



BSBHRM415

# Coordinate recruitment and onboarding

## Assessment 3 of 3

### Project



## Assessment Details

This section is for SUT VE Quality and Compliance review and feedback and must be deleted in the student version of the assessment.

SECTION 1		
UNIT OF COMPETENCY DETAILS		
Code	Title	
BSBHRM415	Coordinate recruitment and onboarding	
COURSE AND MODULE DETAILS		
<i>Assessments may be published in more than one course. Add lines for additional courses as needed.</i>		
Course Code (UPed)	Module Number (Order)	Module Code (UPed)
	3	
ASSESSMENT TYPE		
Assessment Method:	Project	Case Study    Role-play
<i>Select all that apply.</i>		

SECTION 2
STUDENT INSTRUCTIONS
<i>The following instructions detail the requirements of the assessment and are captured in the LMS assessment page. This includes a description of the student instructions, associated files and submission instructions.</i>
Student instructions
<p>This is assessment 3 of 3 assessments for BSBHRM415 Coordinate recruitment and onboarding.</p> <p>This assessment is broken into three [3] parts to test your understanding and skills required of this unit. These are:</p> <ul style="list-style-type: none"><li>• Part A: Interview and agree on successful applicants</li><li>• Part B: Communicate outcomes</li><li>• Part C: Induct successful applicants</li></ul> <p>To be assessed as competent, you must complete all parts of this assessment as identified below.</p> <p>You are required to download your assessment by clicking on the assessment document icon below (see Let's begin) and upload your completed assessment for submission.</p>
Supporting documents
<p>To answer some of the questions, you will need to access the following CBSA policies, procedures and forms:</p> <ul style="list-style-type: none"><li>• <a href="#">CBSA Staff Management Policy and Procedures</a></li><li>• <a href="#">CBSA Communication Policy and Procedures</a></li><li>• <a href="#">Interview Questionnaire Template</a></li><li>• <a href="#">Contract Template</a></li><li>• Induction Checklist</li><li>• Email Template</li><li>• Candidate Staff Referee Check Forms</li></ul>
Files for submission

Submit the following files:

- Assessment document
  - Email to candidate – not interviewed (Part B)
  - Email to candidate – interviewed but not successful (Part B)
  - Email to candidate – successful with Contract (Part B)
  - Email to HR department to notify appointments (Part C)
  - Email to Payroll Manager to generate pay and employee record (Part C)
  - 2 x Induction template (Part C)
  - Email to Hiring Manager to confirm Induction process (Part C)
- 2 x Interview recordings (Part A)
- Meeting recording (Part A)
- 2 x formal Contracts (Part B)
- 5x Interview Questionnaire\_HR Consultant\_<<Applicant Name>>.docx (Part B)

## Submission instructions

### Video and Audio Submissions

You may be requested to record an audio or video file for your assessment. You have the option to record directly into your assessment via this page, using the record button from the menu. The feature will provide you with an opportunity to review your recording and redo it as many times as needed, prior to submitting it.

### PDF File Submissions

**Please save all Word documents as PDF files before submitting.**

**IMPORTANT:** Word documents will **not** be accepted.

Most modern web browsers can open and display a PDF file. If you have an older operating system, however, you may need a PDF reader installed on your device such as the Acrobat Reader, available from Adobe.

*Windows: Word 2013 and newer*

Choose **File > Export > Create PDF/XPS**.

*Windows: Word 2010*

1. Click the **File** tab
2. Click **Save As**
  - To see the Save As dialog box in Word 2013 and Word 2016, you have to choose a location and folder
3. In the **File Name** box, enter a name for the file, if you haven't already
4. In the **Save as** type list, click **PDF (\*.pdf)**.
  - If you want the file to open in the selected format after saving, select the Open file after publishing check box.
  - If the document requires high print quality, click Standard (publishing online and printing).
  - If the file size is more important than print quality, click Minimum size (publishing online).
5. Click **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Click **OK** when finished.
6. Click **Save**.

*macOS: Office for Mac*

To save your file as a PDF in Office for Mac follow these easy steps:

1. Click the **File**
2. Click **Save As**
3. Click **File Format** towards the bottom of the window
4. Select **PDF** from the list of available file formats
5. Give your file a name, if it doesn't already have one, then click **Export**

For more detailed instructions refer to [Microsoft Support](#).

