



BSBHRM415

ASSESSOR GUIDE

Coordinate recruitment and onboarding

Assessment 1 of 3

Short Answer Questions

Assessment Instructions

Task overview

This assessment task requires you to answer nine (9) short answer questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need to access the [CBSA Staff Management Policy and Procedures](#).

Assessment Information



Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Question 1

Read the Staff Management Policy and Procedures provided with this assessment and identify **three (3)** strategies to apply when giving feedback to candidates during the selection process, ensuring organisational procedures are followed.

(Approximate word count: 40 words in total)

Assessor instructions: Students must provide three (3) strategies to provide feedback to applicants during the recruitment process.

A sample answer is provided below.

	Feedback Strategies
1.	Be honest and direct – don't waffle
2.	Treat the candidate with respect
3.	Consider how the feedback can help the candidate Other answers may include: <ul style="list-style-type: none">• Align the feedback to the selection criteria of the job• Provide specific examples where possible.

Question 2

Identify two key provisions within a code of practice that govern recruitment processes in employment agencies and an organisation's recruiting processes.

(Approximate word count: 30 words in total)

Assessor instructions: Students must identify two provisions set out in a code of practice that relate to recruitment processes.

A sample answer is provided below.

1.	The requirement that all people be treated fairly and equitably.
2.	The requirement that all people can expect their personal information to be treated as private and confidential. Other options may include: <ul style="list-style-type: none">- Behave professionally in your conduct with clients/management and candidates.- Use appropriate language in all your conduct with clients/management and candidates.- Dress appropriately for all interactions with clients/management and candidates.

Question 3

For each of the following legal instruments, provide a brief explanation and outline two key provisions as they relate to the recruitment process:

1. Anti-discrimination/equal employment legislation (see for each state)
2. Awards and agreements
3. Fair Work Regulation 2009

4. National Employment Standards (NES)

(Approximate word count: 30 words per element explained)

Assessor instructions: Students must identify and explain one consideration for each category presented in the table below.

A sample answer for each is provided below.

Consideration	Title	Brief explanation and two (2) key provisions
1. Legislation (Legal requirement)	Anti-discrimination/ equal employment opportunity legislation. For your state, this may include: <ul style="list-style-type: none"> – Australian Capital Territory – Discrimination Act 1991 – New South Wales – Anti-Discrimination Act 1977 – Northern Territory – Anti-Discrimination Act 1996 – Queensland – Anti-Discrimination Act 1991 – South Australia – Equal Opportunity Act 1984 – Tasmania – Anti-Discrimination Act 1998 – Victoria – Equal Opportunity Act 2010 – Western Australia – Equal Opportunity Act 1984 	Brief explanation (Approximately word count: 30 words)
		Anti-discrimination and equal opportunity legislation states that it is unlawful to discriminate against an employee regarding things such as race, colour, pregnancy, marital status, disability, age or sexuality.
		Key provision 1
		All applicants must be assessed on individual merit.
		Key provision 2
		All applicants must be treated equally and fairly, regardless of their personal demographic.
2. Regulation (Monitoring and enforcement of law)	Awards and agreements	Brief explanation (Approximately word count: 30 words)
		Awards set out minimum entitlements for wages and conditions of employment.
		Key provision 1
		Employees must be paid at or above the minimum rate as set out by the award/agreement.
	Key provision 2	
	Employees must receive their leave entitlements as set out by the award/agreement.	
	Fair Work Regulations 2009	Brief explanation (Approximately word count: 30 words)
The Fair Work Regulation 2009 provides protections of certain rights and responsibilities of employees, employers and organisations.		
Key provision 1		
Sets out to provide enforcement of the National Employment Standards.		

		Key provision 2
		Sets out to provide enforcement of employees Enterprise agreements.
3. Standards	National employment standards (NES)	Brief explanation (Approximately word count: 30 words)
		The NES outlines 11 minimum entitlements that must be met when employing staff, particularly as they relate to employment conditions (hours of work, flexibility, leave entitlements etc.). These are set out and legislated through the Fair Work Act 2009.
		Key provision 1
		Employees must not be expected to work beyond the set maximum weekly hours
		Key provision 2
		Employees must have access to their accrued/entitled leave

Question 4

List **six (6)** methods or tools used to source candidates including:

- **three (3)** options that use technology-based channels and
- **three (3)** non-technology dependent options.

Assessor instructions: Students must identify 3 technology-based and 3 non-technology based methods for attracting candidates.

A sample answer is provided below.

	Technology-based options	Non-technology based options
1.	Internet based job listing sites i.e. Seek, CareerOne etc.	Recruitment company – direct contact
2.	Company website's careers page	Networking
3.	Social media, i.e. LinkedIn, Facebook, Instagram etc.	Referrals Other answers may include: <ul style="list-style-type: none"> • Internal hiring • Newspaper advertising

Question 5

List four (4) interview techniques and provide a brief description of each.

(Approximately word count: 40 words each)

Assessor instructions: Students must identify and describe four (4) interview types/techniques.

A sample answer is provided below.

