



Australian Government

SITXHRM004 Recruit, select and induct staff

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate the recruitment, selection and induction of new staff members within the framework of existing human resource policies and procedures. It requires the ability to identify recruitment needs, develop selection criteria, process and evaluate applications, select people according to their attitude, aptitude and fit to the position and coordinate induction programs.

The unit applies to senior personnel who operate independently or with limited guidance from others, including dedicated specialist staff or operational or senior managers.

It applies to all tourism, travel, hospitality and event sectors.

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

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Identify recruitment needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify recruitment needs based on monitoring of service and efficiency levels in the organisation.
- 1.2. Consult colleagues about staffing needs and job descriptions.
- 1.3. Obtain approval for recruitment according to organisational recruitment policies.
- 1.4. Use job descriptions to develop clear and concise selection criteria.

- 1.5.Ensure criteria incorporate customer service attitude and experience to ensure a fit to the position.
2. Administer recruitment.
 - 2.1.Choose and organise selection processes taking into account job skill requirements.
 - 2.2.Create and disseminate advertisements for positions.
 - 2.3.Process applications according to organisational policy.
 - 2.4.Review applications against selection criteria and choose applicants to progress to interview.
 - 2.5.Inform unsuccessful applicants of decisions and provide other recruitment information in appropriate media within reasonable timeframes.
 - 2.6.Establish any special needs and make necessary arrangements for those progressing.
 - 2.7.Document and file recruitment records and decisions according to organisational policy.
3. Select staff.
 - 3.1.Use selection criteria as the basis for selection, ensuring merit-based selection and adherence to equal employment opportunity principles and law.
 - 3.2.Participate in selection processes.
 - 3.3.Evaluate applicants for customer service attitude and experience to ensure a fit to the position.
 - 3.4.Select people according to their attitude, aptitude and fit to the existing organisational culture.
 - 3.5.Communicate selection recommendations to appropriate colleagues.
 - 3.6.Make employment offers according to organisational procedures.
 - 3.7.Advise new employees about employment details according to organisational policy.
 - 3.8.Create and maintain accurate, clear and complete records of the selection process.
4. Plan and organise induction programs.
 - 4.1.Plan content and format of induction programs to reflect organisational objectives and policies.
 - 4.2.Include all appropriate information in induction programs according to organisational policy.
 - 4.3.Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• evaluate job applications against selection criteria • interpret and follow: • organisational policies and procedures • equal employment opportunity (EEO) and other employment related legislation.
Writing skills to:	• construct complex and varied documentation for recruitment advertisements, selection criteria and induction program content.
Oral communication skills to:	• conduct interviews and adapt interview techniques to meet the needs of social and cultural groups.
Numeracy skills to:	• calculate advertising costs and salary levels.
Problem-solving skills to:	• identify deficiencies in applications and resolve by re-advertising or choosing different recruitment methods.
Teamwork skills to:	• consult team members about staffing needs and select new staff members that will complement existing workers.
Planning and organising skills to:	• evaluate staffing requirements and plan for recruitment of appropriate numbers.

Unit Mapping Information

SITXHRM501 Recruit, select and induct staff

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXHRM004 Recruit, select and induct staff

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

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