Recruitment

National Occupational Standards (NOS)

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INSREC007	Monitor jobseekers' progress and close vacancies
INSREC008	Coordinate and manage temporary workers

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INSREC001

Develop, implement and evaluate a resourcing strategy

Overview

This standard is about developing, implementing and evaluating a resourcing strategy. This strategy ensures that appropriately skilled jobseekers fulfil the requirements of your business needs and objectives. It includes identifying your organisational needs, reviewing existing strategies against them and arranging appropriate training for recruitment and selections. Following development and approval of the strategy, it is important to have an action plan for its implementation and for evaluation against agreed success criteria.

This standard is for HR professionals and recruitment specialists involved in development, implementation and evaluation of a resourcing strategy.

Performance criteria

You must be able to:

collate all existing strategies and evaluate them against organisational needs
refine the organisational brand and employee value proposition
identify employment needs, skills gaps in accordance with organisational strategies and objectives
devise the relevant processes, systems and job roles required to fill in
specify appropriate timescales for development of the strategy
define organisational plans for recruiting new employees, retention and development of current team members
review the existing roles and career paths
align the strategy with relevant legal requirements, regulation and codes of practice
consult with key stakeholders to agree the resourcing strategy
develop a detailed action plan and budget for implementation of the resourcing strategy
appoint the resourcing champions responsible for overseeing the strategy, steering and influencing the implementation process
appoint employees responsible for recruitment and selection
delegate activities to members of recruitment panel and other employees
establish the success criteria by which the strategy will be evaluated
establish the timescales for the strategy to be evaluated
monitor continued compliance with legal requirements, codes of practice and organisation procedures
collect valid and comprehensive data, including feedback from stakeholders
evaluate the strategy against the agreed success criteria
make recommendations to modify or maintain the strategy

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. your organisational needs, skills gaps and objectives
3. how to establish the link between the proposed strategy and the organisation's aims and objectives
4. the procedures for safeguarding confidentiality in accordance with data protection regulation
5. the relevant procedures for obtaining and recording information
6. how to develop and implement resourcing strategy
7. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
8. the succession planning and organisational talent pipeline management
9. the rewards schemes and how they link with resourcing strategy
10. the impact of the budget on the resourcing strategy
11. the relevant criteria for selection and building the organisational talent pool
12. the jobseekers' experience and how it links with technologies, values and employer branding
13. how to arrange training for recruitment and selections
14. the questioning and active listening techniques
15. the guidance from recognised sources of expertise
16. the procedures and guidelines for dealing with complaints from hirers and jobseekers
17. how to identify key stakeholders and resources for implementation of the strategy
18. how to delegate implementation activities to resourcing champions, recruitment panel and other employees
19. how to organise agile, flexible and adaptive to change workforce
20. the ethical issues and how to resolve them
21. the relevant success criteria for evaluation of resourcing strategy
22. how to select and apply appropriate data collection and analysis techniques
23. how to evaluate quantitative and qualitative information against the agreed success criteria
24. how to summarise and present data
25. how to make recommendations to modify or maintain the strategy
26. the importance of reviewing the resourcing strategy on a regular basis
27. the impact of local policies on the resourcing
28. the Equality, Diversity and Inclusion (EDI) practices
29. the global and cross-cultural considerations in recruitment

INSREC001

Develop, implement and evaluate a resourcing strategy

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Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	CFAREC1
Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, resourcing strategy

INSREC002

Maintain relationships with hirers and establish their recruitment requirements

Overview

This standard is about maintaining relationships with hirers and establishing their recruitment requirements. It includes establishing contact with hirers with the purpose of clarifying, promoting and offering recruitment requirements. It also covers building and maintaining relationships with hirers.

This standard is for HR professionals and recruitment specialists involved in contacting hirers and establishing recruitment requirements.

Performance criteria

You must be able to:

1. identify and contact potential hirers
2. respond to enquiries from potential hirers
3. identify and use appropriate channels to promote recruitment services to hirers
4. gain hirers' commitment to use recruitment services
5. identify the hirers' recruitment requirements
6. agree with hirers the recruitment services to be offered and processes to be used
7. carry out hirer credit checks and monitor credit levels
8. clarify and agree terms of business and record them
9. align the recruitment processes with current legislation, ethical and professional codes of practice
10. clarify your requirements to hirers
11. discuss and agree a timetable for action with the hirers
12. collect and maintain detailed information about hirers' needs
13. make sure all data collected is compliant with organisational procedures, current legislation
14. keep track of all relevant information and maintain security of records
15. develop and maintain mutually beneficial relationships with hirers
16. monitor and review recruitment processes with hirers