	Interview technique	Brief description
1.	Directive/structured interview	An interview in which there is a detailed list of questions that the interviewer follows. The interviewer may also pose scenarios in which the applicant has to respond to.
2.	Non-directive/non-structured interview	An interview in which the applicant gets a large amount of control with the conversation – generally contains open-ended questions [such as ‘Tell me about...’].
3.	Panel interview	The applicant is interviewed by a number of interviewers at the same time, reducing the need for follow-up interviews with different staff (that is, one with HR, one with supervisory staff, team leaders and so on).
4.	Group interview	In this interview, applicants will be interviewed together at the same time. Other answers may include: Stress interview - This technique is sometimes used to see how an applicant would handle pressure. There are a range of methods, which may include a number of interviewers rapidly asking questions, challenging the applicant’s responses, interrupting the applicant’s responses and so on.

Question 6

Read the Staff Management Policy and Procedures provided with this assessment and answer the following questions as they relate to the assessment process for applicants (step 4).

1. Describe **three (3)** testing tools or methods for use in the selection process, aside from interviewing.

(Approximate word count: 40 words in total)

Assessor instructions: Students must describe three testing tools or methods used in the selection process as set out in the policy and procedure. The four options from the policy and procedure are captured below.

	Testing tool or method
1.	A health assessment/fitness test to ensure they are able to meet the physical demands of the job.
2.	Background checks including national police and/or WWC checks.
3.	Pre-employment testing such as ability tests, psychometric tests, personality tests etc. Other answers may include: <ul style="list-style-type: none"> ▪ Completion of a sample practical task to assess their skill level.

2. How is information from the interviews and additional testing captured and reported on to the hiring manager?

(Approximate word count: 20 words)

Assessor instructions: Students must identify that all interview and testing notes are captured in the Interview Questionnaire to be provided to the hiring manager.

A sample answer is provided below.

All interview and testing notes are to be captured in the individuals application/Interview Questionnaire so this can be provided to the hiring manager during the selection process.

Question 7

Read the Staff Management Policy and Procedures provided with this assessment and briefly summarise the purpose of the reference check (step 5) process in selection. How is this information captured?

(Approximate word count: 50 words)

Assessor instructions: Students must outline the purpose of the reference check process in the selection process in the Staff Management Policy and Procedures document.

A sample answer is provided below.

The reference check will confirm the information provided during the interview by the candidate with the referee (where possible). Confirm information provided on CV with referee where possible.
This information is captured in a report format by Reference checks Australia.

Question 8

What are **five (5)** common methods of attracting candidates?

(Approximate word count: 60 words in total)

Assessor instructions: Students must provide five (5) attraction methods.

A sample answer is provided below.

1.	Clear advertisements about the role and showcasing your organisation.
2.	Outlining career development and professional development opportunities.
3.	Using internal referral systems as sometimes your own staff may know of someone who may be the ideal candidate.
4.	Using recruitment agencies especially for specialist roles as they have access to potential candidates.
5.	Using any professional organisations or bodies to advertise the position. Additional answers may include: <ul style="list-style-type: none">• Having a stall or stand at a career expo (if you are part of a large organisation) to showcase the various positions that you have• Offering flexible working arrangements such as an opportunity to work from home (if the position allows)• Highlighting any monetary incentives that the organisation may have such as discounts to products or services• Using social media to recruit

Question 9

Read the three (3) scenarios below and establish the recruitment requirements identified. Include the following information:

- role and period (where requested),
- number of resources required
- timeline to be filled - allow for a handover period where possible.

Provide a short rationale for each requirement recommended.

Assessor instructions: Students must review the three (3) scenarios below and make a recommendation relating to the recruitment requirements for each. Students must include a brief justification for their recommendation.

A sample answer for each is provided below.

Scenario	Establish recruitment requirements		Rational for requirement recommendation and timeline
1. A manager calls you to say that their top Product Manager is retiring in 8 weeks. (Approximately 50 words in total)	Role	Product Manager	This is a replacement role due to a retiring team member. You may recommend filling the role within 6-7 weeks to allow for a handover with the top Product Manager.
	Number	1	
	Timeline	6-7 weeks	
2. An Accounts Payable Officer is going on maternity leave in 3 months. She is planning to take 6 months leave. (Approximately 50 words in total)	Role	Accounts Payable Officer	This is a fixed term contract position to cover the extended leave of the Accounts Payable Officer. You recommend filling the role in 11 weeks to allow 1 week handover with the current Accounts Payable Officer.
	Period	6-month contract	
	Number	1	
	Timeline	11 weeks	
3. The company is launching a new product in 10 weeks and believe that it will generate a 50% increase in sales. Currently they employ 18 Sales Consultants and 2 Sales Managers to manage the workload. (Approximately 100 words in total)	Role (1)	Sales Consultant	The company requires additional Sales staff to manage the increased workload. There are currently 18 Sales Consultants, and they are expecting to generate a 50% increase in sales so they will require an additional 9 (50% of the 18) Sales Consultants. They will also require 1 new Sales Manager to manage the new team. They will need to be onboarded with at least 2 weeks to be introduced to the product and learn the company specific systems and processes.
	Number	9	
	Timeline	8 weeks	
	Role (2)	Sales Manager	
	Number	1	
	Timeline	8 weeks	

Assessment checklist:

Students must have completed all short answer questions within this assessment before submitting. This includes:

1	9 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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Congratulations you have reached the end of Assessment 1!

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