

BTEC Level 3 90 Credit Diploma in Business
Unit 13 – Recruitment and Selection in Business

| Assessor's feedback | | | | |
|---|---|----------|-----------|----------|
| Learning Outcome | Assessment Criteria (AC) | Feedback | Evidenced | Achieved |
| 1. Know the processes involved in recruitment planning | P1. Identify how two organisations plan recruitment using internal and external sources | | | Yes/No |
| 2. Understand the implications of the regulatory framework for the process of recruitment and selection | P2. Explain the impact of the legal and regulatory framework on recruitment and selection activities | | | Yes/No |
| 3. Be able to prepare documentation involved in the selection and recruitment process | P3. Prepare the documents used in selection and recruitment activities | | | Yes/No |
| 4. Be able to participate in a selection interview | P4. Plan to take part in a selection interview | | | Yes/No |
| | P5. Take part in a selection interview. | | | Yes/No |

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| Grading | Marking Criteria | Feedback | Evidenced | Achieved |
|------------------------------------|---|----------|-----------|----------|
| Merit | M1. Compare the purposes of the different documents used in the selection and recruitment process of a given organisation. | | | Yes/No |
| | M2. Analyse your contribution to the selection process in a given situation | | | Yes/No |
| Distinction | D1. Evaluate the usefulness of the documents in the interview pack for a given organisation, in facilitating the interview process | | | Yes/No |
| | D2. Evaluate your experience of planning and participating in the recruitment and selection process. | | | Yes/No |
| Learner's Comments: | | | | |
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| Assessors General Comments: | | | | |
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MIRACLE SKILLS

Aim and Purpose

The aim of this unit is to introduce learners to recruitment and the importance of ensuring that the best people are selected to work in organisations. Learners will study selection and recruitment techniques and will set up, and take part in, a selection interview.

Assignment-1: Recruitment.

Case Scenario:

You are working for a recruitment agent in Luton. Your company has been requested by a secondary school to allow their students to visit the company office as a part of their educational visit to local businesses. The school has requested the recruitment agency to brief the students on the concepts of job vacancy and recruitment process. Your boss has selected you as the facilitator for the visiting students and their teachers. You have been instructed to prepare an information pack entitled: Job Vacancy - The Recruitment and Selection Process.

Task 1 (P1, P2)

P1. Identify how two organisations plan recruitment using internal and external sources

To achieve P1, your information pack will be in its introductory planning stage for the school delegates should contain the following:

Two selected organisations and an identification of how they plan recruitment using internal and external sources.

**(You need to understand the reasons why vacancies occur, and the factors which influence organisations to recruit. Vacancies may be filled internally or externally. External sources, if used will have time and cost implications. The vacancy may be advertised internally or externally, and for external advertising, the choice of media is important.)*

P2. Explain the impact of the legal and regulatory framework on recruitment and selection activities.

To achieve P2, you would have explained the key legal and ethical requirements of selection interviews. This could be done by providing a concise, but detailed guide for job interviewers.

Assignment-2: Selection

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You have now been given the added responsibility as a HR assistant to a retail group. This company is planning to recruit some Sales Assistants for their shops across UK. Your boss has asked you to perform the following tasks:

Task 2 (P3, M1, D1)

Prepare three documents for the sales assistants' vacancy. These will include a job advertisement, job description and person specification. Compare the purposes of and evaluate the information that the completed documents will provide.

P3. Prepare the documents used in selection and recruitment activities

To achieve P3, you should have prepared the documentation for an identified vacancy, i.e. 'Sales Assistants'. This will encompass a, job description, person specification and a job advert. The completion of these three documents to an appropriate standard will provide the evidence for this criterion.

M1. Compare the purposes of the different documents used in the selection and recruitment process of a given organisation

To achieve M1, you must be able to identify the documents used in the three stages of the selection process and know the purpose of the key documents. You should be able to explain the purpose of the information that the completed documents will provide for the interviewers and should be able to draw comparisons between the purposes of appropriate documents.

