and communications with applicants
    - participants in interview panels
    - required skills profile of potential employees for particular jobs
    - role of different personnel in the recruitment and induction process
    - timing and nature of induction programs
    - use of different media in the recruitment process
    - use of government-subsidised traineeships and apprenticeships
- key elements of equal employment opportunity (EEO) employment laws and how they must be implemented in recruitment and selection processes
- records required of recruitment and selection process:
    - administrative documents
    - interview schedules
    - interviewer details
    - selection panel comments, score sheets and recommendations
    - records of interview
- selection process:
    - checks:
        - police
        - reference
        - working with children
        - qualifications
    - evaluation of portfolios
    - exchange of written information
    - interviews:
        - by human resource specialists, department managers or selection committees
        - face-to-face
        - teleconference
        - telephone
        - videoconference
    - presentation to a selection committee
    - skills tests
- special arrangements required in the organisation of selection procedures:
    - access:
        - parking
        - security clearance
    - using:
        - assistive technology
        - electronic presentation media

- interpreters
- special interview techniques for those with disabilities
- teleconference
- videoconference
- visual information and diagrams instead of written material
- information for inclusion in induction programs:
  - conditions of employment
  - contact details for various departments or colleagues
  - current organisational focus or initiatives
  - employee:
    - benefits
    - responsibilities
    - rights
  - enterprise:
    - culture
    - goals
    - objectives
    - responsibilities
    - vision
  - key organisational policies and procedures
  - industrial arrangements for the organisation
  - orientation of:
    - departmental locations and equipment
    - staff amenities
    - off-site operations
    - whole of business premises
  - organisational charts
  - payroll information:
    - awards and applicable pay rates
    - superannuation
    - wage payments
  - policies and procedures specific to the job role
  - work health and safety information.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity for which new staff members are recruited and selected. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- operational information about the organisation or activity subject to recruitment
- organisational specifications that are industry current:
  - recruitment and induction documentation
  - job descriptions, linked selection criteria and interview questions
  - key human resource policies
- multiple applicants with whom the individual can interact; these can be:
  - those in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694