



## Assessment Task 4 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 4: Manage selection process

### Task summary

This assessment task requires you, in the role of the Human Resources Manager, to manage the selection process as set out in the company's Recruitment, Selection and Induction Policy and Procedures.

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

### Required

- Computer and Microsoft Office
- Access to the internet including to research National Employment Standards so as to advise of employment terms and conditions:

<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

- Telephone (mobile or fixed line)
- Selection Approval Policy
- Selection Report
- Letter of Offer Template

### Timing

Your assessor will advise you of the due date of these submissions.

### Submit

- Email indicating that applications have been received
- Email with reviewed selection report attached
- Email with Letter of Offer/Employment Contract and rejection letter attached.

### 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 4 Instructions

Carefully read the following:

Grow Management Consultants have the following procedure for staff selection:

1. Human Resources department receives applications from candidates.
2. Human Resources department advises relevant line manager that applications have been received and provides copies to line manager.
3. Human resources department reminds line manager of selection procedures to be followed.
4. Line manager shortlists candidates and then meets with Human Resources department to discuss and confirm.
5. Human resources department contacts shortlisted candidates to arrange interview.
6. Line managers conduct interviews. Human resources department will only be included in the selection plan for senior management appointments.
7. Human resources reviews selection panel report and endorses decision or otherwise.
8. Successful candidate approached with letter of offer.
9. Unsuccessful candidates informed.

The Human Resources department has received a number of applications for the position of Accounts Officer, and you need to manage the selection process to ensure that the above selection procedures are followed.

Complete the following activities:

1. Send an email to the Principal Consultant  
The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.  
Your email should indicate that applications have been received and that the files are available for the Principal Consultant to review. In your email, you should use the opportunity to remind the Principal Consultants of the selection process.  
You should provide a brief overview of the selection procedures in your own words as set out in the information above.



2. Develop a script for contacting shortlisted candidates to arrange an interview

Review the selection procedures above and arrange interviews via telephone with the successful candidates.

The proposed interview date is 6 October, and interview times are 10am, 11am, 2pm and 3pm. Each interview is expected to take 1 hour and candidates will be asked set questions which they must reply to. The location of the interview will be at Head Office, Level 1, 10 Martin Street, Newcastle. There will be two interviewers, yourself as the Human Resources Manager and the Principal Consultant.

Develop a suitable script for your roleplay telephone call, including introducing yourself, your position and the company, advising that the candidate has been successful in obtaining an interview and giving them the date and time as well as advising them about the interview process. Give the candidate the opportunity to indicate their preferred time.

When you have developed your script, practice it for use during the roleplay with your assessor.

3. Roleplay contacting shortlisted candidates to arrange an interview.

You are required to complete the roleplay at the time and date advised by your assessor.

During the roleplay, you will need to demonstrate effective communication skills, including speaking clearly and concisely, responding to questions and active listening.

The roleplay will be conducted over the phone with your assessor playing the role of the candidate.

4. Complete the selection report

Assume that the interviews have been conducted. You need to review the Selection Report produced by the selection panel following the interview for the position of Accounts Officer, and decide whether to endorse or not endorse their selection of the preferred candidate for the role of the Accounts Officer.

When you have read the Selection Report and the Selection Approval Policy, make a decision as to whether you should endorse the selection panel's decision or not.

Complete the highlighted sections of the Selection Report to show your decision.

Save this document as Reviewed Selection Report.

5. 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 must provide a summary statement to say whether you are endorsing or not endorsing the Panel's decision.



6. Develop a letter of offer for the selected candidate.

This letter will be for the new appointment so as to advise of salary and terms and conditions of appointment.

Use the Letter of Offer Guidelines to guide your work.

Include the basic employment terms and conditions as per the National Employment Standards. You will need to research these standards in order to input the information.

Explain the purpose of the employee contract to the new employee.

You will be assessed as to whether your letter of offer includes all the relevant information based on the position description given.

7. Develop a standard letter to be sent out to all unsuccessful candidates.

Your letter to unsuccessful candidates must be clear and concise, and you will be assessed on this.

Save this document as Rejection Letter.

8. 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.

It should introduce and summarise the contents of the attachments.

Attach your Letter of Offer/Employment Contract and your rejection letter to the email.

Send this email immediately following your confirmation of the selection report so as to demonstrate that you have attended to this matter promptly.



## Assessment Task 4 Checklist

| Student's name:   |                                       |    |   |
|---|---------------------------------------|----|---|
| Did the student:  | Completed successfully                |    | Comments                                  |
|   | Yes                                   | No |   |
| Demonstrate the ability to follow selection procedures by verbally advising shortlisted candidates of interview details and processes?  |                                       |    |   |
| Demonstrate effective communication skills when informing candidates of the interview details including: <ul style="list-style-type: none"> <li>• Speaking clearly and concisely</li> <li>• Responding to questions</li> <li>• Active listening techniques to confirm and clarify information?</li> </ul> |                                       |    |   |
| Demonstrate the ability to follow selection procedures covering reviewing and completing the selection report?  |                                       |    |   |
| Demonstrate the ability to follow selection process covering the letter of offer?   |                                       |    |   |
| Demonstrate the ability to follow selection process covering communication with unsuccessful candidates?  |                                       |    |   |
| Demonstrate clear writing skills?   |                                       |    |   |
| Task Outcome:   | Satisfactory <input type="checkbox"/> |    | Not Satisfactory <input type="checkbox"/> |
| Assessor signature  |                                       |    |   |
| Assessor name   |                                       |    |   |
| Date  |                                       |    |   |