Recruitment

National Occupational Standards (NOS)

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URN	NOS Title
CFAREC1	Develop a resourcing strategy
CFAREC2	Contact hirers and establish recruitment requirements
CFAREC3	Attract and maintain relationships with job-seekers
CFAREC4	Obtain, prepare and promote job vacancies
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CFAREC7	Review job-seekers' progress and close vacancies
CFAREC8	Co-ordinate and manage temporary workers

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CFAREC1
Develop a resourcing strategy

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.

CFAREC1
Develop a resourcing strategy

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

CFAREC2
Contact hirers and establish recruitment requirements

Overview

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

CFAREC2
Contact hirers and establish recruitment requirements

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

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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Originating organisation	Skills CFA
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Suite	Recruitment 2011
Key words	Recruitment, contact with clients, hirer requirements, establishing relationships, maintaining relationships

CFAREC3
Attract and maintain relationships with job-seekers

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

You must be able to:

Identify and establish contact with job-seekers

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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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.

CFAREC4
Obtain, prepare and promote job vacancies

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

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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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

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

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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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

CFAREC7
Review job-seekers' progress and close vacancies

Overview

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

CFAREC7
Review job-seekers' progress and close vacancies

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

CFAREC7
Review job-seekers' progress and close 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 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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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

CFAREC8
Co-ordinate and manage temporary workers

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.

CFAREC8
Co-ordinate and manage temporary workers

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

CFAREC8
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

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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