

Recruitment

National Occupational Standards

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Overview

This standard is about developing, implementing and evaluating a resourcing strategy to ensure that sufficient appropriately skilled candidates are identified to fulfil the requirements of your business objectives.

Performance criteria

You must be able to:

Develop a resourcing strategy

- P1 Review existing strategies and evaluate them against organisational needs.
- P2 Specify an appropriate timescale for the development of the strategy
- P3 Identify how the resourcing strategy will be integral to the overall organisation strategy
- P4 Make sure that the strategy clearly promotes equality, diversity and ethical practice
- P5 Review the implications of all legal requirements, codes of practice and organisational procedures
- P6 Take account of external and internal influences and trends
- P7 Seek advice and guidance from recognised sources of expertise
- P8 Consult with key stakeholders to agree the strategy

You must be able to:

Implement a resourcing strategy

- P9 Develop a detailed action plan for implementation
- P10 Identify the resources needed to implement the strategy, and how to obtain them
- P11 Identify the key stakeholders in the implementation process and gain their commitment
- P12 Delegate activities as appropriate
- P13 Take responsibility for the delivery of the strategy, steering and influencing the implementation process as appropriate

You must be able to:

Evaluate a resourcing strategy

- P14 Establish the success criteria by which the strategy will be evaluated
- P15 Establish when the strategy will be evaluated
- P16 Monitor continued compliance with legal requirements, codes of practice and organisation procedures
- P17 Collect valid and comprehensive data, including feedback from stakeholders
- P18 Evaluate the strategy against the agreed success criteria
- P19 Make recommendations to modify or maintain the strategy

Knowledge and understanding

You need to know and understand:

Develop a resourcing strategy

- K1 How to develop and plan a strategy
- K2 How to establish the link between the proposed strategy and the organisation's aims and objectives
- K3 How to assess the likely impact of recommendations on other human resources or organisational functions
- K4 Current legal requirements, codes of practice and organisational procedures
- K5 How to identify and take into account the external and internal influences and constraints on the development of the strategy

You need to know and understand:

Implement a resourcing strategy

- K6 How to implement a strategy
- K7 How to identify key stakeholders and resources needed to implement the strategy
- K8 How to influence implementation of the strategy with key stakeholders
- K9 Ethical issues and how to resolve them

You need to know and understand:

Evaluate a resourcing strategy

- K10 How to select and apply appropriate data collection and analysis techniques
- K11 How to evaluate quantitative and qualitative information against the agreed success criteria
- K12 How to summarise and present data
- K13 How to make recommendations to modify or maintain the strategy

CFAREC1

Develop a resourcing strategy

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN REC1

Relevant occupations
3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, resourcing strategy

Overview

This standard is about establishing and maintaining contact with hirers with the purpose of promoting and offering recruitment services.

**Performance
criteria**

You must be able to:

Establish contact with hirers

- P1 identify and contact potential hirers
- P2 respond to enquiries from potential hirers
- P3 acquire recruitment information from the hirer
- P4 identify and use appropriate methods to promote services to hirers
- P5 gain hirer commitment to use recruitment services
- P6 agree with hirers the amount of contact and feedback required

You must be able to:

Clarify current hirer requirements

- P7 identify accurately the recruitment needs of hirers
- P8 agree with hirers the recruitment services to be offered and processes to be used
- P9 carry out hirer credit checks and monitor credit levels, where appropriate
- P10 where appropriate, clarify and agree terms of business and record them legibly and accurately
- P11 make sure the recruitment processes comply with current legislation and ethical and professional codes of practice
- P12 explain tactfully to the hirer why a requirement cannot be accepted, if appropriate
- P13 refer assignments to alternative recruitment sources, when appropriate
- P14 discuss and agree a timetable for action with the hirer
- P15 record information accurately

You must be able to:

Maintain relationships with current hirers

- P16 maintain agreed contact with hirers
- P17 review recruitment processes with hirers, as required
- P18 where appropriate, act upon identified opportunities to develop business
- P19 collect and maintain detailed information about hirer needs
- P20 make sure all data collected is recorded in compliance with organisational procedures and current legislation