## SECTION 3

### ASSESSMENT TASK CRITERIA AND OUTCOME

This assessment will be graded as Satisfactory (S) or Unsatisfactory (US).

To achieve Satisfactory; valid, sufficient, authentic, and current evidence of meeting the criteria must be submitted.

Refer to the mapping spreadsheet for details for this unit.

## SECTION 4

### ASSESSMENT DETAILS

*Please refer to SECTION 2 to confirm how the assessment tools will be built and the methods that will be used to collect evidence i.e., Student's will type answers directly into LMS or will upload of files of completed assessment tasks.*

*The STUDENT INSTRUCTIONS above will be added directly into the LMS.*

*All associated files will be accessed via the LMS, as will any Assessor Guides, Matrix, Templates etc.*

*Students and Assessors have restricted permissions in the LMS. Assessor Guides, including model answers, will be available to Assessors ONLY.*

The following pages contain the draft assessment which will be built into the LMS once reviewed. This includes:

- Instructions to students
- Questions /tasks
- Templates /tables where applicable
- Links to supporting files /websites
- Instructions to assessors
- Sample answers /examples of benchmark answers

## SECTION 5

### STAKEHOLDERS AND SIGN OFF

*List all that apply for each of the stakeholder roles below.*

UPed Learning Designer/Author name	EduWorks
SOE Quality and Compliance Manager name	
SUT VE Quality Compliance name	
Date approved	

## Assessment Instructions

### Task overview

This assessment task is divided into three parts. This includes:

- Part A: Interview and agree on successful applicants
- Part B: Communicate outcomes
- Part C: Induct successful applicants

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 following CBSA policies, procedures and forms:

- [CBSA Staff Management Policy and Procedures](#)
- [CBSA Communication Policy and Procedures](#)
- [Interview Questionnaire Template](#)
- [Contract Template](#)
- Candidate Applications
- Email Template
- Induction Checklist
- Candidate Referee Check Forms

## 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.

The following assessment tasks use a simulated business called **Complete Business Solutions Australia** (CBSA). In order to complete the assessment tasks, you need to access information, templates, policies and procedures associated with CBSA using the links provided.

## Part A: Interview and agree on successful applicants

Your name is Zane O'Brien, and you are a HR Consultant working at CBSA.

In Assessment 2, you were asked by your direct manager, Glenda Williams (HR Manager) to coordinate the recruitment and induction of two (2) new HR Consultants to support the delivery of some upcoming strategic initiatives.

You have confirmed the recruitment requirements, finalised the position description (PD), agreed on the selection criteria, developed *Interview Questionnaire forms* for each of the applications received and shortlisted candidates for interview.

The applications received are as follow:

- [Alex Boden](#)
- [Ash Jones](#)
- [Marley Otis](#)
- [Pete Brett](#)
- [Taylor Cruz](#)

### Task 1.1: Conduct two (2) interviews

Glenda Williams (Hiring Manager) and your top two (2) preferred interview candidates have accepted the interview requests you sent out [see Assessment 2, Part C, Task 2.3], and you have since sent them an email link to the online interview.

Using your finalised *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* for each applicant [see Assessment 2, Part C, Task 2.2] you are now ready to conduct interviews.

Plan and conduct two (2) interviews with Glenda Williams (Hiring Manager) and your preferred applicants based on your pre-screening process completed. In these interviews you must:

- Use the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* as preparation for and to capture notes during the interview. [You will need to update these forms and submit them in Part A, Task 1.2 below.]
- Open the interview introducing yourself and the Hiring Manager and giving the candidate a brief description of CBSA and the role.
- Ask at least three (3) questions captured in the Interview Questionnaire with the applicant and record their responses. These must address the top two (2) selection criteria and using the same three (3) questions for both interviews to provide room for comparison.
- Confirm applicants' qualifications in line with their application.
- Observe the applicants' verbal communication skills and attention to detail as part of the interview and capture this in your Interview Questionnaire.
- Confirm the applicants' availability to start and their salary expectations.

You must demonstrate the following skills during the course of the interviews:

- Participate in a verbal exchange using clear language and appropriate tone to provide relevant information and feedback.
- Ask questions and listen carefully to gather, interpret, and evaluate information.
- Participate in a conversation, relevant to your role, responding, explaining, negotiating, and persuading as required.