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the relevant procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. how to arrange training for recruitment and selections
8. the procedures and guidelines for dealing with complaints from hirers and jobseekers
9. the questioning and active listening techniques
10. how to identify and contact potential hirers
11. the methods to identify and promote your services to hirers
12. the sources of information on the nature of a hirer's business
13. how to gain hirers' commitment to use your recruitment services
14. how to establish hirers' predicted recruitment needs
15. the range of recruitment services being offered to hirers
16. how and when to carry out credit checks and monitor credit levels
17. the purpose of clarifying and agreeing terms of business
18. the hirers' employment policies and how they impact on recruitment services
19. the reasons why hirers may decide not to proceed with specific requirements
20. when to refer assignments to alternative recruitment sources
21. how to build mutually beneficial relationships with hirers
22. the purpose and benefits of agreeing a timetable for action with hirers
23. the purpose and benefits of communicating with hirers
24. the purpose and benefits of establishing employer and individual preferred styles of working
25. how to monitor and review recruitment processes with hirer
26. the Equality, Diversity and Inclusion (EDI) practices
27. the global and cross-cultural considerations in recruitment

INSREC002

Maintain relationships with hirers and establish their recruitment requirements

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Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, contact with clients, hirer requirements, establishing relationships, maintaining relationships

INSREC003

Obtain, prepare and promote job vacancies

Overview

This standard is about obtaining, preparing and promoting job vacancies. It includes clarifying and agreeing vacancy details from hirers, further preparation of job descriptions to attract suitable jobseekers.

This standard is for HR professionals and recruitment specialists involved in obtaining, preparation of and promotion of job vacancies.

Performance criteria

You must be able to:

1. obtain detailed information about the vacancies from the hirers
2. agree and prepare the job descriptions and person specifications
3. discuss, negotiate and agree fees with the hirers
4. explain services to be provided to hirers and record the vacancy details
5. agree deadlines and review procedures with the hirers
6. align the vacancy details and descriptions with current employment legislation
7. follow organisational procedures for processing vacancies
8. design and compose advertisements to attract the suitable jobseekers
9. check the accuracy of the vacancy details to be circulated
10. agree appropriate application methods for the vacancies with the hirers
11. agree an appropriate medium to attract the suitable jobseekers
12. prepare and supply appropriate jobseekers' information
13. communicate vacancies to jobseekers within agreed timescales
14. circulate new vacancies and remove closed vacancies
15. comply with conditions and deadlines for promoting the vacancies
16. record, monitor and evaluate vacancy responses against set success criteria
17. implement review procedures as agreed with hirers
18. comply with current legal requirements and codes of practice

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the relevant procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. the range of resources for publishing and promoting job vacancies
8. how to arrange training for recruitment and selections
9. the procedures and guidelines for dealing with complaints from hirers and jobseekers
10. the questioning and active listening techniques
11. how to obtain accurate details about the vacancies from hirers
12. how to prepare job descriptions and person specifications
13. how to negotiate and agree fees with the hirers
14. the purpose of explaining and agreeing the service to be provided and the processes to be followed
15. the purpose of agreeing deadlines and reviewing procedures with the hirers
16. the relevant methods of recruitment
17. how to design and write advertisements to attract a selection of suitable jobseekers
18. how to check the accuracy of the vacancy details to be circulated
19. how to prepare and supply different types of jobseeker information
20. the style of advertising and presentation required by the hirers
21. the range of application methods that can be used to fill a vacancy
22. the advertising media and other methods of promoting vacancies
23. how to record, monitor and evaluate vacancy responses
24. when to re-advertise or close the vacancies
25. the purpose of implementing review procedures
26. the Equality, Diversity and Inclusion (EDI) practices
27. the global and cross-cultural considerations in recruitment

INSREC003

Obtain, prepare and promote job vacancies

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Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, job vacancies, promotion, hirer requirements

INSREC004

Attract and maintain relationships with jobseekers

Overview

This standard is about attracting and maintaining relationships with jobseekers. It includes methods and processes of identifying and establishing contact with active and passive jobseekers, clarifying their requirements and maintaining relationships with jobseekers to help them find suitable employment.

This standard is for HR professionals and recruitment specialists involved in attracting and retaining relationships with jobseekers.

