

Unit mapping

KQ: Knowledge questions		KQ	PA
PA: Practical assessment – Task (T), Workplace Skills (WS)			
Elements and performance criteria			
E 1	Identify recruitment needs		
PC 1.1	Monitor organisational service and efficiency levels to identify recruitment needs	Q 1.5 Q 1.6	T 2a-e
PC 1.2	Consult colleagues about staffing needs and job descriptions	Q 1.7.a Q 1.7.b Q 1.8	T 2c T 3b
PC 1.3	Obtain approval for recruitment according to organisational recruitment policies	Q 1.9 Q 1.10 Q 1.11	T 4a-c WS 1
PC 1.4	Use job descriptions to develop clear and concise selection criteria	Q 1.12 Q1.13	T 3a T 3b T 5a-e
PC 1.5	Ensure criteria incorporates customer service attitude and experience to ensure a fit to the position	Q 1.14	T 5d T 5e
E 2	Administer recruitment		
PC 2.1	Choose and organise selection processes taking into account job skill requirements	Q 2.1 Q 2.2 Q 2.3 Q 2.4 Q 2.5.a Q 2.5.b Q 2.5.c Q 2.6	T 6a T 9a-f
PC 2.2	Create and disseminate advertisements for positions	Q 2.7 Q 2.8 Q 2.9 Q 2.10	T 7a-c
PC 2.3	Process applications according to organisational policies	Q 2.11 Q 2.12	T 8a-g WS 1
PC 2.4	Review applications against selection criteria and choose applicants to progress to interview	Q 2.13 Q 2.14	T 8b T 8c
PC 2.5	Inform unsuccessful applicants of decisions and provide other recruitment information in appropriate media within reasonable timeframes	Q 2.15 Q 2.16	T 8d
PC 2.6	Establish any special needs and make necessary arrangements for those progressing	Q 2.17 Q 2.18.a Q 2.18.b Q 2.19	T 8e T 9f
PC 2.7	Document and file recruitment records and decisions according to organisational policies	Q 2.20 Q 2.21	T 8g WS 1

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PC 3.1	Use selection criteria as the basis for selection, ensuring merit-based selection and adherence to equal employment opportunity principles and law	Q 3.1 Q 3.2 Q 3.3	T 10a-d T 10g WS 2
PC 3.2	Participate in selection processes	Q 3.4 Q 3.5	T 10a-i
PC 3.3	Evaluate applicants for customer service attitude and experience to ensure a fit to the position	Q 3.6 Q 3.7	T 10d
PC 3.4	Select people according to their attitude, aptitude and fit to the existing organisational culture	Q 3.8 Q 3.9 Q 3.10 Q 3.11	T 10e T 10f
PC 3.5	Communicate selection recommendations to appropriate colleagues	Q 3.12.a Q 3.12.b Q 3.12.c	T 10h
PC 3.6	Make employment offers according to organisational procedures	Q 3.13 Q 3.14	T 11a T 11b WS 1
PC 3.7	Advise new employees about employment details according to organisational policies	Q 3.15	T 12a-g WS 1
PC 3.8	Create and maintain accurate, clear and complete records of the selection process	Q 3.16 Q 3.17 Q 3.18	T 10i

E 4 Plan and organise induction programs

PC 4.1	Plan content and format of induction programs to reflect organisational objectives and policies	Q 4.1 Q 4.2 Q 4.3 Q 4.4 Q 4.5 Q 4.6	T 13a-c WS 1
PC 4.2	Include all appropriate information in induction programs according to organisational policy	Q 4.2 Q 4.3	T 13a-c WS 1
PC 4.3	Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption	Q 4.7.a Q 4.7.b Q 4.8	T 13d

