



# ASSESSMENT KIT SAMPLE

**BSBHRM405**

**SUPPORT THE RECRUITMENT, SELECTION  
AND INDUCTION OF STAFF**

Includes:

- Student Assessment Booklet
- Marking Guide with Mapping
- Assessment Record Tool



# MARKING GUIDE

BSBHRM405 SUPPORT THE  
RECRUITMENT, SELECTION AND  
INDUCTION OF STAFF

## Assessment information

### About this marking guide

This document is to be used as a guide to marking the assessment tasks required for this unit.

This document outlines the instructions provided to the student for each task and accompanying sample/ benchmark answers and any relevant instructions for the assessor.

### Assessment tasks

This unit is assessed in the following ways:

Assessment Task	Overview
Assessment Task 1: Written questions	Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit.
Assessment Task 2: Recruitment	For this task students are required to plan for recruitment. This will involve clarifying job requirements, preparing a job description and writing an advertisement, selecting where the vacancy will be advertised and obtaining approval to move forward with recruitment.
Assessment Task 3: Selection	For this task students are required to plan for selection of suitable candidates. This will involve meeting with stakeholders to write interview questions and selection criteria, shortlisting applicants and scheduling interviews.
Assessment Task 4: Interview and select preferred candidates	For this task students are required to plan to recruit suitable candidates. This involves interviewing shortlisted candidates, assessing interviewees and contacting referees, advising successful and unsuccessful candidates of interview outcomes, advising relevant managers of the appointment and completing recruitment-related documentation.
Assessment Task 5: Arrange induction for new employees	For this task students are required to complete an induction checklist for the commencement of the new employees.

### Assessment plan

The Student Assessment Booklet includes an assessment plan that students are required to read and sign. Get this signed plan before students begin the assessment tasks for this unit. Students can use this plan to declare whether they need any support or adjustments.

### Assessment documents

We have developed a range of comprehensive assessment documents for assessment of this unit.

Assessors will need the following documents:

- Assessment Record Tool – to be used by the assessor to record the decision-making process. Details about workplace-based tasks (if applicable) are also included in this document.
- This Marking Guide, which includes:
  - a guide to assessors on the process of assessment
  - benchmark responses to assessment tasks
  - mapping of assessment tasks to unit of competency requirements (see the end of this booklet).

## Assessment Task 1: Written questions

### INFORMATION FOR THE ASSESSOR

*Provide students with the date of submission for this task.*

*This task requires students to answer a set of written questions to demonstrate that they understand the knowledge required of this **Error! Reference source not found.***

*Students can be given the opportunity to answer questions verbally if appropriate.*

*If students answer any questions in this task incorrectly, they will need to be given an appropriate time in which to resubmit. Students should only redo questions that are incorrect; however, they will need to resubmit the entire assessment. Provide the student with the date for resubmission.*

*Provide students instructions on how to submit this assessment.*

*Benchmark responses for each question are provided below.*

*Record the outcome of this assessment in the Assessment Record Tool.*

### Instructions to students:

#### TASK SUMMARY

You are to answer all written questions.

#### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software (if required).

#### WHEN AND WHERE DO I NEED TO COMPLETE THIS TASK?

- This task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

#### WHAT DO I NEED TO SUBMIT?

- Your answers to each question in this task.

#### INSTRUCTIONS

- This is an open book test – you can use your learning materials as reference.
- You must answer all questions in this task correctly.
- You must answer the questions by typing your answers in Microsoft Word or a similar program – your assessor will advise how to submit this assessment.

## QUESTION 1

Write down the stages of the human resources life cycle and briefly explain each. Make sure you refer to the recruitment and selection process in your answer.

*Stages may vary according to the model used; however, stages should include:*

- *Recruitment/selection: the stage at which new employees are hired. A plan is put in place for the hiring of a new staff member. Tasks undertaken during this time will include preparing job descriptions, placing the job advertisement, reviewing applications and shortlisting potential employees, convening an interview panel, participating in interviews, referee checks, appointing an employee, and so on.*
- *Orientation and career planning: the new employee learns about the workplace and how to do their job, figures out how they will do their job, builds effective workplace relationships; career planning involves working out the employee's future in the company (that is, progression) and what they need to do in order to get there (such as training, mentoring and so on). The orientation stage may be referred to as a 'probationary' period.*
- *Career development/performance management: this is where the employee will undertake development opportunities (such as professional growth and training) so they can meet workplace goals and expectations and succeed in their work. Performance appraisals will occur at this stage. This is the stage commonly known as 'sustaining' the employee.*
- *Transition/termination: from a more negative perspective, this is the stage in which the employee may become disillusioned by their work and may begin to think about moving on to another workplace or even a different type of job or industry. Performance may not be at its peak, and there may be periods of absenteeism. The employee's appointment may be terminated due to poor performance or other issues, such as downsizing or restructuring. From a positive perspective, this may be where the employee moves to a different position or different part of the company (such as a different job in a different department, building or even location). Not all appointments end negatively – some employees may leave the workplace due to family commitments, some may have been on a contract for a particular employment period, or they may simply decide they want a change of job or industry, and continue performing effectively until their final day.*

