



Australian Government

Department of Education, Employment and Workplace Relations

CHCES304B Deliver recruitment services

Release: 1

CHCES304B Deliver recruitment services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to deliver recruitment services that include sourcing job vacancies, providing advice to employers, sourcing suitable clients (job seekers) to fulfil agreed selection criteria and providing advice and support following the placement

Application of the Unit

Application

This unit applies to work in an employment services context

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Determine service level

- 1.1 Analyse position description, selection *criteria* and *employer requirements*
- 1.2 Clarify *conditions of employment* with the employer
- 1.3 Identify and agree needs with employer
- 1.4 Identify and *agree level of service with employer*

2. Source suitable job seeker clients

- 2.1 Access databases and other listings of clients held by the organisation to identify potential clients
- 2.2 Source suitable clients through *advertising*
- 2.3 *Respond appropriately to client enquiries* regarding the position/s

3. Assess client suitability for employment opportunity

- 3.1 Assess suitability of clients against employer requirements, using a range of *assessment techniques and tools*
- 3.2 Ensure relevant *legislative requirements* are met

ELEMENT**PERFORMANCE CRITERIA****4. Meet client and employer service requirements**

4.1 Satisfy client and employer requirements for service

4.2 Keep clients and employer informed during recruitment process

4.3 Follow up clients and employers to monitor the quality of service provided

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Local labour market composition, size, characteristics, issues and trends
- Recruitment services, products and processes of own organisation
- Relevant legislation, duty of care, ethical behaviour that relates to job role

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Use labour market knowledge as an aid in planning and conducting recruitment process
- Present benefits of recruitment services to employers based on their specific needs
- Source suitable candidates for available employment opportunities using a range of appropriate sources
- Identify employment opportunities suitable for individual clients using a variety of assessment tools and techniques
- Conduct follow up to ensure needs of clients and employers involved in a recruitment process have been satisfied

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply reading and writing skills required to access, analyse and interpret selection documentation, prepare business correspondence, prepare file notes and reports and to understand organisation policies and procedures relating to job role
- Apply oral communication skills required to negotiate service levels, sell and market services and products, interview clients to provide and elicit information, to liaise with

REQUIRED SKILLS AND KNOWLEDGE

stakeholders and colleagues and to provide feedback to clients, in particular:

- advanced questioning and active listening skills
- provision of clear and complete information
- understanding of the needs of clients and employers
- Apply numeracy skills ranging from the ability to complete basic arithmetic calculations to preparing statistical reports on performance, to calculating fees payable by employers for recruitment services
- Apply interpersonal skills including working with others, displaying empathy with clients and an ability to relate to persons from diverse backgrounds and with a range of barriers to employment
- Demonstrate application of skills, including:
 - selling skills
 - marketing skills
 - problem solving skills to address any problems or issues that arise during the recruitment process
 - organisation skills including time management skills, to effectively conduct varying stages of concurrent recruitment exercises
 - technology skills to use business equipment and software; with sound skills in use of internet

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 this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence must include observation of performance in the work environment or in a simulated work setting

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
This unit is related to:
 - CHCES303B Use labour market knowledge
 - Resource requirements for assessment include access to:
 - a relevant workplace or an appropriately simulated environment where assessment may take place
 - equipment and resources normally used in the workplace
 - relevant organisation policy, guidelines, procedures and protocols
 - relevant legislation
- Method of assessment may include:*
- Observations
 - Questioning
 - Case studies
 - Written assignments
 - Evidence gathered from the workplace environment
 - Demonstration over a period of time to ensure consistency of performance

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. Add any 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.

Agree level of service with employer refers to:

- Agreements made verbally or in writing
- Agreements involving a fee payable by the employer; and those provided at no cost to the employer
- Agreements outlining the details of recruitment services to be provided

Terms and services agreed to with the employer can relate to, but are not limited to:

- Timing and duration of recruitment service
- Methods of sourcing suitable clients
- Communication protocols and frequency
- Short listing arrangements - criteria, number of clients
- Reference checking
- Skills and aptitude testing
- Interview arrangements - times, numbers of clients
- Provision of advice to unsuccessful clients

Criteria for determining service levels can include, but are not limited to:

- Costs to employer and service provider
- Likelihood of attracting suitable candidates
- Other labour market conditions
- In accordance with organisation policies and processes
- Time available

RANGE STATEMENT

Conditions of employment include, but are not limited to:

- Remuneration
- Entitlements and benefits
- Industrial instruments (Federal or State awards, workplace agreement, certified agreement)
- Superannuation
- Hours of work
- Basis of employment (e.g. permanent, temporary, contract)

Employer requirements may relate to, but are not limited to:

- Essential and desirable selection criteria
- Educational qualifications
- Licences, certificates
- Related experience
- Personal qualities
- Availability

Respond appropriately to client enquiries may include but is not limited to:

- Responding in a timely manner, as determined by relevant organisation customer service standards
- Using ethical standards of behaviour and applying duty of care to advice and information provided

Advertising may include but is not limited to:

- Internal, e.g. lodgement on internal databases and intranet; email to selected personnel
- External, e.g. lodgement on internet web sites; newspaper and journal advertisements; email to selected organisations and clients
- Outsourced

Assessment techniques and tools may include but are not limited to:

- Behavioural interviewing techniques
- Information based interview techniques
- Screening interviews based on short listing criteria
- Phone or face-to-face interviews

RANGE STATEMENT

Assessment tools used are those able to be administered and assessed by non-professional personnel such as:

- Skills inventories
- Interest inventories
- Computer based skills and aptitude testing

Legislative requirements may relate to, but are not limited to:

- Federal legislation designed to address discrimination, e.g. Sex Discrimination Act, Racial Discrimination Act, Disability Discrimination Act
- State legislation designed to address discrimination
- Disability Services Act
- Privacy Act
- Trade Practices Act
- Social Security Act
- Industrial and Workplace Relations Act
- Human Rights and Equal Opportunity Act
- Occupational Health and Safety Act
- Employment Agents Act
- Archives Act
- Financial Management and Accountability Act
- Freedom of Information Act
- Crimes Act
- Corporations law

Unit Sector(s)

Not Applicable