



Australian Government

BSBEMS404 Manage the recruitment process for client organisations

Release: 1

BSBEMS404 Manage the recruitment process for client organisations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package version 1.0.

Application

This unit describes the skills and knowledge required to develop and implement strategies to source, manage and assess candidates for placement purposes.

It applies to individuals working in a support role in either a public or private employment services agency.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Recruitment and Employment Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Provide advice on recruitment strategy to client	1.1 Provide advice and information to client on workforce planning and performance management systems and issues 1.2 Provide advice and information to client to assist in developing and/or evaluating a recruitment strategy and processes 1.3 Identify and determine effective and accurate performance indicators 1.4 Discuss and agree with client, recommendations for necessary assessments and profiling 1.5 Identify and analyse performance gaps as part of workforce planning 1.6 Evaluate forms, procedures and induction processes for

ELEMENT	PERFORMANCE CRITERIA
	continuous improvement
2 Determine job specifications with client	2.1 Undertake job analysis with client to determine needs and requirements for recruitment, in line with organisational recruitment strategy 2.2 Provide advice to client on issues such as salary, conditions and legislative requirements 2.3 Write clear and concise specifications which accurately reflect the job role within client's organisation, and comply with relevant legislative requirements and organisational format 2.4 Confirm specifications with appropriate personnel prior to undertaking recruitment
3 Manage recruitment process	3.1 Develop a selection plan and criteria based on the job specification, performance gaps and organisational needs, in consultation with client 3.2 Write and place recruitment advertisements in relevant media in accordance with job specifications, organisational policy and legislative requirements 3.3 Employ strategies to source potential candidates 3.4 Organise and conduct job interviews and employment appraisals in accordance with organisational policy and legislative requirements
4 Assess and select candidates	4.1 Judge information obtained from each candidate against specified selection criteria and note any additional influencing factors 4.2 Conduct assessment and selection process in accordance with organisational policy and legislative requirements 4.3 Shortlist suitable candidates for client interview
5 Refer candidates and complete placement process	5.1 Recommend candidates best suited to selection criteria to client for interview, and create and forward candidate profiles to client 5.2 Provide advice and support to candidates with résumé preparation, interview preparation and presentation to the client 5.3 Inform all candidates promptly and accurately of selection decisions 5.4 Conduct job offer to successful candidate 5.5 Complete placement follow up

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 1.5, 1.6, 2.1, 2.3, 3.1, 3.2, 3.4, 4.1, 4.2	Interprets and analyses textual information from a variety of sources for relevance, suitability and compliance
Writing	1.1-1.3, 2.2-2.4, 3.1, 3.2, 4.1-4.3, 5.1-5.5	- Prepares concise notes to help synthesise information during analysis and assessment phase - Produces reports and other business communication for a range of contexts and audiences using relevant language, tone and structure
Oral Communication	1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 3.1, 3.4, 5.2-5.4	- Uses active listening and questioning techniques to elicit and assess relevant information - Participates in a range of verbal exchanges using clear and detailed language and appropriate tone to provide relevant information, opinion and training
Navigate the world of work	2.2, 2.3, 3.2, 3.4, 4.2	Adheres to legal responsibilities and organisational policies and procedures relevant to own work
Interact with others	1.4, 2.2, 2.4, 3.1, 5.2-5.4	- Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction - Takes some steps to vary content, structure, style, tone and vocabulary to suit the needs of familiar audiences
Get the work done	1.1-1.6, 2.1, 2.3, 2.4, 3.1- 3.4, 4.1, 4.2, 5.1, 5.3, 5.5	- Takes responsibility for planning, sequencing and prioritising tasks to achieve required outcomes - Systematically analyses information to make decisions and recommendations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBEMS404 Manage the recruitment process for client organisations	BSBEMS404B Manage the recruitment process for client	Updated to meet Standards for Training Packages	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
	organisations		

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBEMS404 Manage the recruitment process for client organisations

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Performance Evidence

Evidence of the ability to:

- produce reports containing strategic recruitment advice
- create well-developed job specifications and selection plans
- analyse, assess and select candidates for specific positions explaining reasons for preferred candidates
- communicate effectively with candidates for training and professional development purposes
- identify improvements for future management services.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the key provisions of relevant legislation, regulations, standards and codes of practice that affect employment agencies
- summarise key organisational policies and procedures affecting recruitment processes
- describe the range of organisational products and services used in recruitment processes for client organisations
- describe a range of recruitment sourcing methods, strategies and techniques
- outline a range of workforce planning and performance management systems
- summarise techniques used to assess the competency of individuals.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – recruitment and employment services field of work and include access to:

- office equipment and resources
- examples of workplace documents used in employment services agencies.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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