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers
- K5 Questioning and active listening techniques

You need to know and understand:

Establish contact with clients/recruiting manager

- K6 how to identify and contact potential hirers
- K7 the methods to use to present a positive image and identify and promote relevant services to hirers
- K8 sources of information on the nature of a hirer's business
- K9 how to gain hirer commitment to use recruitment services
- K10 the purpose of agreeing with hirers the amount of contact and feedback required

You need to know and understand:

Clarify current hirer requirements

- K11 how to establish the predicted recruitment needs of the organisation
- K12 the purpose of making sure hirers have a clear understanding of the recruitment services being offered
- K13 How and when to carry out credit checks and monitor credit levels
- K14 the purpose of clarifying and agreeing terms of business and recording them legibly and accurately
- K15 the hirer's recruitment practices and policies
- K16 the hirer's employment policies and how they impact on recruitment
- K17 why recruiters or hirers may decide not to proceed with a requirement
- K18 how to build effective relationships taking account of the hirer's business culture
- K19 when to refer assignments to alternative recruitment sources
- K20 the purpose and benefits of agreeing a timetable for action with the hirer

You need to know and understand:

Maintain relationships with current hirers

- K21 the purpose and benefits of communicating with hirers to establish and maintain good relations

CFAREC2

Contact hirers and establish recruitment requirements

- K22 the purpose and benefits of establishing employer and individual preferred styles of working
- K23 how to review recruitment processes with hirers
- K24 how and when to act upon identified opportunities to develop business

CFAREC2

Contact hirers and establish recruitment requirements

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN REC2

Relevant occupations 3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, contact with clients, hirer requirements, establishing relationships, maintaining relationships

Overview

This standard is appropriate for those involved in attracting both active and passive job-seekers, using appropriate methods, to help find them suitable work.

CFAREC3

Attract and maintain relationships with job-seekers

Performance criteria

Identify and establish contact with job-seekers

You must be able to:

- P1 identify and contact potential job-seekers
- P2 respond to initial enquiries from potential job-seekers in accordance with the organisation's procedures
- P3 use appropriate methods to attract job-seekers
- P4 meet agreed targets in contacting job-seekers, if appropriate
- P5 acquire and record relevant information about individual job-seekers and their eligibility to work
- P6 clarify and agree how the organisation can assist job-seekers
- P7 where appropriate, gain job-seekers' commitment to use the services offered by the organisation
- P8 agree with job-seekers the contact and feedback required

You must be able to:

Clarify job-seeker requirements

- P9 identify accurately the expectations and needs of job-seekers
- P10 make sure the job search methods, placement methods and services provided to the job-seeker comply with current legislation and ethical and professional codes of practice
- P11 manage job-seekers expectations regarding their initial requirements and expectations
- P12 refer job-seekers to other recruitment sources, if appropriate
- P13 discuss and agree a timetable for action with job-seekers
- P14 record information accurately according to organisational procedures

You must be able to:

Maintain relationships with job-seekers

- P15 maintain agreed contact with job-seekers
- P16 review job search processes regularly with job-seekers
- P17 act upon appropriate opportunities to refer job-seekers to potential hirers
- P18 update information about job-seeker needs
- P19 seek job-seeker referrals, where appropriate
- P20 make sure all data collected is recorded in accordance with organisational procedures and current legislation

CFAREC3

Attract and maintain relationships with job-seekers

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers

You need to know and understand:

Identify and establish contact with job-seekers

- K5 different sources of job-seekers
- K6 the advantages and disadvantages of methods that might be used to identify and attract potential job-seekers
- K7 organisational policy and procedures for contacting and maintaining contact with job-seekers
- K8 individual and organisational targets for contacting job-seekers and maintaining contact with them
- K9 how to gain job-seekers' commitment
- K10 how to agree with job-seekers the amount of contact and feedback required
- K11 how to obtain information about job-seekers for the purpose of job placement, including eligibility to work