These interviews should not exceed 10 minutes each. These interviews will need to be recorded and submitted for assessment. For information on sourcing, conducting and recording your interviews, read the Role-play instructions below.

### **Role-play instructions - INTERVIEWS**

Each of the interviews must include at least two (2) participants (the Hiring Manager and interview candidate - with the Hiring Manager remaining the same and the interview candidate changing for the second interview), must not exceed 10 minutes duration and must address all elements of the task as outlined above.

**It is strongly recommended that you use the same person in the role of Hiring Manager for all role-play sessions. (Part A, Task 1.1 and Part A, Task 2.1).**

In this task you will participate in an interview with others. These may be resourced using one of the following options:

1. Peers who you are already working with, in the industry your qualification relates to.
2. Fellow students. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

#### **Option 1: Peer participants**

Should you complete this task with your Peers, you must fully brief all participants, providing them with the context to the interview session and a role outline to play so that they can prepare for the recording.

For the Hiring Manager, this briefing would include:

- A copy of the interview candidate's resume, and application (as provided above)
- A copy of your recommendation relating to the interview candidate (as completed in Assessment 2, Part C, Task 1.2)
- A copy of the interview questionnaire for the applicant (as completed in Assessment 2, Part C, Task 2.2)

For the interview candidate, this briefing would include:

- A copy of the interview candidate's resume and application (as provided above)
- A copy of your interview request (as completed in Assessment 2, Part C, Task 2.3)
- A prop document to be used as evidence of their qualifications as outlined in their application
- A chosen salary and start date (on or after 22 November) for discussion

Peers must state their name and job title at the start of the recording to inform consent.

#### **Option 2: Fellow student participants**



Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity so that they can prepare for the recording.

The Hiring Manager will also need:

- A copy of your recommendation relating to the interview candidate [as completed in Assessment 2, Part C, Task 1.2]
- A copy of the interview questionnaire for the applicant [as completed in Assessment 2, Part C, Task 2.2]

Students will need to state their name and that they are a student [as their job title] at the start of the recording to inform consent.

### Recording instructions

Your role-play must be recorded with all participant/s captured in a virtual room using a system such as Zoom, Skype or Teams. This recording must be clearly labelled *BSBHRM415\_03A1.2\_Int#\_<<Student Name>>* and submitted with your assessment for marking.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

*"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."*

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

**Assessor instructions:** Students must conduct two [2] interviews, not exceeding 10 minutes each, based on the shortlisted candidates identified. Students must include two [2] participants in each meeting, including Glenda Williams [HR/Hiring Manager] and the shortlisted candidate.

Students must complete the tasks and demonstrate the skills outlined in the observation checklist below.

### ASSESSOR OBSERVATION CHECKLIST: Part A, Task 1.1

Students are required to upload a video of themselves, and two [2] others engaged in a short interview for the role of HR Consultant. The participants include the Hiring Manager and the interview candidate. Each participant must be fully briefed as outlined in the role-play instructions.

Each interview should be a maximum of 10 minutes.

Students must ensure that they demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	INTERVIEW 1 SATISFACTORY YES / NO	INTERVIEW 2 SATISFACTORY YES / NO	ASSESSOR COMMENTS
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### Task checklist



Conduct an interview for a HR Consultant with the Hiring Manager and interview candidate.			
Students are to open the interview introducing themselves and the Hiring Manager, giving the candidate a brief description of CBSA and the role.			
Students are to ask at least 3 questions captured in the Interview Questionnaire with the applicant.			
Students must confirm applicant's qualifications in line with their application.			
Students are to observe the applicant's verbal skills and attention to detail as part of the interview and capture this in your Interview Questionnaire.			
Confirm applicant's availability to start and salary expectations. NOTE: This can be made up based on the salary range set.			
<b>Skills checklist</b>			
Students must participate in a verbal exchange using clear language and appropriate tone to provide relevant information and feedback.			
Students must ask questions and listen carefully to gather, interpret and evaluate information.			
Present professionally (clean and tidy, neat hair and appropriate business attire).			

### Task 1.2 – Update interview questionnaires with interview information

To begin this part, read the following email and its attachment, then complete the task that follows:



To: Zane O'Brien [zane.obrien@cbsa.com.au]

From: Glenda Williams [glenda.williams@cbsa.com.au]

Date/time: Tuesday 11:00 a.m.

