



Assessment Task 2 Cover Sheet

Student Declaration

To be filled out and submitted with assessment responses

- I declare that this task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s).
- I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me.
- I have correctly referenced all resources and reference texts throughout these assessment tasks.

Student name	
Student ID number	
Student signature	
Date	

Assessor declaration

- I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor name				
Assessor signature				
Date				
Assessment outcome	S	NS	DNS	Resubmission Y N

Feedback

Student result response

- My performance in this assessment task has been discussed and explained to me.
- I would like to appeal this assessment decision.

Student signature	
Date	

A copy of this page must be supplied to the office and kept in the student's file with the evidence.



Assessment Task 2: Human resources needs project

Task summary

As the Human Resources Manager for Grow Management Consultants, you are required to identify the organisation's objectives for recruitment, selection and induction and develop a briefing report on this, as well as effective use of technology in human resources.

Following approval to proceed based on your briefing report, you will be required to develop recruitment, selection and induction policy and procedure, as well as a position description template and interview guidelines.

You will also provide an information and training session to senior management on the recruitment, selection and induction policy and procedure and supporting documents.

This task will be completed in the simulated work environment at your RTO.

Required

- Computer and Microsoft Office
- Access to the internet for research
- Strategic Plan
- Code of Conduct
- Employment Agreement Template
- Briefing Report Template
- Policy and Procedures Template
- Fair Work Australia Position Description
- Meeting space

Timing

The assessor will advise you of the due date of this submission.

Write in the due date below as advised by your assessor:

Submit

- Email with briefing report attached
- Email with the following attached:
 - recruitment, selection and induction policy and procedures
 - position description template
 - guidelines for conducting effective interviews
- Email with the updated versions of the following documents attached:
 - recruitment, selection and induction policy and procedures
 - position description template
 - guidelines for conducting effective interviews

Assessment criteria

For your performance to be deemed satisfactory in this assessment task, you must satisfactorily address all of the assessment criteria. If part of this task is not satisfactorily completed, you will be asked to complete further assessment to demonstrate competence.



Re-submission opportunities

You will be provided feedback on their performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task.

If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date.

You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly, or have other appropriate grounds for an appeal.

You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment.



Assessment Task 2 Instructions

Carefully read the following:

Grow Management Consultants is a small management consultancy business specialising in leadership development services.

Paul Burn, the Principal Consultant, established the company in 2010 and was a sole operator for a number of years. However, in the last two years, the number of clients has grown and an increasing number of staff have been employed. Currently the company employs three senior consultants on an annual contract basis. The company also employs a full-time Client Relations Manager and an Administration Officer.

Due to expected continued expansion of the company and therefore staff, the company has recently employed a Human Resources Manager whose primary role in the first instance will be to formalize the human resources functions. Currently the only formal document used for human resources is the staff employment contract template, which is customized according to the staff member employed. The company does have a new Strategic Plan, which includes objectives for staffing.

As part of the formalisation of the human resources function, you (in the role of the Human Resources Manager) have been asked as a first step to develop an appropriate recruitment, selection and induction policy and procedures. This will also involve developing supporting documents, including a request for position form and a sample position description template that can be used to document all new positions.

In addition, as part of this work you have been tasked with conducting research into recruitment and selection methods to ensure that the policy and procedure reflects a range of recruitment and selection methods that can be used to ensure high quality candidates are attracted to roles and then selected. You are also required to research technology that can improve the efficiency and effectiveness of the recruitment and selection process.

Complete the following activities:

1. Analyse company information and conduct research

Review the documents provided to you as resources for this assessment task, the Strategic Plan, Employment Agreement Template and the Staff Code of Conduct.

Analyse the information included in these documents to identify objectives for human resources, existing human resources policies and practices and recruitment needs. Identify any gaps in the existing human resources documentation.

Conduct research on the range of recruitment and selection methods that can be used. You should review as a minimum three recruitment and selection methods. You should also research the role of assessment centres in recruitment and selection, as well as outsourcing.

Conduct research on effective human resources policies and procedures, as well as supporting forms/documents that need to be developed. Make notes on areas to be included in a policy and procedures, as well as supporting forms and documents that need to be developed.

Conduct research on the effective use of technology in human resources as per your analysis of the company's strategic objectives and operational priorities. Make notes for use in the briefing report that you will develop in the next activity.

Make notes for use in the briefing report that you will develop in the next activity.



2. Develop a Human Resources requirements briefing report

Use the Briefing Report Template to guide your work on this activity.

This part of the assessment requires you to develop a short briefing report for the Principal Consultant that addresses:

- Purpose of the report.
- An analysis of strategic objectives and operational priorities of the organization and an outline of human resources requirement based on the analysis, including the need for recruitment of staff.
- An outline of existing human resources policies and practices.
- A review of at least three recruitment, and three selection methods, as well as the role of assessment centres and psychometric and skills testing in recruitment and selection and the concept of outsourcing.
- Review of relevant legislation, regulations, standards and codes of practice that may affect recruitment, selection and induction and that need to be addressed within the policy and procedure.
- An outline of a recommended human resources policy and procedure and supporting forms/documents required. See also minimum inclusions outlined below.
- A review of options for technology for the human resources function and that will improve the efficiency and effectiveness of the human resources function.

3. Send an email to the Principal Consultant (your assessor)

The text of the email should be in grammatically correct English and written in a professional style.

It should introduce and summarise the contents of the attachment, and seek their approval to move forward with the project.

Attach your briefing report to the email.

