



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>