## QUESTION 2

Discuss why it is critical to an organisation for the recruitment and selection process to be effective.

*Student's response may include:*

- *Recruitment is costly*
- *Reduces turnover*
- *Matches up the right person for the right job*
- *Matches people with the company's values*
- *Responsible and reliable employees help make a long-term profitable business*
- *Higher productivity*
- *Reputation.*

## QUESTION 3

Identify five documents that you would work on or complete during the recruitment, selection and induction process. Include the stage in the human resources life cycle that the document would be used in your response.

*Student identifies five recruitment documents, which may include:*

- *Job descriptions – all stages, but initially recruitment and selection*
- *Job advertisements – recruitment*
- *Selection criteria – recruitment and selection*
- *Resumes/applications – recruitment and selection*
- *Interview questions – recruitment and selection*
- *Letters of offer – recruitment and selection*
- *Letters to unsuccessful applicants – recruitment and selection*

## Assessment Task 2: Recruitment

### INFORMATION FOR THE ASSESSOR

*The purpose of this task is for students to demonstrate that they can:*

- *plan for recruitment*
- *assist in preparing job descriptions and advertisements*
- *research and meet legislative requirements and workforce strategies.*

*Students are to read the case study information and complete the activities for each part of this assessment. Students are required to complete all questions satisfactorily.*

*If students answer complete any part of this task incorrectly, they will need to be given an appropriate time in which to resubmit. Students should only redo questions that are incorrect; however they will need to resubmit the entire assessment. Provide the student with the date for resubmission.*

*Provide students with:*

- *an electronic copy of the job description.*
- *instructions on how to submit their assessment, such as via email, online portal, hard copy and so on.*
- *the date of submission for this task.*

*Benchmark responses for each question are provided below.*

*Record the outcome of this assessment in the Assessment Record Tool.*

### TASK SUMMARY

For this task you are required to plan for recruitment. This will involve:

- meeting with your assessor to clarify the job requirements
- preparing a job description and writing the advertisement
- selecting where the vacancy will be advertised
- obtaining approval to move forward with recruitment.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software.
- Recruitment and Selection policy and procedure (provided)
- Job description (electronic Microsoft Word copy).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- You will complete Part A of this task in the classroom. Part B of this task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: students are not required to submit anything.
- Part B: memo/email along with job description and advertisement.

## INSTRUCTIONS

Read the case study below and complete all activities.

### PART A

It is September and the Berkshire Hotel, the 5-star hotel where you work, gets extremely busy over the Christmas holidays.

Stephanie, the hotel's Manager, has informed you that she needs to start planning for the holiday period and has estimated that she needs the following casual employees – 4 room attendants, 1 room attendant supervisor and 1 night auditor.

You know that you need to get the recruitment for the room attendants started first. You know from experiences that this position is the hardest to fill.

As the Human Resources Officer, it is your task to assist Stephanie through the recruitment and selection process. You haven't assisted in recruiting room attendants before so it is a good time to read and familiarise yourself with the Recruitment and Selection policy and procedure.

Before you start the process, you will need to confirm the details of the positions with Stephanie. Your assessor will play the role of Stephanie.

During this meeting you must have a hard copy of the current position description for the Room Attendant role. You will need to write down any changes discussed. You will also be required to actively participate in the meeting, so be prepared to ask questions to clarify any information that is provided.

Your assessor will give you details about when this meeting will be held.

*Assessor notes: It is recommended that you break the class into groups to provide them information regarding the position requirements. The purpose of this task is to consult verbally with relevant personal on the requirements for the job.*

During the meeting, you will need to confirm:

- How soon the position needs to be filled.
- If there are any changes to the job that need to be reflected in the position description.
- If there are any qualifications that the new employees need to have.
- If there are any preferred skills or attributes that the new employee will need to fit into the workplace culture.
- How many hours the attendants will be rostered per week.
- What needs to be put into the job advertisement.
- What award the room attendants will be covered by.