D1. Evaluate the usefulness of the documents in the interview pack for a given organisation, in facilitating the interview process

To achieve D1, you required to make judgements on the usefulness of documents that you have collated in the interview pack. This will be informed by a mix of theory and practice. You must be able to demonstrate that you are able to assess the usefulness of documents that belong to a real organisation or that you have used in a set role play exercise. (Question yourself- In what ways did the documentation contribute to the organisation, management and conduct of the interview and the process of making a selection decision?)

Task 3: (P4, P5, M2, D2)

You have now been tasked to engage directly in the selection process by planning the selection interview session for the short listed applicants and take part in the selection process as an HR assistant.

Analyse your contribution to the selection process and evaluate your experience of planning and participating in the recruitment and selection process.

Note: A suitable way of performing Task-3 is by engaging and participating in a role play exercise arranged by your tutor.

P4. Plan to take part in a selection interview

To achieve P4, you will plan all aspects of their interview(s) for P5.

P5. Take part in a selection interview.

To achieve P5, you should adopt the role of either an interviewee or an interviewer in a mock selection interview and demonstrate through role play that you have prepared for the interview. You must have all necessary documentation available and be able to conduct the proceedings. **(Roles can then be reversed to give all learners the opportunity to see the recruitment process from the perspectives of both the applicant and the interviewer.)*

Note: Evidence of work is likely to come from a copy of the documentation and a witness statement from tutor.

M2. Analyse your contribution to the selection process in a given situation.

To achieve M2, you must show that you can prepare for and perform in a role-play situation. You should ensure that an application pack is prepared and that all the necessary documentation is provided for the interviewee and the interviewers for a professional mannered interview.

Note:

- a. *Observers will be looking for evidence that you and other participants have prepared for the interview. This can be judged by observing how all participants organise and manage the sequence of the interview, their ability to ask appropriate questions, the quality of their participation and whether they have used communications and listening skills to good effect.*
- b. *Evidence will come from supporting documentation such as interview questions that the interviewers and interviewees have prepared. The evidence will be supported by a witness statement on the role play of each participant. In addition the YOU must prepare an analysis of your contribution.*

D2. Evaluate your experience of planning and participating in the recruitment and selection process.

To achieve D2, you should be able to demonstrate that you can critically reflect on your experience and draw lessons from it.

Note: Evidence will require an evaluation of the role play and this should be linked to the

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feedback in the witness statement. Learners must also be able to critically evaluate their experiences of planning stages of the interview.

| Assessment and grading criteria | | |
|--|---|--|
| To achieve a pass grade the evidence must show that the learner is able to: | To achieve a merit grade the evidence must show that, in addition to the pass criteria, the learner is able to: | To achieve a distinction grade the evidence must show that, in addition to the pass and merit criteria, the learner is able to: |
| P1 Identify how two organisations plan recruitment using internal and external sources | | |
| P2 Explain the impact of the legal and regulatory framework on recruitment and selection activities | | |
| P3 Prepare the documents used in selection and recruitment activities | M1 Compare the purposes of the different documents used in the selection and recruitment process of a given organisation | D1 Evaluate the usefulness of the documents in the interview pack for a given organisation, in facilitating the interview process |
| P4 Plan to take part in a selection interview | M2 Analyse your contribution to the selection process in a given situation | D2 Evaluate your experience of planning and participating in the recruitment and selection process |
| P5 Take part in a selection interview. | | |

Textbooks

Bartol K M and Martin D C – *Management* (Irwin, 2001)

Edenborough R – *Effective Interviewing: A Handbook of Skills and Techniques* (Kogan Page, 2002)

Fowler A – *Writing Job Descriptions* (Management Shapers) (CIPD, 2000)

Gillespie A – *Business in Action* (Hodder Arnold, 2002)

Grout J and Perrin S – *Recruiting Excellence: An Insider's Guide to Sourcing Top Talent* (McGraw Hill, 2002)

Kay F, Guinness H and Stevens N – *Making Management Simple* (How to Books, 2003)

Ridderstrale J and Nordstrom K – *Funky Business* (FT Prentice Hall, 2001)