Performance criteria

You must be able to:

1. use the variety of methods for attracting jobseekers
2. identify and contact potential jobseekers
3. clarify and agree how the organisation can assist jobseekers
4. respond to initial enquiries from potential jobseekers
5. acquire and record relevant information about jobseekers
6. identify and manage jobseekers' needs and expectations
7. discuss and agree a timetable for action with jobseekers
8. record information in accordance with organisational procedures
9. align the job search methods, placement methods and services with current legislation and professional codes of practice
10. maintain agreed contact with jobseekers
11. update information about jobseekers' requirements
12. act upon opportunities to refer jobseekers to potential hirers
13. seek jobseekers' references and their eligibility to work
14. collect and record all data in accordance with organisational procedures and current legislation
15. review job search processes with jobseekers on a regular basis

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the relevant procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. the procedures and guidelines for dealing with complaints from hirers and jobseekers
8. how to arrange training for recruitment and selections
9. the questioning and active listening techniques
10. the variety of methods for identifying and attracting potential jobseekers
11. the organisational policy and procedures for contacting and maintaining contact with jobseekers
12. the individual and organisational targets for contacting jobseekers and maintaining contact with them
13. when to refer jobseekers to other recruitment sources
14. how to obtain information about jobseekers for the purpose of job placement, including eligibility to work
15. how to communicate with jobseekers to identify their needs and expectations
16. the organisational referral, placement methods and services
17. when to refer jobseekers to other recruitment sources
18. how to agree a timetable for action with jobseekers
19. how to maintain mutually beneficial customer relations
20. the organisational procedures for reviewing job search processes
21. how to act upon opportunities to refer jobseekers to potential hirers
22. how to gain and act upon information on jobseekers' references
23. the importance of reviewing job search processes on a regular basis
24. the Equality, Diversity and Inclusion (EDI) practices
25. the global and cross-cultural considerations in recruitment

INSREC004

Attract and maintain relationships with jobseekers

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Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, jobseekers, job-seeker requirements, establishing relationships, maintaining relationships

INSREC005

Match jobseekers with suitable vacancies

Overview

This standard is about matching jobseekers with suitable vacancies. It covers selecting appropriate opportunities for jobseekers against job specifications, followed by job matching procedures, selection of suitable jobseekers, arranging interviews and post interview activities.

This standard is for HR professionals and recruitment specialists involved in matching jobseekers with suitable vacancies.

Performance criteria

You must be able to:

1. identify and select potential jobseekers in accordance with organisational procedures
2. define opportunities that meet the needs of prospective jobseekers
3. check jobseekers' skills and experience against job specifications
4. ensure accuracy of the match between jobseekers and employers
5. inform jobseekers about suitable opportunities
6. promote identified roles to jobseekers
7. confirm jobseekers' interest in vacancies and ensure they are available for selection
8. carry out all background and reference checks for jobseekers
9. promote pre-selected jobseekers to the hirers
10. present jobseekers' details to the hirers and discuss their suitability
11. keep jobseekers informed about the hirers' responses in relation to interviews
12. confirm jobseekers' availability for interviews with hirers
13. arrange interviews and relevant forms of assessment
14. provide support and feedback to shortlisted jobseekers during the application process
15. notify jobseekers about the outcome of their interviews
16. agree the way forward with jobseekers
17. update all on-going roles and close vacancies hired for
18. collate feedback from hirers
19. review your job matching methods and processes on a regular basis

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the relevant procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. how to arrange training for recruitment and selections
8. the procedures and guidelines for dealing with complaints from hirers and jobseekers
9. the questioning and active listening techniques
10. the importance of matching the jobseekers against employers' specifications
11. how to identify and select jobseekers in accordance with organisational procedures
12. how to define opportunities to meet the needs of prospective jobseekers
13. how to interpret information within job descriptions and person specifications to match jobseekers with appropriate opportunities
14. how to take account of both the jobseekers' needs and requirements and those of the hirers
15. how to promote the vacancies to jobseekers
16. how to evaluate jobseekers' suitability against specifications
17. how to present jobseekers' details to the hirer and discuss their suitability
18. the methods of proactively promoting jobseekers to hirers
19. the purpose of giving jobseekers information about the initial hirer response
20. how to arrange interviews and other assessment methods
21. how to brief shortlisted jobseekers prior to assessment and interview
22. the support that might be required by jobseekers and how to provide it
23. the procedures relating to finalising the employers' job offers to jobseekers
24. the purpose of obtaining feedback from hirers
25. the importance of reviewing your job matching procedures on a regular basis
26. the Equality, Diversity and Inclusion (EDI) practices
27. the global and cross-cultural considerations in recruitment

INSREC005

Match jobseekers with suitable vacancies

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Original URN	CFAREC5
Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, jobseekers, managing jobseekers

INSREC006

Assess jobseekers for placements

Overview

This standard is about assessing the jobseekers for placements. It covers assessing their suitability for specified roles, arranging interviews and carrying out other assessment techniques relevant to selection process.

