



Australian Government

Department of Education, Employment and Workplace Relations

SITXHRM002A Recruit, select and induct staff

Revision Number: 1

SITXHRM002A Recruit, select and induct staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to recruit, select and induct staff within the framework of existing human or staffing resource plans or policies. It requires the application of significant planning and organisational skills combined with sound knowledge of current recruitment, selection and induction practices.
------------------------	---

Application of the Unit

Application of the unit	This unit applies to individuals who recruit, select and induct staff in a tourism or hospitality context and in the framework of existing human resource plans and policies. Depending upon the sector and organisation, dedicated specialist staff, operational supervisors or managers undertake this role. A more strategic approach to recruitment and selection may be found in specialist human resource management units from a Business Services Training Package.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify recruitment needs.	1.1 Identify short-term <i>recruitment needs</i> based on monitoring of service and efficiency levels in the workplace. 1.2 Consult appropriate colleagues and other stakeholders in relation to staffing needs and job specifications. 1.3 Develop clear and concise selection criteria and job specifications. 1.4 Use job descriptions where appropriate to facilitate the recruitment process.

ELEMENT	PERFORMANCE CRITERIA
	1.5 Obtain approval for recruitment initiatives according to <i>organisation recruitment policies</i> .
2 Administer recruitment.	2.1 Create, approve and disseminate <i>advertisements</i> for positions according to organisation policy and legal requirements. 2.2 Process applications according to organisation policy. 2.3 Inform applicants of decisions and provide other recruitment information in <i>appropriate format</i> within reasonable timeframes. 2.4 Organise interviews and other <i>selection processes</i> according to organisation policy and taking into account any <i>special needs</i>. 2.5 Make employment offers according to organisation policy. 2.6 Advise prospective employees on details according to organisation policy and industrial and legislative requirements. 2.7 Process and file recruitment records according to organisation policy. 2.8 Identify and communicate recommendations for improvements in recruitment processes to appropriate colleagues.
3 Select staff.	3.1 Review applications against criteria, noting any additional influencing factors. 3.2 Conduct <i>selection processes</i> according to organisation policy and legal requirements and taking into account any special needs. 3.3 Use selection criteria as the basis for selection. 3.4 Communicate selection recommendations to appropriate colleagues. 3.5 Create and maintain accurate, clear and complete <i>records of the selection process</i>.
4 Plan and organise induction programs.	4.1 Plan content and format of induction programs to reflect organisation objectives and policies. 4.2 Include all appropriate <i>information in induction</i>

ELEMENT**PERFORMANCE CRITERIA**

programs according to organisation policy and industrial and legislative requirements.

- 4.3 Include information on the culture of the organisation in induction programs.
- 4.4 Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

The following skills must be assessed as part of this unit:

- planning and organisational skills to conduct the complete recruitment, selection and induction process
- literacy skills to develop complex and varied documentation, such as advertisements, job descriptions or induction programs
- ability to adapt interview techniques to meet the needs of a range of social and cultural groups
- communication skills to consult with colleagues and stakeholders, recommend improvements in recruitment process, inform applicants, ask questions to identify requirements, share information, listen and use non-verbal communication
- numeracy skills to work with basic numerical concepts in relation to issues such as advertising costs and salary levels.

The following knowledge must be assessed as part of this unit:

- broad knowledge of personnel planning, recruitment and selection practices
- role of job descriptions and typical formats
- role and uses of competency standards for the recruitment process
- recruitment methods and processes used within the tourism and hospitality industry, including most appropriate styles of advertising, features of an effective recruitment advertisement, roles of recruitment agencies and internal recruitment
- protocols and procedures for conducting selection interviews, including make-up of interview panels, type of questions and equity issues
- procedures and methods for selection
- procedures for reference checks
- nature and role of induction programs and typical content
- details of relevant legislation in relation to recruitment and selection of staff, including equal employment opportunity (EEO), anti-discrimination and dismissal procedures
- overview of potential requirements for employing people with special needs
- award provisions or other organisation agreement issues impacting on the recruitment process.

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 competency in this unit

Evidence of the following is essential:

- knowledge and understanding of recruitment and induction processes and procedures used within the tourism and hospitality industry
- ability to administer the total recruitment and induction process
- ability to develop job specifications and selection criteria for recruitment, conduct fair interviews and make selections based on agreed criteria
- conduct of a complete recruitment and induction process involving multiple applicants to meet a specific industry need
- conduct of interviews with multiple applicants as part of the recruitment process.

Context of and specific resources for assessment

Assessment must ensure:

- use of current industry information
- involvement of and interaction with multiple applicants to reflect typical workplace conditions for the recruitment, selection and induction process.

EVIDENCE GUIDE

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:

- direct observation of the candidate conducting a number of job interviews
- review of documentation prepared by the candidate detailing job specifications, advertisements and supporting correspondence of the recruitment process
- evaluation of industry projects conducted by the candidate to develop job specifications and recruitment procedures for different workplaces
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

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

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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 in the performance criteria is detailed below.

Recruitment needs may be:

- permanent
- temporary

RANGE STATEMENT

- full-time
- part-time
- casual and contract
- volunteer
- project-related, e.g. for an event.

Organisation recruitment policies may relate to:

- approval processes for additional recruitment
- approval processes for advertised salaries
- required profile of potential employees, e.g. trainees and fully skilled
- use of government-subsidised traineeships
- nature and content of job advertisements
- nature and content of communications with applicants
- use of different media in the recruitment process
- participants in interview panels
- timing and nature of induction programs
- role of different personnel within the recruitment and induction process.

Advertisements may be:

- internal and external
- direct to the public
- via a recruitment agency
- on the internet.

Appropriate format:

- may include:
 - face-to-face
 - telephone
 - letter
 - email
 - fax
- may suit a particular special need, such as providing a document in large print.

RANGE STATEMENT

- Selection processes*** may include:
- face-to-face or remote interviews
 - exchange of written information
 - liaison with referees
 - police checks
 - internal administrative processes.
- Special needs*** in organising and conducting an interview may include:
- access, such as parking
 - establishing need for and using interpreters
 - establishing need for and using assistive technology
 - using special interview techniques, such as looking directly at a person who lip-reads
 - using visual information and diagrams instead of written material.
- Records of the selection process*** may include:
- administrative documents relating to the organisational process
 - records of interview
 - panel comments
 - interview schedules
 - interviewer details.
- Information in induction programs*** may include:
- organisation vision, goals and objectives
 - current organisational focus or initiatives
 - organisational charts
 - procedural information
 - workplace health and safety information
 - conditions of employment
 - contact details for various departments or colleagues
 - employee benefits
 - superannuation information.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Human Resource Management