*Assessor notes: During the meeting, you will need to direct the discussion and ensure that each student is actively participating in the discussion. The recommended answers to the questions are:*

- *The positions need to be filled by 1 November to give plenty of time for training, with a start date of 5 November.*
- *There are a number of changes required to the position description:*
  - *Room attendants need to be younger, fit and able to bend to make beds and lift up to 5kg.*
  - *Room attendants must be flexible and able to work on a rotating roster, and will be required to work public holidays.*
  - *Room attendants will be required to have a current National Police Check.*
  - *Ability to meet KPIs.*
  - *Employees do not need to have any formal qualifications.*
  - *Employees must have customer service skills and understand the importance of personal hygiene and grooming to create a positive first impression in the 5-star hotel.*

## Assessment Task 3: Selection

### INFORMATION FOR THE ASSESSOR

*The purpose of this task is for students to demonstrate they can:*

- *plan for selection*
- *write suitable interview questions and selection criteria*
- *shortlist applicants*
- *schedule interviews.*

*Students are to read the case studies and complete the activities for each part of this assessment. Students are required to complete all questions satisfactorily.*

*If students answer complete any part of this task incorrectly, they will need to be given an appropriate time in which to resubmit. Students should only redo questions that are incorrect; however they will need to resubmit the entire assessment. Provide the student with the date for resubmission.*

*Provide students with:*

- *the date of submission for this task*
- *instructions on how to submit their assessment, such as by email, online portal, hard copy and so on.*

*Benchmark responses for each question are provided below.*

*Record the outcome of this assessment in the Assessment Record Tool.*

### TASK SUMMARY

For this task you are required to plan for selection of suitable candidates. This will involve meeting with stakeholders to write interview questions and selection criteria, shortlist applicants and schedule their interviews.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software.
- Recruitment and Selection policy and procedure (as referred to in Assessment Task 2).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- You will complete Part A of this task in the classroom. Part B of the task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: selection criteria and interview questions
- Part B: memo/email recommending shortlisted applicants
- Part C: scheduled interview correspondence to applicants and vacancy manager.

## INSTRUCTIONS

Read the case study below and complete all activities.

### PART A

The job has been advertised and you have already had a number of calls.

The HR Manager has requested that the interview panel consist of three people. The most appropriate people for the panel are:

- yourself as the HR representative
- Stephanie, the Hotel Manager
- the housekeeping supervisor.

As part of the selection process, shortlisted candidates will undergo a medical and fitness test to determine their suitability for the range of usual manual and repetitive tasks required of this role.

The first thing you need to do is to meet with hotel manager and the housekeeping supervisor to discuss the selection process. This will include writing suitable interview questions and a clear list of selection criteria.

Your assessor will assign you two other students to play the roles of the hotel manager and the housekeeping supervisor.

You will be assessed on your verbal, non-verbal and interaction skills during this meeting.

*Assessor notes: Divide the class into groups of three. The purpose of breaking the class into groups is so each student can consult with panel members verbally.*

*This task should be completed during class time so the assessor can observe students interacting and demonstrating appropriate verbal and non-verbal communication skills.*

During this meeting you will need to have a copy of the position description and the job advertisement that you developed.

Work in your group to do the following:

- Prepare a list of between 5 and 8 selection criteria statements.

The criteria should be drawn from the position description and the job requirements (detailed in the job advertisement) and be written in order from essential criteria to desirable.

*Selection criteria should be short and concise. The following suggestions are taken from the sample job description:*

- *Current national police check*
- *Able to start on 5 November*
- *Agreeable to flexibility and rotating roster*
- *Passes medical and fitness test*
- *Demonstrated ability to follow instructions*
- *Demonstrated customer service skills*
- *Demonstrated attention to detail*
- *Room attendant experience.*

- Prepare a minimum of 8 (maximum of 15) interview questions.

The questions should be a combination open, closed, situation and behavioural questions, and address the selection criteria. Your behavioural questions should be written in a way that allows the candidate to use the STAR model (situation, task, action, result) when answering them.

You must also ensure that the questions do not result in bias or discrimination.