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Knowledge evidence

KE 1 Recruitment and selection practices

- Q 1.1
- Q 1.2
- Q 1.5
- Q 1.6
- Q 1.7
- Q 1.8
- Q 1.9
- Q1.10
- Q 1.12
- Q 1.14
- Q 2.1
- Q 2.2
- Q 2.3
- Q 2.4
- Q 2.5.a
- Q 2.5.b
- Q 2.5.c
- Q 2.6
- Q 2.7
- Q 2.8
- Q 2.9
- Q 2.10
- Q 2.11
- Q 2.12
- Q 2.13
- Q 2.14
- Q 2.15
- Q 2.16
- Q 2.17
- Q 2.18
- Q 2.19
- Q 2.20
- Q 2.21
- Q 3.2
- Q 3.3
- Q 3.4
- Q 3.5
- Q 3.6
- Q 3.7
- Q 3.8
- Q 3.9
- Q 3.10
- Q 3.11
- Q 3.12
- Q 3.13
- Q 3.14
- Q 3.15
- Q 3.16
- Q 3.17
- Q 3.18

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KE 1 (cont)		Q 4.2 Q 4.3 Q 4.4 Q 4.5 Q 4.6 Q 4.7.a Q 4.7.b Q 4.8
KE 2	Formats for and inclusions of selection criteria and job advertisements	Q 1.13 Q 1.14 Q 2.7 Q 2.10
KE 3	Effective advertising media	Q 2.9 Q 2.10
KE 4	Features of an effective recruitment advertisement	Q 2.8 Q 2.10
KE 5	Roles of recruitment agencies	Q 1.4
KE 6	Relationships of job descriptions to selection criteria and ways to develop clear and concise selection criteria	Q 1.12 Q 1.13
KE 7	Methods of linking interview questions to selection criteria	Q 3.7
KE 8	Key elements of applicable awards	Q 4.3
KE 9	Organisational policies and procedures:	
	▪ roles and responsibilities of different personnel in the recruitment and induction process	Q 1.3 Q 4.6
	▪ required make-up of interview panels	Q 2.5.a
	▪ procedures for employment checks	Q 2.2
	▪ full content of recruitment and human resource policies:	
	– approval processes for advertised salaries and recruitment of new personnel	Q 1.9 Q 1.10
	– nature and content of job advertisements and communications with applicants	Q 2.7 Q 2.8 Q 2.10 Q 2.12 Q 2.15 Q 2.16 Q 3.14 Q 3.15
	– participation in interview panels	Q 3.12.a Q 3.12.b Q 3.12.c

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	– required skills profile of potential employees for particular jobs	Q 2.1 Q 2.13 Q 2.14 Q 3.6 Q 3.7	
	– timing and nature of induction programs	Q 4.2 Q 4.3 Q 4.4 Q 4.5 Q 4.6 Q 4.7.b	
	– use of different media in the recruitment process	Q 2.9 Q 2.10	
	– use of government-subsidised traineeships and apprenticeships	Q 1.11	
KE 10	Key elements of equal employment opportunity (EEO) employment laws and how they must be implemented in recruitment and selection processes	Q 3.1 Q 3.2 Q 3.3	
KE 11	Records required of recruitment and selection process:		
	▪ administrative documents	Q 2.5.c Q 2.20	
	▪ interview schedules	Q 2.5.c	
	▪ interviewer details	Q 2.5.c	
	▪ selection panel comments, score sheets and recommendations	Q 2.5.c	
	▪ records of interview	Q 2.5.c	
KE 12	Selection process:		
	▪ checks:	Q 2.2	
	– police		
	– reference		
	– working with children		
	– qualifications		
	▪ evaluation of portfolios	Q 2.3	
	▪ exchange of written information	Q 2.4	
	▪ interviews:	Q 2.5.a Q 2.5.b Q 2.5.c	
	– by human resource specialists, department managers or selection committees	Q 2.5.a	
	– face-to-face	Q 2.5.b	

