



Australian Government

Department of Education, Employment and Workplace Relations

BSBEMS404B Manage the recruitment process for client organisations

Revision Number: 1

BSBEMS404B Manage the recruitment process for client organisations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to source and assess candidates for placement purposes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
------------------------	---

Application of the Unit

Application of the unit	This unit applies to individuals working in either a public or private employment services agency to undertake and manage the recruitment process for client organisations.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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 for continuous improvement forms, procedures and induction processes
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 and conditions 2.3. Write clear and concise specifications which accurately reflect the job role within the client's organisation, and comply with relevant legal 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 the client 3.2. Write and place recruitment advertisements in relevant media in accordance with job specifications and organisational policy 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

ELEMENT	PERFORMANCE CRITERIA
	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

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analysis and evaluation of information such as résumés, letters, references, interviews and aptitude tests against job selection criteria
- communication and interpersonal skills to counsel candidates about available, suitable or possible work opportunities and skill development options
- communication skills to listen to candidates and clients; to provide advice and present solutions; and to write clear, accurate position descriptions
- information management skills to check information for detail and accuracy
- interpersonal skills to establish and maintain relationships with candidates and clients
- organisational and time management skills to work quickly and effectively.

Required knowledge

- key provisions of relevant legislation from all forms of government that affects business operations, codes of practice and national standards, such as:
 - disability discrimination
 - equal employment opportunity (EEO)
 - freedom of information
 - industrial relations
 - occupational health and safety (OHS)
 - privacy
 - racial discrimination
- range of organisational products and services
- range of recruitment sourcing methods, strategies and techniques
- range of workforce planning and performance management systems
- techniques to assess the competency of individuals.

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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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

Evidence of the following is essential:

- advice provided to clients about recruitment strategy to client
- job specifications and selection plan developed
- records of assessment and selection of candidates for a specific position
- records of recommendations for candidates best suited to the position
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to workplace documentation.

Method of assessment

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

- assessment of written recruitment strategies, job specifications, selection plans and recommendations made to clients
- observation of assessments conducted on candidates
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning
- review of testimony from team members, colleagues, supervisors, managers, clients or candidates.

Guidance information for assessment

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

- other human resources units.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Clients</i> may include:	organisations or enterprises seeking to employ individuals through an employment services agency
<i>Performance management</i> may include:	systems developed for the appraisal and management of employee performance in the workplace including development, planning and salary reviews
<i>Recruitment strategy</i> may include:	- system and/or policies and procedures developed to determine appropriate action in the recruitment and selection of personnel such as: - application process - competency profiling - job analysis, description and evaluation - psychometric assessment - recruitment advertising - use of external agencies
<i>Performance indicators</i> may include:	- level of performance sought, expressed either quantitatively or qualitatively - measures developed to gauge performance outcomes against targets
<i>Assessments and profiling</i> may include:	- behavioural profiling - literacy and numeracy - raw material assessments - specific aptitudes such as: - mechanical, reasoning - problem-solving - typing - use of software applications
<i>Performance gaps</i> may include:	situations where outcomes are less than those stated in the strategic objectives (including the lack of employees with the required level of performance to undertake the tasks)

RANGE STATEMENT	
Specifications may include:	• competencies required • job title and purpose of position • personal attributes • qualifications • skills and knowledge necessary
Media may include:	• internet • local, national and global • magazines and journals • traditional media such as newspapers
Strategies may include:	• brokers • databases • direct mail • internet • intra-organisation leads • journals • magazines • media advertising • networks • newspapers • referrals • spotters

Unit Sector(s)

Unit sector	
--------------------	--

Competency field

Competency field	Workforce Development - Recruitment and Employment Services
-------------------------	---

Co-requisite units

Co-requisite units		