*Note: you may have of couple of questions that differ from the questions that your group has agreed on. These questions should be based specifically on your job description.*

## Assessment Task 4: Interview and select preferred candidates

### INFORMATION FOR THE ASSESSOR

*The purpose of this task is for students to demonstrate that they can support a business in the selection and recruitment process – from interviews through to appointment.*

*Students are to read the case studies and complete the activities for each part of this assessment. Students are required to complete all questions satisfactorily.*

*If students answer complete any part of this task incorrectly, they will need to be given an appropriate time in which to resubmit. Students should only redo questions that are incorrect; however they will need to resubmit the entire assessment. Provide the student with the date for resubmission.*

*Provide students with:*

- *the electronic copy of the Letter of Offer*
- *the date of submission for this task*
- *instructions on how to submit their assessment, such as email, online portal, hard copy and so on.*

*Benchmark responses for each question are provided below.*

*Record the outcome of this assessment in the Assessment Record Tool.*

### TASK SUMMARY

For this task you are required to plan to recruit suitable candidates. This involves:

- interviewing shortlisted candidates
- assessing interviewees and contacting referees
- advising successful and unsuccessful candidates of interview outcomes
- advising relevant managers of appointment
- completing recruitment related documentation.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email.
- Referee Check Report (provided)
- Preferred Candidate Report (provided)
- Appointment Notice template (provided)
- Letter of Offer (electronic Microsoft Word copy).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- Students will complete Part A and some of Part B of this task in the classroom. The rest of the tasks may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: Students do need to submit anything
- Part B: Referee check report, preferred candidate report and letter template to unsuccessful candidates
- Part C: Memo/email response to query
- Part D: Appointment Notice, memo/email and Letter of Offer.

## INSTRUCTIONS

Read the case study below and complete all activities.

### PART A

The day of the interviews has arrived. Zac and Jack are being interviewed today.

This part of the task requires you to role play panel interviews.

Your two classmates will work with you as interview panellists and play the roles of the hotel manager and the housekeeping supervisor.

Your assessor will play the roles of both applicants/interviewees (Jack and Zac).

Each panellist is required to take turns to ask questions. Prior to the interview sessions, you should meet with your panellists and talk about your questions – decide who is asking which question, and be clear about the selection criteria.

You are free to revise the questions or to ask other appropriate questions during the interviews.

Ensure that you take notes against the selection criteria during the interviews.

During each interview, your assessor will be looking to see that you can:

- greet the applicant appropriately
- communicate politely and respectfully at all times (with both your fellow panellists and the interviewee)
- listen carefully to what the applicant is saying (you may need to ask them to clarify themselves or it may give you an opportunity to ask further questions on the spot)
- take notes during the interview – document what the applicant says, how they behave, their attitude, and so on
- keep the interview moving (don't let discussion veer off track, stay focused, make sure each panellist remains interested and focused, and so on)
- give the interviewee time to ask their own questions and to respond to these appropriately
- thank the applicant for their time and provide an appropriate farewell.

*Assessor notes: if you have a large group of students you may like to assess all three students on the interview panel at the same time. You may also like to conduct the interviews away from the rest of the student group so they do not see or hear what you are saying or doing.*

*You will be required to play the role of the applicant/interviewee for these role plays. Jack and Zac are the interviewees for this assessment. Their application summaries:*

- *Jack – is willing to obtain a national police check. He does have a current working with children check. He is currently working for another 5-star hotel as a room attendant and looking to get into Berkshire Hotel due to career progression opportunities and employer of choice status. He is currently working on a 12 hour rotating roster but is happy to work over a 24 hr period. Studying Hotel Management.*
- *Zac – has 12 months' experience working in a small 30-room motel as the cleaner. He was also responsible for maintenance and delivering continental breakfasts to rooms. He doesn't have a police check, but has a working with children check. He is a student, so the hours suit him.*

*Ensure you use the STAR model in responding to the behavioural questions. Your behaviour and response to questions in the interviews may be different so the students can clearly select a preferred candidate, or you may provide similar responses and demonstrate similar behaviour so the students are forced to come to an agreement (based on merit and the selection criteria) on the preferred candidate.*

*Record the outcome of each role play in the Assessment Record Tool.*

## Assessment Task 5: Arrange induction for new employees

### INFORMATION FOR THE ASSESSOR

*The purpose of this task is for students to demonstrate that they can arrange for the induction of new employees.*

*Students are to read the case studies and complete the activities for each part of this assessment. Students are required to complete all questions satisfactorily.*

*If students answer complete any part of this task incorrectly, they will need to be given an appropriate time in which to resubmit. Students should only redo questions that are incorrect; however, they will need to resubmit the entire assessment. Provide the student with the date for resubmission.*

*Provide students with:*

- *the electronic copy of the Induction Checklist*
- *the date of submission for this task*
- *instructions on how to submit their assessment, such as email, online portal, hard copy and so on.*

*Students will require an electronic copy of the Induction Checklist for this assessment.*

*Benchmark responses for each question are provided below.*

*Record the outcome of this assessment in the Assessment Record Tool.*

### TASK SUMMARY

For this task you are required to complete an induction checklist for the commencement of the new employees.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software.
- Induction Checklist (electronic Microsoft Word copy).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- This task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Completed Induction Checklist.