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	– teleconference	Q 2.5.b	
	– telephone	Q 2.5.b	
	– videoconference	Q 2.5.b	
	▪ presentation to a selection committee	Q 2.4	
	▪ skills tests	Q 2.4	
KE 13	Special arrangements required in the organisation of selection procedures:		
	▪ access:	Q 2.19	
	– parking		
	– security clearance		
	▪ use of:		
	– assistive technology	Q 2.18.a	
	– electronic presentation media	Q 2.18.a	
	– interpreters	Q 2.18.a	
	– interview techniques for those with disabilities	Q 2.18.b	
	– teleconference	Q 2.18.a	
	– videoconference	Q 2.18.a	
	– visual information and diagrams instead of written material	Q 2.18.a	
KE 14	Role of induction programs and typical content:		
	▪ conditions of employment	Q 4.2 Q 4.3	
	▪ contact details for departments or colleagues	Q 4.2	
	▪ current organisational focus or initiatives	Q 4.2	
	▪ employee:	Q 4.2 Q 4.3	
	– benefits		
	– responsibilities		
	– rights		
	▪ enterprise:	Q 4.2	
	– culture		
	– goals		
	– objectives		
	– responsibilities		
	– vision		

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▪ key organisational policies and procedures	Q4.2	
▪ industrial arrangements for the organisation	Q4.2	
▪ orientation of: <ul style="list-style-type: none"> – departmental locations and equipment – staff amenities – off-site operations – whole of business premises 	Q4.4	
▪ organisational charts	Q 4.2	
▪ payroll information: <ul style="list-style-type: none"> – awards and applicable pay rates – superannuation – wage payments 	Q 4.2	Q 4.3
▪ policies and procedures specific to the job role	Q 4.2	
▪ work health and safety information	Q 4.2	

Performance evidence

PE 1	Coordinate the recruitment, selection and induction process for each of the following recruitment needs at least once: <ul style="list-style-type: none"> ▪ casual, contract or temporary ▪ full time or part-time permanent ▪ volunteer 	T 1a-e T 2a-e T 3a, b T 4a-c T 5a-e T 6a T 7a-c T 8a-g T 9a-f T 10a-i T 11a T 11b T 12a-g WS 1 WS 2
PE 2	Develop selection criteria for each of the above recruitment needs	T 5a-e
PE 3	Conduct fair and equitable selection interviews for each of the above recruitment situations	T 10a-c WS 2
PE 4	Evaluate at least one applicant in each of the above selection processes to select individuals that meet a specific organisational need	T 10a-g

Foundation skills

FS 1	Reading skills to:	
	<ul style="list-style-type: none"> ▪ evaluate job applications against selection criteria 	T 8b
	<ul style="list-style-type: none"> ▪ interpret and follow: <ul style="list-style-type: none"> – organisational policies and procedures – employment related legislation including equal employment opportunity (EEO) 	T 1a-d T 10a T 13a-d WS 1 WS 2
FS 2	Writing skills to:	T 5a-e
	<ul style="list-style-type: none"> ▪ construct complex and varied documentation for recruitment advertisements, selection criteria and induction program content 	T 7a T 7b T 13a-d
FS 3	Oral communication skills to:	T 10a-c
	<ul style="list-style-type: none"> ▪ conduct interviews and adapt interview techniques to meet the needs of social and cultural groups 	
FS 4	Numeracy skills to:	T 4a
	<ul style="list-style-type: none"> ▪ calculate advertising costs and salary levels 	
FS 5	Problem-solving skills to:	T 8f
	<ul style="list-style-type: none"> ▪ identify deficiencies in applications and resolve by re-advertising or choosing different recruitment methods 	
FS 6	Teamwork skills to:	T 2c
	<ul style="list-style-type: none"> ▪ consult team members about staffing needs and select new staff members to complement existing workers 	T 3b T 10g
FS 7	Planning and organising skills to:	T 2a-e
	<ul style="list-style-type: none"> ▪ evaluate staffing requirements and plan for recruitment of required numbers 	