This standard is for HR professionals and recruitment specialists involved in assessing jobseekers for placements.

Performance criteria

You must be able to:

1. determine the objectives of the assessment process
2. determine the most appropriate assessment methods and technologies
3. identify the relevant criteria for assessment
4. determine the structure, timescales and resources for the assessment
5. prepare for the assessment by collating all relevant details
6. plan the structure of the assessment
7. confirm the shortlisted jobseekers' availability and communicate the full assessment process and timescales
8. communicate the interview and assessment arrangements to jobseekers
9. confirm the time and place for interview and assessment
10. ensure the environment is appropriate for the assessment
11. greet the jobseekers and establish rapport with them
12. conduct relevant checks prior the assessment
13. outline the assessment process to the jobseekers
14. make sure that the interview process is carried out against the person specification
15. use questioning techniques to enable the jobseekers to provide relevant information
16. listen to the jobseekers' responses and record information acquired during the assessment
17. encourage the jobseekers to ask any questions
18. provide the jobseekers with 'next steps' of selection and recruitment process
19. close the assessment
20. collate all records of assessment
21. record conclusions from the assessment to support the decision-making
22. communicate feedback and follow-up actions to the jobseekers
23. make appropriate arrangements to progress the recruitment and selection process
24. record the outcomes of selection process for each jobseeker

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the methods and procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. how to arrange training for recruitment and selections
8. the procedures and guidelines for dealing with complaints from hirers and jobseekers
9. the questioning and active listening techniques
10. the relevant criteria for assessment
11. how to determine the objectives of the assessment
12. how to prepare for and structure the assessment
13. how to arrange appropriate assessment
14. the purpose of confirming assessment arrangements with the jobseekers
15. the purpose and nature of an appropriate environment for assessments
16. how to conduct interviews and assessments
17. the purpose of using objectives-based selection criteria
18. how to establish rapport with the jobseekers
19. the types of interview questions
20. the purpose of allowing the jobseekers to ask any questions
21. the impact of body language and non-verbal communication in an assessment
22. the types of assessment and how to use them
23. the purpose of outlining the assessment process to the jobseekers
24. the methods of maintaining control of an assessment
25. how to record information acquired during the assessment
26. how to close the assessment
27. how to record assessment outcomes
28. how to draw conclusions from the assessment
29. the purpose of communicating feedback and follow-up actions to the jobseekers
30. the purpose of communicating with hirers about the jobseekers
31. the relevant arrangements of progressing the recruitment and selection process
32. how to record the outcomes of each stage of the recruitment and selection process for each jobseeker
33. the Equality, Diversity and Inclusion (EDI) practices

34. the global and cross-cultural considerations in recruitment

INSREC006

Assess jobseekers for placements

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Original URN	CFAREC6
Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, jobseekers, assessment, planning, interviewing, organisational procedures, legislative requirements

INSREC007

Monitor jobseekers' progress and close vacancies

Overview

This standard is about monitoring the progress of jobseekers and closing vacancies. It includes reviewing jobseekers' progress, agreeing follow up actions and completing the recruitment process.

This standard is for HR professionals and recruitment specialists involved in monitoring jobseekers' progress and closing vacancies.

Performance criteria

You must be able to:

1. identify individual jobseekers and record their progress
2. monitor outcomes of each assessment process
3. discuss follow up actions to take when jobseekers are unsuccessful
4. handle any complaints and objections of jobseekers
5. agree and record individual action plans for each jobseeker
6. clarify the current position of jobseekers
7. identify any further requirements and ensure these are obtained prior to interviews
8. conduct a follow up interview with successful jobseekers
9. obtain references and eligibility to work for successful jobseekers
10. carry out all background and reference checks for jobseekers
11. manage the recruitment offers for jobseekers and hirers
12. arrange the onboarding programmes for jobseekers
13. complete any necessary financial transactions
14. close the vacancies that are filled in
15. encourage and manage feedback from hirers and jobseekers
16. analyse the feedback and review the working procedures