## UNIT MAPPING – BSBHRM405 Support the recruitment, selection and induction of staff

<b>Application</b>	<p>This unit describes the skills and knowledge required to execute tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.</p> <p>This unit applies to individuals who support recruitment, selection and induction functions under the direction of a human resource manager.</p> <p>No licensing, legislative, or certification requirements apply to this unit at the time of publication.</p>
<b>Licensing requirements</b>	NA
<b>Prerequisites</b>	NA

Element	Performance criteria	Assessment Tasks				
		AT1	AT2	AT3	AT4	AT5
1. Plan for recruitment	1.1 Obtain approval to fill position and clarify time lines and requirement for appointment		Part A			
	1.2 Assist in preparing job descriptions that accurately reflect the role requirements, according to organisational policies and procedures and legislation, codes, national standards and workplace health and safety (WHS) considerations	4	Part B: 1			
	1.3 Consult with relevant personnel about job descriptions and workforce strategy		Part A			
	1.4 Assist in ensuring that job descriptions comply with legislative requirements and reflect the organisation's requirements for a diverse workforce	4	Part B: 1			
	1.5 Obtain approvals to advertise position		Part B: 3			
2. Plan for selection	2.1 Choose appropriate channels and technology to advertise vacancies and/or identify potential talent pool	5, 6	Part B: 3			
	2.2 Advertise vacancies for staffing requirements according to organisational policies and procedures		Part B: 2			
	2.3 Consult with relevant personnel to convene selection panel and develop interview questions	7, 8		Part A		
	2.4 Assist in ensuring that interview questions comply with legislative requirements	7, 8		Part A		
	2.5 Assist in short-listing applicants			Part B		

Element	Performance criteria	Assessment Tasks				
		AT1	AT2	AT3	AT4	AT5
	2.6 Schedule interviews and advise relevant people of times, dates and venues			Part C		
3. Support selection processes	3.1 3.1 Participate in interview process and assess candidates against agreed selection criteria				Part A	
	3.2 Discuss assessment with other selection panel members				Part B	
	3.3 Correct biases and deviations from agreed procedures and negotiate for preferred candidate				Part B	
	3.4 Contact referees for referee reports				Part B	
	3.5 Prepare selection report and make recommendations to senior personnel for appointment				Part B	
	3.6 Advise unsuccessful candidates of outcomes and respond to any queries				Part B, Part C	
	3.7 Secure preferred candidate's agreement				Part B	
	3.8 Complete necessary documentation according to organisational procedures, observing confidentiality and privacy requirements	3			Part D	
4. Induct successful candidate	4.1 Provide successful candidate with employment contract and other documentation				Part D	
	4.2 Advise manager and work team of new appointment				Part D	
	4.3 Advise managers and staff of candidate's starting date and make necessary administrative arrangements for pay and employee record keeping				Part D	
	4.4 Arrange successful candidate's induction according to organisational policy					1

Foundation skills	Description	Assessment Tasks				
		AT1	AT2	AT3	AT4	AT5
Reading	<ul style="list-style-type: none"> <li>Synthesises ideas, concepts and specific information from workplace and regulatory texts to inform development of workplace documents</li> </ul>		✓	✓	✓	✓
	<ul style="list-style-type: none"> <li>Evaluates information to make judgements</li> </ul>		✓	✓	✓	✓
Writing	<ul style="list-style-type: none"> <li>Produces a range of text types using specific information, workplace conventions and templates</li> </ul>		✓	✓	✓	✓
Oral communication	<ul style="list-style-type: none"> <li>Asks questions and listens carefully to gather, interpret or evaluate information</li> </ul>		✓	✓	✓	
	<ul style="list-style-type: none"> <li>Uses appropriate vocabulary to present ideas or persuasive arguments</li> </ul>		✓	✓	✓	
Navigate the world of work	<ul style="list-style-type: none"> <li>Applies workplace protocols, legislation or regulations relevant to own responsibilities</li> </ul>	✓	✓	✓	✓	✓
Interact with others	<ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with personnel, candidates or referees</li> </ul>		✓	✓	✓	
	<ul style="list-style-type: none"> <li>Participates in conversations relevant to role responding, explaining, negotiating and persuading as required</li> </ul>		✓	✓	✓	
Get the work done	<ul style="list-style-type: none"> <li>Selects and uses digital technology to access, enter, store and retrieve information in accordance with security requirement</li> </ul>	✓	✓	✓	✓	✓
	<ul style="list-style-type: none"> <li>Takes responsibility for planning and implementing tasks for efficient and effective outcomes</li> </ul>	✓	✓	✓	✓	✓

