Unit H/650/0116
Recruit, select and retain people

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how to identify recruitment and selection needs	1.1 Explain how to identify skills levels and work ethics within the organisation
	1.2 Compare different options for addressing identified shortfalls and their associated advantages and disadvantages
	1.3 Outline what job descriptions and person specifications should cover and why it is important to consult with others in producing or updating them
2. Understand how to plan the recruitment and selection process	2.1 Describe different stages in the recruitment and selection process
	2.2 Explain why it is important to consult with others on the stages, recruitment and selection methods to be used, associated timings and who is going to be involved
	2.3 Describe different recruitment and selection methods and their associated advantages and disadvantages
3. Understand how to contribute to the recruitment and selection of people for identified vacancies	3.1 Explain why it is important to give fair, clear and accurate information on vacancies to potential applicants
	3.2 Explain how to measure applicants' competence and capability and assess whether they meet the stated requirements of the vacancy
	3.3 Explain how to take account of equality, diversity and inclusion issues, including legislation and any relevant codes of practice, when recruiting and selecting people and keeping colleagues
	3.4 Explain the importance of keeping applicants informed about progress and how to do so
	3.5 Outline how to review the effectiveness of recruitment and selection
	3.6 Explain the importance of identifying areas for improvements
4. Understand how to contribute to the retention of colleagues	4.1 Summarise active listening and questioning techniques
	4.2 Explain the importance of recognising individual performance and how to do so

	4.3	Explain the importance of providing opportunities for individuals to discuss issues with them
	4.4	Explain the importance of career progression and personal development
	4.5	Explain the importance of understanding the reasons why individuals are leaving an organisation
5. Be able to identify recruitment and selection needs	5.1	Review, on a regular basis, the work required in own area of responsibility
	5.2	Identify any shortfall in own area of responsibility in the number of people and their knowledge, skills and competence required
	5.3	Identify and evaluate the options for addressing any identified shortfalls and decide on the best options to follow
	5.4	Ensure the availability of up-to-date job descriptions and person specifications
6. Be able to plan the recruitment and selection process	6.1	Engage appropriate people within own organisation and other key stakeholders in recruiting and selecting people
	6.2	Establish the main stages in the recruitment and selection process for identified vacancies
	6.3	Establish the recruitment and selection methods that will be used
	6.4	Plan the associated timings of the recruitment and selection process
	6.5	Plan who will be involved in the recruitment and selection process
	6.6	Ensure that any information on vacancies is fair, clear and accurate before it goes to potential applicants
	6.7	Seek and make use of specialist resources, where required
	6.8	Ensure compliance with own organisation's recruitment and selection policies and procedures
7. Be able to contribute to the recruitment and selection of people for identified vacancies	7.1	Draw up fair, clear and appropriate criteria for assessing and selecting applicants, taking into account their knowledge, skills and competence and their potential to work effectively with colleagues
	7.2	Ensure the recruitment and selection process is carried out fairly, consistently and effectively

	7.3	Keep applicants fully informed about the progress of their applications, in line with organisational policy
	7.4	Offer positions to applicants who best meet the selection criteria
	7.5	Evaluate whether the recruitment and selection process has been successful in relation to appointments
	7.6	Identify any areas for improvements in the process
8. Be able to contribute to the retention of colleagues	8.1	Seek to provide work opportunities that challenge individuals to make effective use of their knowledge, skills and competences and develop their potential
	8.2	Review individuals' performance and development and provide feedback
	8.3	Recognise individuals' performance and recognise their achievements in line with organisational procedures
	8.4	Help individuals understand the opportunities for career and professional development
	8.5	Provide opportunities for individuals to discuss issues about their work or development
	8.6	Discuss the reasons with individuals planning to leave the organisation and seek to resolve any issues

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.