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to recruitment
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the relevant procedures for obtaining and recording information
4. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
5. the jobseekers' experience and how it links with technologies, values and employer branding
6. how to organise agile, flexible and adaptive to change workforce
7. how to arrange training for recruitment and selections
8. the procedures and guidelines for dealing with complaints from hirers and jobseekers
9. the questioning and active listening techniques
10. how to monitor and record the progress of individual jobseekers and outcomes of each assessment
11. how to discuss and agree actions and offer additional advice or services to job-seekers who are unsuccessful
12. the methods of overcoming difficult situations and handling jobseekers' objections
13. how to agree and record an action plan with jobseekers
14. the range of further requirements prior to engagement, such as references, evidence of qualifications, eligibility to work and how to obtain them
15. how to manage the recruitment offers for jobseekers and hirers
16. how to manage the onboarding process
17. the types of financial transactions that might need to be completed and how to complete them
18. how to close vacancies hired for
19. the different methods of obtaining jobseekers' and hirers' feedback
20. the ways of maintaining long term relationships with jobseekers
21. the Equality, Diversity and Inclusion (EDI) practices
22. the global and cross-cultural considerations in recruitment

INSREC007

Monitor jobseekers' progress and close vacancies

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Relevant Occupations	Human resources and industrial relations officers, Human resources administrative occupations, Human resource managers and directors
Suite	Recruitment
Keywords	Recruitment, recruitment process, jobseekers, reviewing jobseeker progress, closing vacancies

INSREC008

Coordinate and manage temporary workers

Overview

This standard is about coordinating and managing temporary workers. It includes additional requirements in relation to temporary workers and their day-to-day activities. Temporary and agency workers are classed as non-permanent employees that can include casual workers, short-term employees, short-term self-employed workers or workers employed by an employment agency.

This standard is for HR professionals and recruitment specialists involved in coordination and management of temporary workers.

Performance criteria

You must be able to:

1. identify positions that require filling in with temporary workers
2. confirm hourly pay rates for temporary workers
3. clarify any questions, concerns or issues
4. follow organisational and legal procedures in coordination of temporary workers
5. adhere to the regulatory requirements in relation to temporary workers
6. ensure conformity of working conditions with relevant legislation and safety regulations
7. carry out all background and reference checks for jobseekers
8. ensure full details of the assignment are provided to the temporary workers
9. keep the hirers informed during the booking process and provide full details of the assigned temporary workers
10. maintain records in accordance with organisational and legal procedures
11. respond to hirers' requirements for work assignments in accordance with temporary workers' availability
12. ensure all mandatory health and safety inductions and other training are conducted for temporary workers
13. maintain agreed contact with temporary workers
14. operate grievance, disciplinary and dismissal procedures in accordance with the contract type
15. process temporary workers' payments in accordance with legal and regulatory procedures
16. monitor unfilled or cancelled work orders and implement processes to fill these in or keep these to a minimum
17. keep details of inactive temporary workers who can undertake future work
18. manage offers to workers to move from temporary work to permanent employment in accordance with organisation's and legal procedures

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures, codes of practice and legislation relating to temporary workers
2. the procedures for safeguarding confidentiality in accordance with data protection regulation
3. the latest technologies and tools for sourcing, pre-screening, assessing and interviewing the jobseekers
4. the jobseekers' experience and how it links with technologies, values and employer branding
5. how to organise agile, flexible and adaptive to change workforce
6. the relevant procedures for obtaining and recording information
7. the procedures and guidelines for dealing with complaints from hirers, recruiting managers and temporary workers
8. the employment rights of temporary workers and your organisation's obligations in meeting them
9. the relevant documentation for coordination of temporary workers
10. the pay rates for temporary workers in accordance with relevant legislation
11. the types of hirer issues, questions and concerns that can arise and how to resolve them
12. the health and safety requirements for temporary workers
13. the types of processes in relation to eligibility checks, tests, and references for temporary workers
14. the purpose of confirming temporary workers' commitment to an assignment
15. why hirers should be kept informed during the booking process
16. how to carry out work planning in accordance with temporary workers' availability
17. the importance of conducting health and safety induction and training for temporary workers
18. why ongoing appraisals need to be conducted for temporary workers to the contract type
19. the methods of maintaining contact with temporary workers
20. the types of temporary worker issues, questions and concerns that can arise and how to resolve them
21. the types of contracts to which grievance, disciplinary and dismissal procedures apply and how to use these procedures
22. how to monitor unfilled or cancelled orders and implement processes to keep these to a minimum
23. the purpose of maintaining contact with inactive temporary workers
24. how to manage offers to workers to move from temporary work to permanent employment in accordance with organisation's and legal procedures
25. the Equality, Diversity and Inclusion (EDI) practices
26. the global and cross-cultural considerations in recruitment

INSREC008

Coordinate and manage temporary workers

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