Performance Evidence	Assessment Tasks				
	AT1	AT2	AT3	AT4	AT5
Evidence of the ability to:					
▪ prepare job descriptions		Part B: 1			
▪ use job descriptions to support sourcing, selecting and appointing suitable staff		Part A	Part A	Part B: 4	
▪ use different advertising channels to promote vacancies and/or establish a potential talent pool	5	Part B: 3			
▪ consult with managers to gain approvals		Part B: 3	Part B	Part B: 3	
▪ develop selection criteria and interview questions in consultation with relevant personnel			Part A		
▪ schedule interviews and advise relevant people of times, dates and venues			Part C		
▪ participate in interviews and other selection techniques including assessing candidates against selection criteria to short list them				Part A Part B:2	
▪ obtain referees' reports				Part B: 1	
▪ prepare and distribute a selection report including feedback to give unsuccessful candidates				Part B: 3	
▪ advise unsuccessful candidates of the results				Part B: 5 Part C	
▪ secure preferred candidate's agreement and provide an employment contract				Part B: 4 Part D: 3	
▪ advise other staff of the successful candidate and arrange induction.				Part D: 1, 2	

Knowledge Evidence	Assessment Tasks				
	AT1	AT2	AT3	AT4	AT5
To complete the unit requirements safely and effectively, the individual must:					
▪ identify documentation required for recruitment, selection and induction	3	Part B		Part B Part D	1
▪ explain human resources life cycle and the place of recruitment and selection	1, 2				
▪ identify legislation relevant to recruitment, selection and induction of staff	4	Part B: 1			
▪ describe channels and technology to advertise vacancies	5, 6				
▪ explain a range of interviewing techniques and other selection processes and their application	7, 8				

Assessment Conditions	Assessment Tasks				
	AT1	AT2	AT3	AT4	AT5
Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:					
▪ workplace policies and procedures		✓	✓	✓	
▪ business technology	✓	✓	✓	✓	✓
▪ position descriptions		✓	✓	✓	
▪ legislation, regulations, Codes and Standards relevant to staff recruitment, selection and induction	✓	✓	✓	✓	✓
▪ interaction with others.		✓	✓	✓	
Assessors must satisfy NVR/AQTF assessor requirements	RTO to ensure				



# STUDENT ASSESSMENT BOOKLET

BSBHRM405 SUPPORT THE RECRUITMENT,  
SELECTION AND INDUCTION OF STAFF

Student first name: \_\_\_\_\_

Student last name: \_\_\_\_\_

## Assessment Overview

This Student Assessment Booklet includes all your tasks for assessment of BSBHRM405 Support the recruitment, selection and induction of staff.

### About your assessments

This unit requires that you complete 5 assessment tasks. You must complete all tasks to achieve competency for this unit.

Assessment Task	About this task
Assessment Task 1: Written questions	You must correctly answer all questions in this task to show that you understand the knowledge required of this unit.
Assessment Task 2: Recruitment	For this task you are required to plan for recruitment. This will involve clarifying job requirements, preparing a job description and writing an advertisement, selecting where the vacancy will be advertised and obtaining approval to move forward with recruitment.
Assessment Task 3: Selection	For this task you are required to plan for selection of suitable candidates. This will involve meeting with stakeholders to write interview questions and selection criteria, shortlisting applicants and scheduling interviews.
Assessment Task 4: Interview and select preferred candidates	For this task you are required to plan to recruit suitable candidates. This involves interviewing shortlisted candidates, assessing interviewees and contacting referees, advising successful and unsuccessful candidates of interview outcomes, advising relevant managers of the appointment and completing recruitment-related documentation.
Assessment Task 5: Arrange induction for new employees	For this task you are required to complete an induction checklist for the commencement of the new employees.

### How to submit your assessments

When you have completed each assessment task you will need to submit it to your assessor.

Instructions about submission can be found at the beginning of each assessment task.

Make sure you photocopy your written activities before you submit them – your assessor will put the documents you submit into your student file. These will not be returned to you.

### Assessment Task Cover Sheet

At the beginning of each task in this booklet, you will find an Assessment Task Cover Sheet. Please fill it in for each task, making sure you sign the student declaration.