You need to know and understand:

Clarify job-seeker requirements

- K12 how to communicate with job-seekers to understand their expectations and needs and maintain effective customer relations
- K13 organisational referral and placement methods and services
- K14 When to refer job-seekers to other recruitment sources.
- K15 how to agree a timetable for action with job-seekers

You need to know and understand:

Maintain relationships with job-seekers

- K16 organisational procedures for reviewing job search processes
- K17 how to act upon appropriate opportunities to refer job-seekers to potential hirers
- K18 how to gain and act upon information on job-seekers' referrals

CFAREC3

Attract and maintain relationships with job-seekers

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Originating organisation Skills CFA

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Relevant occupations 3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, job-seekers, job-seeker requirements, establishing relationships, maintaining relationships

CFAREC4

Obtain, prepare and promote job vacancies



Overview

This standard is about preparing vacancy details from hirers and promoting vacancies to attract suitable job-seekers.

**Performance
criteria**

You must be able to:

Obtain vacancy details from the hirer

- P1 obtain detailed information about the vacancy from the hirer and seek clarification, if required
- P2 agree and/or prepare the job description and person specification with the hirer
- P3 discuss, negotiate and agree fees with the hirer, where appropriate
- P4 make sure the service to be provided and the process to be followed are explained, agreed with the hirer and documented where necessary.
- P5 record the vacancy details accurately
- P6 make sure the vacancy details and their description comply with current employment legislation and codes of practice
- P7 agree deadlines and review procedures with the hirer
- P8 make sure the organisation's procedures for processing vacancies are followed

You must be able to:

Prepare and promote vacancy details

- P9 check the accuracy of the vacancy details to be circulated
- P10 agree appropriate application methods for the vacancy with the hirer
- P11 prepare and supply appropriate job-seeker information
- P12 agree an appropriate medium to attract the number and type of job-seekers required
- P13 design and compose advertisements, if appropriate, to attract a selection of job-seekers and comply with current legal requirements
- P14 use a range of methods to communicate vacancies to job-seekers within agreed timescales
- P15 circulate vacancies and cancel closed vacancies
- P16 comply with conditions and deadlines for promoting the vacancy which have been agreed with the hirer
- P17 record, monitor and evaluate vacancy responses
- P18 implement review procedures as agreed with hirers

CFAREC4

Obtain, prepare and promote job vacancies

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 the importance of working within agreed timescales and budgets
- K5 different recruitment methods and when it is appropriate to use them
- K6 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers
- K7 Questioning and active listening techniques

You need to know and understand:

Obtain vacancy details from the hirer

- K8 how to obtain accurate details about the vacancy from hirers
- K9 how to prepare a job description and person specification
- K10 how to negotiate fees with the hirer, where appropriate
- K11 the purpose of explaining and agreeing the service to be provided and the process to be followed with the hirer
- K12 the purpose of agreeing deadlines and reviewing procedures with the hirer

You need to know and understand:

Prepare and promote vacancy details

- K13 how to check the accuracy of the vacancy details to be circulated
- K14 the range of application methods that can be used to fill a vacancy
- K15 how to prepare and supply different types of job-seeker information
- K16 advertising media and other methods of communicating vacancies .
- K17 style of advertising and overall image required by the hirer
- K18 how to design and write advertisements to attract a selection of job-seekers and comply with current legal requirements
- K19 how to record, monitor and evaluate vacancy responses
- K20 the purpose of implementing review procedures

CFAREC4

Obtain, prepare and promote job vacancies

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Originating organisation Skills CFA

Original URN REC4

Relevant occupations
3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, job vacancies, promotion, hirer requirements

CFAREC5
Match job-seekers with suitable vacancies



Overview

This standard is about supporting appropriate opportunities for job-seekers and matching them to fill all types of suitable vacancies.