Subject: Interview outcomes

Attachment:

Hello Zane,

Thank you for all your work planning for and conducting the interviews yesterday.

I received an additional application from an internal candidate that they wanted kept confidential. As such, I met with them yesterday for a 1-1 interview after our external interview sessions. I feel that they would make a strong contribution to the team based on personal merit and would like to offer them one of the two positions available. We can discuss and confirm their suitability when I meet with you as part of the selection process.

I am keen to meet quickly to finalise the second placement based on the candidates we met yesterday.

Can you please update the Interview Questionnaire forms for the two [2] applicants we met together and schedule a meeting for us to discuss the final placement and next steps in the process.

Kind Regards,  
Glenda Williams

HR Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)



Based on the interviews conducted in Part A, Task 1.1, you need to update the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx*.

This update should capture all details discussed in the interview, including answers to interview questions, along with any personal notes, observations, and assessment information relevant to their ability to perform the role – particularly in relation to the top 2 selection criteria identified.

This information should be captured in the INTERVIEW QUESTIONS and POST INTERVIEW ASSESSMENT sections of the form.

Once you have updated this information for both interviewed candidates, save it for completion and submission in Part B, Task 3.

**Assessor instructions:** Students must complete the INTERVIEW component of the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx*. Students must include:

- Interviewed candidates' interview question answers
- Personal notes, observations, and assessment information, particularly relevant to their communication skills and attention to detail. [Students may not get to the later selection criteria in their 10-minute interview, so these may be left blank.]

**NOTE:** These finalised *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* will not be submitted until they have also captured the outcomes against each application in Part B, Task 3.

A potential sample answer is provided below – although students must capture details as discussed in the two (2) interviews recorded.

## INTERVIEW QUESTIONS

	SELECTION CRITERIA	QUESTION	ANSWER	NOTES
<b>Selection Criteria 1 (Priority)</b>	Strong communication and consultation skills – written and verbal	<p>Observed through the initial application [written skills]. Do they write clearly and articulately? Is their spelling and grammar correct?</p> <p>Observed through the way they communicate in the interview [verbal skills]. Are they clear? Are they confident?</p>	<p><i>I have strong verbal and written communication skills with lots of experience consulting directly with peers across HR, executives in relation to development and implementation of programs as well as providing advice and support directly to line managers and employees.</i></p>	<p><i>Well spoken, direct answers provided that addressed questions/conversation, very confident and professional in language and style of communication.</i></p> <p><i>Application was very well written.</i></p>
<b>Selection Criteria 2 (Priority)</b>	High-level attention to detail	<p>Tell me about a task you had to complete that required a high level of detail.</p> <p>How did you ensure that you remained focused on delivery?</p> <p>What did you do to ensure accuracy and quality?</p>	<p><i>When doing my analytics role, I was given large data batching with many individual considerations to apply, in some cases in bulk and other cases manually.</i></p> <p><i>I maintain my attention to detail by planning out the task, working methodically through it and then completing checks and balances at the end to ensure it is captured correctly.</i></p>	<p><i>Very specific detail example given that shows process and planning, as well as checking at the end to ensure correct outcome.</i></p>
<b>Selection Criteria 3</b>	Ability to problem solve and work under pressure	<p>Describe a situation where you had to solve a problem.</p> <p>How did you approach it? What did you do? What was the outcome?</p>	<p><i>When working on the bulk recruitment project, there were many issues that arose, including how to complete bulk interview intake for the many different locations. It was not viable for all applicants to meet in Sydney when they were going to work in Perth and based on the volume of staff required, we needed to manage bulk interview and selection sessions.</i></p> <p><i>We managed this by looking into online assessment tools that could be used to capture and assess applicants, before organising group online sessions for the interview process that candidates could call into using their PC or phone.</i></p> <p><i>This helped us to work through the volume for the vacancies across the country without the need for travel or individual application processing.</i></p>	<p><i>The solution is appropriate and resolved the issue they were experiencing.</i></p>