Your assessor will give you feedback about how well you went in each task, and will write this on the back of the Task Cover Sheet.

### Assessment appeals

You can make an appeal about an assessment decision by putting it in writing and sending it to us. Refer to your Student Handbook for more information about our appeals process.

# Assessment Task Cover Sheet – Assessment Task 2

Students: Please fill out this cover sheet clearly and accurately. Make sure you have kept a copy of your work.

<b>Name:</b>			
<b>Date of submission:</b>			
<b>Unit:</b>			
<ul style="list-style-type: none"> <li>▪ BSBHRM405 Support the recruitment, selection and induction of staff</li> </ul>			
Assessor to complete			
Assessment Task	Satisfactory/ Not satisfactory	Date	Was this a resubmission? Y/N
Recruitment			✓
Part A			
Part B			

**STUDENT DECLARATION**

I \_\_\_\_\_ declare that these tasks are my own work.

- None of this work has been completed by any other person.
- I have not cheated or plagiarised the work or colluded with any other student/s.
- I have correctly referenced all resources and reference texts throughout these assessment tasks.
- I understand that if I am found to be in breach of policy, disciplinary action may be taken against me.

Student signature: \_\_\_\_\_

Student name: \_\_\_\_\_



## Assessment Task 2: Recruitment

### TASK SUMMARY

For this task you are required to plan for recruitment. This will involve:

- meeting with your assessor to clarify the job requirements
- preparing a job description and writing the advertisement
- selecting where the vacancy will be advertised
- obtaining approval to move forward with recruitment.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software.
- Recruitment and Selection policy and procedure (provided)
- Job description (electronic Microsoft Word copy).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- You will complete Part A of this task in the classroom. Part B of this task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: students are not required to submit anything.
- Part B: memo/email along with job description and advertisement.

### INSTRUCTIONS

Read the case study below and complete all activities.

#### PART A

It is September and the Berkshire Hotel, the 5-star hotel where you work, gets extremely busy over the Christmas holidays.

Stephanie, the hotel's Manager, has informed you that she needs to start planning for the holiday period and has estimated that she needs the following casual employees – 4 room attendants, 1 room attendant supervisor and 1 night auditor.

You know that you need to get the recruitment for the room attendants started first. You know from experiences that this position is the hardest to fill.

As the Human Resources Officer, it is your task to assist Stephanie through the recruitment and selection process. You haven't assisted in recruiting room attendants before so it is a good time to read and familiarise yourself with the Recruitment and Selection policy and procedure.

Before you start the process, you will need to confirm the details of the positions with Stephanie. Your assessor will play the role of Stephanie.

During this meeting you must have a hard copy of the current position description for the Room Attendant role. You will need to write down any changes discussed. You will also be required to actively participate in the meeting, so be prepared to ask questions to clarify any information that is provided.

Your assessor will give you details about when this meeting will be held.

## Assessment Task 3: Selection

### TASK SUMMARY

For this task you are required to plan for selection of suitable candidates. This will involve meeting with stakeholders to write interview questions and selection criteria, shortlist applicants and schedule their interviews.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software.
- Recruitment and Selection policy and procedure (as referred to in Assessment Task 2).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- You will complete Part A of this task in the classroom. Part B of the task may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: selection criteria and interview questions
- Part B: memo/email recommending shortlisted applicants
- Part C: scheduled interview correspondence to applicants and vacancy manager.

### INSTRUCTIONS

Read the case study below and complete all activities.

#### PART A

The job has been advertised and you have already had a number of calls.

The HR Manager has requested that the interview panel consist of three people. The most appropriate people for the panel are:

- yourself as the HR representative
- Stephanie, the Hotel Manager
- the housekeeping supervisor.

As part of the selection process, shortlisted candidates will undergo a medical and fitness test to determine their suitability for the range of usual manual and repetitive tasks required of this role.

The first thing you need to do is to meet with hotel manager and the housekeeping supervisor to discuss the selection process. This will include writing suitable interview questions and a clear list of selection criteria.

Your assessor will assign you two other students to play the roles of the hotel manager and the housekeeping supervisor.

You will be assessed on your verbal, non-verbal and interaction skills during this meeting.

During this meeting you will need to have a copy of the position description and the job advertisement that you developed.

Work in your group to do the following:

- Prepare a list of between 5 and 8 selection criteria statements.
- The criteria should be drawn from the position description and the job requirements (detailed in the job advertisement) and be written in order from essential criteria to desirable.
- Prepare a minimum of 8 (maximum of 15) interview questions.