CFAREC5

Match job-seekers with suitable vacancies

Performance criteria

You must be able to:

- P1 Pre-select job-seekers in line with organizational procedures
- P2 identify opportunities which meet the needs of pre-selected job-seekers
- P3 match job-seekers against relevant job descriptions and person specifications
- P4 inform job-seekers about suitable opportunities and gain their commitment
- P5 proactively promote the role and organisation to job-seekers
- P6 confirm job-seekers are available and interested.
- P7 present job seeker details to the hirer and discuss their suitability
- P8 proactively promote job-seekers to the hirer
- P9 give job-seekers information about the initial hirer response
- P10 arrange interviews and other forms of assessment
- P11 provide support and feedback to job-seekers during the application process
- P12 agree the way forward with job-seekers
- P13 provide feedback to hirers

CFAREC5

Match job-seekers with suitable vacancies

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers
- K5 the importance of working within agreed timescales and budgets
- K6 How to pre-select job-seekers in line with organisational procedures
- K7 how to identify opportunities to meet the needs of pre-selected job-seekers
- K8 How to interpret information within job descriptions and person specifications in order to match job-seekers with appropriate opportunities
- K9 How to take account of both the job-seeker's needs and requirements and those of the hirer
- K10 how to promote the job and organisation to job-seekers
- K11 how to present job-seeker details to the hirer and discuss their suitability
- K12 methods of proactively promoting job-seekers to hirers
- K13 the purpose of giving job-seekers information about the initial hirer response
- K14 how to arrange interviews and other assessment methods
- K15 how to brief job-seekers prior to assessment and / or interview
- K16 the support that might be required by job-seekers and how to provide it
- K17 the purpose of providing feedback to hirers

CFAREC5

Match job-seekers with suitable vacancies

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Originating organisation Skills CFA

Original URN REC5

Relevant occupations
3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, job-seekers, managing job-seekers

Overview

This standard is about assessing the suitability of job-seekers for placement, including interviews and other assessment techniques relevant to the recruitment and selection process.

**Performance
criteria**

You must be able to:

Plan the assessment structure

- P1 determine the objectives of the assessment process
- P2 determine the most appropriate assessment methods
- P3 determine the structure , timescales, resources and budget for the assessment

You must be able to:

Plan an assessment

- P4 prepare for the assessment by collating and reading all relevant documentation
- P5 plan the structure of the assessment
- P6 confirm the arrangements with the job-seeker and communicate the full assessment process and timescales involved
- P7 Make sure that those conducting the assessment have appropriate experience and knowledge
- P8 communicate the arrangements to all interested parties, as required
- P9 Ensure an appropriate environment for the assessment

You must be able to:

Conduct an assessment

- P10 greet the job-seeker and establish rapport
- P11 conduct relevant tests, if required
- P12 introduce the job-seeker to those present at the assessment
- P13 outline the assessment process to the job-seeker
- P14 make sure that the recruitment process is carried out fairly and objectively against the person specification
- P15 where appropriate, use questioning techniques to enable the job-seeker to provide relevant information
- P16 actively listen to the job-seeker's responses
- P17 record information acquired during the assessment accurately
- P18 encourage the job-seeker to ask any questions
- P19 provide the job-seeker with 'next steps' of the recruitment and selection process
- P20 close the assessment

You must be able to:

Use the assessment information

- P21 record accurate assessment outcomes
- P22 document objective conclusions from the assessment, to support the decision making process

CFAREC6

Assess job-seekers

- P23 communicate feedback and follow-up actions to the job-seeker
- P24 communicate with hirers about the job-seeker and make appropriate arrangements to progress the recruitment and selection process
- P25 record the outcomes of each stage of the recruitment and selection process for each job-seeker

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from clients/recruiting managers and / or job-seekers
- K5 The importance of working within agreed timescales and budgets

You need to know and understand:

Plan the assessment structure

- K6 the range of assessment methods available, the advantages and disadvantages of each, and when and how it is appropriate to use them
- K7 how to determine the objectives of the assessment

You need to know and understand:

