



Australian Government

Department of Education, Employment and Workplace Relations

SIRXHRM002A Recruit and select personnel

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

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

Application of the Unit

This unit applies to managers responsible for recruiting and selecting personnel. It involves defining future personnel requirements, determining job specifications, evaluating and selecting applicants, and recruiting staff.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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

Required 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
 - obtain information from candidates at interview
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- analytical skills to:
 - evaluate information from resumes, letters, references, interviews and aptitude tests against criteria
 - check references, security clearances and personal documentation
- literacy skills to:
 - research, analyse and interpret a broad range of written material
 - write clear accurate job descriptions and specifications
 - prepare reports
 - record details of processes
 - document results

Required knowledge

- 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
 - 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

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.

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.

Guidance information for assessment

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

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.

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 title and purpose of position
 - responsibilities
 - competencies required.
 - equal employment opportunity (EEO)
 - anti-discrimination
 - awards and agreements
 - confidentiality laws.
 - individuals
 - specialist personnel.
 - assessment of relevant competencies
 - personality profiling.
 - manual
 - electronic
 - access restricted.
- Job specifications*** should include:
- Relevant legislation*** may include:
- Staff recruitment procedures*** may be delegated to:
- Employment appraisal tests*** may include:
- Records*** may be:

Unit Sector(s)

Cross-Sector

Competency field

Human Resources Management