Your assessor, in the role of the Principal Consultant, will review the report and email you with feedback and approval to proceed to developing the required human resources policies and procedures and forms.

4. Develop a recruitment, selection and induction policy and procedures.

Use the Policy and Procedures Template to guide your work.

As a guide, your policy and procedures should be at least 3 pages.

It should be written in clear and concise English in order to ensure usability by all.

You may also include other areas as identified through your research, but as a minimum it should address the following:

- Purpose of the policy
- Scope: who it applies to, as well as relevant commonwealth and state/territory legislation addressed by the policy and procedure
- Other regulations, standards and codes of practice that affect recruitment.
- Objectives of the policy and procedure, including equality and diversity
- Roles and responsibilities
- Relevant procedures relating to recruitment, selection and induction.
- A range of appropriate recruitment and selection processes for the organisation.



5. Develop a position description template

This will support the human resources policies and procedures.

Use the Fair Work Australia Position Description to guide your work.

As a guide, this document should be about one page.

This must include a position description form/template that can be used by managers to develop position descriptions.

As a minimum, it should include the following headings:

- Job title
- Location
- Reporting responsibilities (who is the manager/supervisor)
- Main duties/responsibilities
- Skills and experience
- Performance goals

The position description form should also provide brief notes under each heading to guide managers in completing the form.

6. Develop guidelines for conducting effective interviews that could be used to assist managers in conducting interviews with potential employees.

As a minimum, the interview guidelines should include:

- Developing interview questions
- Note-taking during interviews
- Getting the best out of candidates

As a guide, this document should be about one page.

7. Send an email to the Principal Consultant (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

The email should introduce and summarise the contents of the attachments, and seek their approval to move forward with the project.

Attach the following to the email:

- recruitment, selection and induction policy and procedures
- position description template
- guidelines for conducting effective interviews



Paul Burn, the Principal Consultant, has asked you to present the new recruitment, selection and induction policy and procedures and supporting forms and documents to senior management. You are to conduct an information and training session with your colleagues.

The focus will be on seeking support for the documents, and providing information and training. It will also be an opportunity to get feedback on the forms and documents that you have developed.

You will then use the feedback from your colleagues to update the documents,

8. Conduct an information and training session

The session will last for approximately 30 minutes and be attended by three staff members (your assessor role-playing a Senior Consultant and two students role-playing another Senior Consultant and the Client Relations Manager).

At the information and training session you will need to:

- Carefully explain the importance of the new recruitment, selection and induction policy in relation to the way the organisation manages its industrial relations.
- Carefully explain the new recruitment, selection and induction policy and procedure you have developed.
- Carefully explain the position description template and interview guidelines you have developed.
- Trial the position description you have developed by getting participants to complete it based on the sample job description you identified.
- Following this activity, discuss any changes that need to be made to the documents, including the position description template you trialed.

Prior to the information and training session you should source a job description as an example job description to input into the position description template. Use Seek or any other source to identify an example. The focus is on providing training to staff, rather than the job description itself.

Staff members present at the session will ask you questions and provide feedback on the policy and procedure and supporting documents you have developed. You will need to incorporate this into the final versions so take notes.

During the session, demonstrate effective communication skills including:

- Speaking clearly and concisely
- Using non-verbal communication to assist with understanding
- Asking questions to identify required information
- Responding to questions as required
- Using active listening techniques to confirm understanding

Your assessor will advise you of the place, date and time that you will deliver your information and training session.



9. Update documents

Update your policy and procedure and supporting documents according to the feedback provided at the session you conducted.

You should make at least one change to each document.

10. Send an email to the Principal Consultant (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

The email should introduce and summarise the contents of the attachments, and seek their approval.

You should do this within 3 days of the meeting. Meeting this timeline is assessable.

Attach your final drafts of the following to the email:

- recruitment, selection and induction policy and procedures
- position description template
- guidelines for conducting effective interviews



Assessment Task 2 Checklist

Student's name:			
Did the student:	Completed successfully		Comments
	Yes	No	
Analyse and report on strategic and operational plans and human resources policies to accurately identify existing human resources policies and practices and objectives that impact on human resources?			
Describe suitable recruitment and selection methods?			
Describe assessment centres and the concept of outsourcing?			
Summarise relevant legislation, regulations, standards and codes of practice that may affect recruitment, selection and induction?			
Explain the relevance of psychometric and skills testing programs to recruitment?			
Review and report on options for using technology to improve the efficiency and effectiveness of the human resources function, namely social media in human resources?			
Based on analysis and review, outline required human resources policies and practices for approval?			
Develop an appropriate recruitment, selection and induction policy and procedures in accordance with the strategic objectives and operational priorities of the business?			
Develop supporting forms/documents for human resources including a position description and interview guidelines?			
At the session: <ul style="list-style-type: none"> Clearly explain policy and procedure and supporting documents to provide information and to obtain support? Provide information and training on policy and procedure and supporting documents? 			
Trial position description template at the session?			



During the meeting, demonstrate effective communication skills including: <ul style="list-style-type: none"> • Speaking clearly and concisely • Using non-verbal communication to assist with understanding • Asking questions to identify required information • Responding to questions as required • Using active listening techniques to confirm understanding 			
Update policy and procedure and supporting documents based on feedback received?			
Submit updated documents within 3 days to demonstrate ability to meet timelines?			
Provide all documents in clear and concise English?			
Task Outcome:	Satisfactory <input type="checkbox"/>		Not Satisfactory <input type="checkbox"/>
Assessor signature			
Assessor name			
Date			