Plan an assessment

- K8 how to prepare for and structure an assessment
- K9 how to make arrangements for appropriate tests, if required
- K10 the purpose of confirming assessment arrangements with the job-seeker
- K11 the purpose and nature of an appropriate environment for assessments

You need to know and understand:

Conduct the assessment

- K12 How to conduct interviews
- K13 How to use other forms of assessment
- K14 How to establish rapport with the job-seeker
- K15 the purpose of outlining the assessment process to the job-seeker
- K16 types of interview questions and the advantages and disadvantages of using them
- K17 active listening techniques
- K18 the impact of body language and non-verbal communication in an assessment
- K19 methods of maintaining control of an assessment
- K20 how to record accurately information acquired during the assessment
- K21 the purpose of allowing the job-seeker to ask any questions
- K22 how to close the assessment

CFAREC6

Assess job-seekers

You need to know and understand:

Use the assessment information

- K23 the purpose of using objective selection criteria
- K24 how to record accurate assessment outcomes
- K25 how to draw objective conclusions from the assessment
- K26 the purpose of communicating feedback and follow-up actions to the job-seeker
- K27 the purpose of communicating with clients/recruiting managers about the job-seeker and make appropriate arrangements to progress the recruitment and selection process
- K28 how to record the outcomes of each stage of the recruitment and selection process for each job-seeker

CFAREC6

Assess job-seekers

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN REC6

Relevant occupations
3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, job-seekers, assessment, planning, interviewing, organisational procedures, legislative requirements

Overview

This standard is about monitoring the progress of job-seekers, agreeing future plans and closing the recruitment process.

**Performance
criteria**

You must be able to:

Review job-seekers' progress

- P1 monitor and record the progress of individual job-seekers and outcome of each assessment process
- P2 discuss and agree actions to be taken when job-seekers are unsuccessful
- P3 handle any negative reactions of job-seekers professionally
- P4 gain commitment from job-seekers to a continuing relationship with the organisation, if appropriate
- P5 agree and record an action plan with job-seekers, if appropriate

You must be able to:

Complete the recruitment process

- P6 clarify the current position of job seekers
- P7 identify any further requirements needed prior to engagement and ensure these are obtained
- P8 conduct a follow up interview with successful job-seekers
- P9 manage the recruitment offer to facilitate a smooth transition for job-seekers and hirers
- P10 manage the recruitment induction process, if appropriate
- P11 complete any necessary financial transactions where relevant, accurately and professionally
- P12 close the vacancy
- P13 encourage and manage feedback from hirers and job-seekers
- P14 Encourage future business, if appropriate

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 the importance of working within agreed timescales and budgets
- K5 organisation procedures and guidelines for dealing with complaints from clients/recruiting managers and / or job- seekers

You need to know and understand:

Review job seeker progress

- K6 how to monitor and record the progress of individual job-seekers and outcome of each assessment process
- K7 how to discuss and agree actions and offer additional advice or services to job-seekers who are unsuccessful
- K8 methods that can be used to overcome difficult situations and handle job -seeker objections
- K9 the purpose of gaining commitment from job-seekers to a continuing relationship with the organisation, if appropriate
- K10 how to agree and record an action plan with job-seekers

You need to know and understand:

Complete the recruitment process

- K11 different methods of obtaining job-seeker feedback and when to use them
- K12 the range of further requirements that might be needed prior to engagement, such as references, medicals, evidence of qualifications, eligibility to work and how to obtain them
- K13 how to manage the recruitment offer to facilitate a smooth transition for job-seekers and hirers
- K14 how to manage the recruitment induction process
- K15 the types of financial transaction that might need to be completed and how to complete them
- K16 how to close a vacancy
- K17 ways of maintaining long term relationships with job-seekers and the importance of this to business activity

CFAREC7

Review job-seekers' progress and close vacancies

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN REC7

Relevant occupations 3562 Human resources and industrial relations officers
4138 Human resources administrative occupations
1135 Human resource managers and directors

Suite Recruitment 2011

Key words Recruitment, recruitment process, job seekers, reviewing job-seeker progress, closing vacancies

Overview

This standard is about the additional requirements necessary in the day-to-day co-ordination and management of temporary workers. It is relevant to those working within an employment business.