## Assessment Task 4: Interview and select preferred candidates

### TASK SUMMARY

For this task you are required to plan to recruit suitable candidates. This involves:

- interviewing shortlisted candidates
- assessing interviewees and contacting referees
- advising successful and unsuccessful candidates of interview outcomes
- advising relevant managers of appointment
- completing recruitment related documentation.

### RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email.
- Referee Check Report (provided)
- Preferred Candidate Report (provided)
- Appointment Notice template (provided)
- Letter of Offer (electronic Microsoft Word copy).

### WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- Students will complete Part A and some of Part B of this task in the classroom. The rest of the tasks may be done in your own time as homework or you may be given time to do this task in class (where applicable).
- Your assessor will provide you with the due date for this assessment.

### WHAT NEEDS TO BE SUBMITTED?

- Part A: Students do need to submit anything
- Part B: Referee check report, preferred candidate report and letter template to unsuccessful candidates
- Part C: Memo/email response to query
- Part D: Appointment Notice, memo/email and Letter of Offer.

### INSTRUCTIONS

Read the case study below and complete all activities.

#### PART A

The day of the interviews has arrived. Zac and Jack are being interviewed today.

This part of the task requires you to role play panel interviews.

Your two classmates will work with you as interview panellists and play the roles of the hotel manager and the housekeeping supervisor.

Your assessor will play the roles of both applicants/interviewees (Jack and Zac).

Each panellist is required to take turns to ask questions. Prior to the interview sessions, you should meet with your panellists and talk about your questions – decide who is asking which question, and be clear about the selection criteria.

You are free to revise the questions or to ask other appropriate questions during the interviews.

Ensure that you take notes against the selection criteria during the interviews.



# ASSESSMENT RECORD TOOL

BSBHRM405 SUPPORT THE RECRUITMENT,  
SELECTION AND INDUCTION OF STAFF

Student first name: \_\_\_\_\_

Student last name: \_\_\_\_\_

## ASSESSMENT TASK 2: RECRUITMENT PROJECT

### PART A AND B

	Yes	No	Comments
<input type="checkbox"/> Did the student actively and appropriately participate in discussion to clarify job requirements?			
<input type="checkbox"/> Did the student complete the job description as per procedures? <i>Font: Arial 10pt, black, headings – bold and italic; filename – includes the position number (AT2B) and the date prepared; filename – in the footer, Arial 8pt, person's name that last modified the document in footer and Arial 8pt, no errors.</i>			
<input type="checkbox"/> Did the student's job description contain all of the necessary information provided in the discussion?			
<input type="checkbox"/> Did the student ensure the diversity statement was included in the job description?			
<input type="checkbox"/> Did the student demonstrate that they had checked WHS legislation by correcting the 'lifting' statement?			
Did the student ensure their job advertisement: <input type="checkbox"/> was clear and concise, with no errors <input type="checkbox"/> was within the 250–350 word limit <input type="checkbox"/> contained necessary detail about the company and the job <input type="checkbox"/> included a closing date and contact details <input type="checkbox"/> included the diversity statement?			
<input type="checkbox"/> Did the student ensure their memo/email seeking approval from the HR Manager was: <input type="checkbox"/> clear and concise <input type="checkbox"/> contained relevant information <i>The position title and number of positions, employment type (casual), start date and potential end date, hours of work, vacancy manager and the business these roles will be deployed into, Industry Award, two channels recommended for advertisement.</i>			

## Record of assessment outcomes: BSBHRM405

This section records the outcome of each task/assessment requirement so that the final assessment outcome can be determined for BSBHRM405 Support the recruitment, selection and induction of staff.

The table below shows all the assessment requirements for this unit. Once a student has satisfactorily completed all requirements related to the unit, they can be given a Final Assessment Result of 'Competent'. A number of spaces have been provided to record multiple attempts. Final Assessment Results should only be recorded once all tasks have been attempted.

Assessment Tasks	Task Outcome		
	Satisfactory (S) Not satisfactory (NS)	Date	Assessor initials
Assessment Task 1: Written questions			
Assessment Task 2: Recruitment project			
▪ Part A			
▪ Part B			
Assessment Task 3: Selection project			
▪ Part A			
▪ Part B			
▪ Part C			
Assessment Task 4: Interview and select preferred candidates			
▪ Part A			
▪ Part B			
▪ Part C			
▪ Part D			
Assessment Task 5: Arrange induction for new employees			
Final Assessment Results	Result (C/NYC)		Date
BSBHRM405 Support the recruitment, selection and induction of staff			
Student name:			
Assessor name:			
Assessor signature:			Date: / /