<b>Selection Criteria 4</b>	Ability to work well independently and as part of a team	How do you prefer to work – independently or as part of a team?  What management style do you prefer? Highly involved and directive or more hands-off?	<i>I am happy to work independently or as part of a team, but I honestly prefer a mix of both.</i>  <i>From a manager, I like clear direction and the opportunity to ask questions and clarify, but do not need more than that.</i>	<i>The option of both independent and teamwork is ideal for this role.</i>
<b>Selection Criteria 5</b>	In-depth knowledge of HR principles, functions, methods and best practice	Tell me about your experience working across the range of HR activities.  What programs have you worked on? Have you helped develop any programs from the ground up?	<i>I have worked on many programs including:</i> <ul style="list-style-type: none"> <li>• <i>Recruitment, bulk and specialised</i></li> <li>• <i>Remuneration and benefits program and outcome management</i></li> <li>• <i>Setting organisational, departmental and individual performance measures in line with corporate goals for all roles across an organisation.</i></li> <li>• <i>I have also worked on several employee complaints relating to performance management, dismissal and peer disagreements</i></li> </ul>	<i>Pete has worked on a wide range of HR programs and seems to have a comprehensive knowledge of what is involved in each of the areas discussed.</i>
<b>Selection Criteria 6</b>	Proficient Microsoft skills (Outlook, Teams, Word, Excel etc.)	Observed through the initial application and the interview coordination process.  How well did they use/ apply outlook (email communication), teams (meetings/conversation), MS word (written application) etc?		<i>Applicant had no problems with the email communication process to organise and schedule the interview. They arrived at the Teams meeting at the appropriate time and with a background installed.</i>
<b>POST INTERVIEW ASSESSMENT</b>				
<b>Applicant summary/ Post-interview notes (from applicants' application and interview)</b>	<p><i>Applicant was very impressive overall.</i></p> <p><i>This applicant has solid experience, education, skills, and knowledge that would support the delivery of the new HR initiatives well.</i></p> <p><i>This applicant is personable, professional and presents a positive attitude that would fit in with the team and CBSA well.</i></p>			

## Task 2.1: Referee reports

To begin this part, read the following email and its attachment, then complete the task that follows:


	To:	Zane O'Brien [zane.obrien@cbsa.com.au]
	From:	Glenda Williams [glenda.williams@cbsa.com.au]
	Date/time:	Tuesday 2:00 p.m.
	Subject:	Referee reports
	Attachment:	Referee report.docx

Hello Zane,

I have just received the referee reports for our two shortlisted candidates.

Please review this information ahead of our meeting to discuss and agree on the final successful applicant.

Kind Regards,  
Glenda Williams  
HR Manager  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)



### ATTACHMENT 1:

- [Referee report.docx](#)

REFEREE REPORT			
<b>Position Title:</b>	HR Consultant	<b>Department:</b>	Human Resources
<b>Reporting arrangements:</b>	Reports to: (Title) HR Manager (Currently Glenda Williams) Direct reports: (Title) N/A		
<b>Applicant 1:</b>			
<b>Referee name:</b>	<i>Applicant 1</i>		
<b>Referee relationship:</b>	<i>Direct reporting manager for current position</i>	<b>Referee contact:</b>	0411 041 041
<b>Referee notes:</b>	<i>The manager had nothing but good things to say about this applicant. They enjoy working with them and feel that they deliver on their commitments. They are reliable and professional when communicating within the team, with stakeholders and executives alike. The applicant has always displayed strong attention to detail in their work.</i>		

Would you hire this applicant?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Applicant 2:</b>		
Referee name:	Applicant 2	
Referee relationship:	Previous reporting manager	Referee contact: 0422 042 042
Referee notes:	<p>The previous reporting manager for this applicant was quite positive about the applicant and indicated that they had tried to retain them when they resigned.</p> <p>The applicant was a reliable and friendly team member and offered a high level of practical knowledge across HR.</p> <p>They had sound communication skills and were great with clients and staff.</p>	
Would you hire this applicant?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Using the Referee Report information provided by Glenda Williams, you now need to update the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* ahead of your final selection meeting with the Hiring Manager.

This update should capture the REFERENCE OUTCOME details as set out in the referee report above. Apply these references for Applicant 1 and Applicant 2 based on the order the interviews were scheduled.

Once you have updated this information for both interviewed candidates, save it for completion and submission in Part B, Task 3.