**Performance
criteria**

You must be able to:

Work with hirers to meet their need for temporary workers

- P1 negotiate and agree hourly pay rates with temporary workers
- P2 agree procedures to be followed in the day-to-day coordination of temporary workers
- P3 resolve all hirer issues, questions and concerns promptly
- P4 confirm that the hirer can provide an environment for temporary workers which conforms to current requirements in terms of health and safety

You must be able to:

Identify suitable workers to fill temporary positions

- P5 complete full referencing of temporary workers prior to assignment using all required tests, checks and processes
- P6 provide full details of the assignment to the temporary worker
- P7 confirm that temporary workers are committed to an assignment which meets their requirements
- P8 keep the hirer informed during the booking process and provide full details of the assigned temporary worker
- P9 maintain full and accurate records in line with organisational procedures and ethical and legal requirements

You must be able to:

Co-ordinate the activities of temporary workers

- P10 plan to fill hirer requirements for temporary orders taking into account their availability
- P11 make sure that full and thorough health and safety induction is conducted with all temporary workers
- P12 maintain agreed contact with temporary workers
- P13 resolve temporary worker issues, questions and concerns promptly
- P14 operate grievance, disciplinary and dismissal procedures where required and appropriate to the contract type
- P15 make sure procedures are in place so that temporary workers receive accurate and timely payment
- P16 monitor unfilled or cancelled orders and implement processes to keep these to a minimum
- P17 maintain contact with inactive temporary workers to maintain their commitment to undertaking temporary work for the organisation in the future
- P18 manage offers to workers to move from temporary work to permanent employment in line with organisation's procedures and ethical codes of conduct

Co-ordinate and manage temporary workers

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 the employment rights of temporary workers and your organisation's obligations in meeting them
- K3 relevant legislation and organisational procedures for safeguarding confidentiality
- K4 relevant legislation and organisational procedures for obtaining and recording information
- K5 the importance of working within agreed timescales and budgets
- K6 organisation procedures and guidelines for dealing with complaints from clients/recruiting managers and / or temporary workers
- K7 the documentation required for recruitment purposes
- K8 how to select appropriate procedures for use in the recruitment and selection process

You need to know and understand:

Work with hirers to meet their need for temporary workers

- K9 how to negotiate and agree hourly pay rates for temporary workers taking into account existing organisational and national rates
- K10 the types of hirer issues, questions and concerns that can arise and how to resolve them
- K11 health and safety requirements for temporary workers within the hirer's organisation

You need to know and understand:

Identify suitable workers to fill temporary positions

- K12 tests, checks and processes required to reference temporary workers
- K13 the purpose of confirming temporary workers are committed to an assignment
- K14 why hirers should be kept informed during the booking process

You need to know and understand:

Co-ordinate the activities of temporary workers

- K15 why holidays, sickness and other commitments need to be considered when planning temporary workers availability
- K16 why health and safety induction is conducted with temporary workers
- K17 why ongoing appraisal is conducted with temporary workers, where appropriate to the contract type.
- K18 methods of maintaining contact with temporary workers
- K19 types of temporary worker issues, questions and concerns that can arise and how to resolve them
- K20 the types of contract to which grievance, disciplinary and dismissal procedures apply and how to use these procedures where required

CFAREC8

Co-ordinate and manage temporary workers

- K21 how to monitor unfilled or cancelled orders and implement processes to keep these to a minimum
- K22 the purpose of maintaining contact with inactive temporary workers
- K23 how to manage offers to workers to move from temporary work to permanent employment in line with organisation's procedures and ethical codes of conduct

CFAREC8

Co-ordinate and manage temporary workers

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Relevant occupations	3562 Human resources and industrial relations officers 4138 Human resources administrative occupations 1135 Human resource managers and directors
Suite	Recruitment 2011
Key words	Recruitment, temporary workers, temporary positions, hirer requirements