**Assessor instructions:** Students must complete the REFERENCE OUTCOME component of the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx*. Students must include:

- Interviewed candidate interview question answers
- Personal notes, observations and assessment information, particularly relevant to their communication skills and attention to detail.

**NOTE:** These finalised *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* will not be submitted until they have also captured the outcomes against each application in Part B, Task 3

A sample answer is provided below.

Reference Outcome	<i>The reference check addressed their sound communication skills and attention to detail. The manager was impressed by this applicant and had no negative feedback to share. The manager would hire this person again given the opportunity.</i>
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## Task 2.2: Final selection meeting

All interviews are now complete, and it is time to meet with the Hiring Manager, Glenda Williams, to discuss the applicants and agree on the final selection. Using your finalised *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* for each applicant [see Part A, Task 1.2 above] you are now ready to select the successful candidates.

Plan and conduct a short meeting with Glenda Williams (Hiring Manager) to discuss the applicants (interviewed and internal), and confirm the placements. In this meeting you must:

- use the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* to discuss the applicants' outcome against the key selection criteria
- discuss applicants' capability to perform the role
- discuss applicants' referee report
- discuss applicants' suitability to the team and structure of CBSA
- discuss the internal applicant put forward by Glenda (your assessor will provide details of this applicant in the meeting)
- specifically address internal applicant's suitability to ensure there is no unfair bias towards this candidate in line with EEO and anti-discrimination legislation
- agree/confirm Glenda's approval of the successful applicants
- confirm the successful applicants' availability to start and salary expectations
- capture feedback to be provided to unsuccessful shortlisted candidate
- discuss and agree the next steps relating to communicating with all applicants and inducting new starters.

You must demonstrate the following skills during the course of the meeting:

- participate in a verbal exchange using clear language and appropriate tone to provide relevant information and feedback.
- ask questions and listen carefully to gather, interpret and evaluate information.
- participate in a conversation, relevant to your role responding, explaining, negotiating and persuading as required.

This meeting should not exceed 5 minutes. This meeting must be conducted with your Assessor as they have important information to contribute to this conversation in the role of Glenda, the hiring manager. As such this meeting will not need to be recorded or submitted for assessment. For information on sourcing and conducting your meeting, read the Role-play instructions below.

### Role-play instructions – POST-INTERVIEW CONSULTATION

In this task, you will participate in a role/play meeting with **one (1) other**. This may be sourced using one of the following options:

- peers to who you are already working within the industry your qualification relates to.
- fellow students who will play the role of the stakeholders. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

The role play/meeting must not exceed **5 minutes** in duration.

If you are unable to find participants to play the role of the other team members, contact your assessor via the Discussion Forum, who will discuss options for pairing up with other students to complete this task.

#### Option 1: Peer participants



Should you complete this task with your peers, you must fully brief all participants, providing them with the context of the role play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peers will need to state their name and job title at the start of the recording to inform consent.

### **Option 2: Fellow student participants**

Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist so that they can prepare for the recording.

Students will need to state their name and that they are a student (as their job title) at the start of the recording to inform consent.

In this task you will participate in a post-interview meeting with Glenda, the Hiring Manager, played by the participant.

Ahead of the session you plan with Glenda [the participant], you must provide them with a copy of the interview questionnaire for all the applicants to be discussed [as completed in Part A, Task 1.1 above].

The participant will provide you with information relating to the Internal Candidate as part of the meeting.

### **Recording instructions**

Your role-play must be recorded with all participant/s captured in a virtual room using a system such as Zoom, Skype or Teams. This recording must be clearly labelled *BSBHRM415\_03A1.2\_Int#\_<<Student Name>>* and submitted with your assessment for marking.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

*"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."*

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

**Assessor instructions:** Students must conduct a meeting, not exceeding 5 minutes with you in the role of Glenda Williams [HR/Hiring Manager] where you discuss the interviewed applicants and internal applicant and select the final successful applicants.

Students must refer to the Interview Questionnaires completed for the interviewed applicants as completed in Task 1 above.

A copy of these Interview Questionnaires should be submitted to you prior to this meeting.

You will also need to discuss an internal applicant that you interviewed separately – Jessie Dawson. Through the course of the conversation you must confirm that one of the positions will be approved for this applicant.

Specific attention must be given to the internal applicant's merit and suitability to the role (sound experience, internal experience, strong skills aligned to selection criteria etc.) to confirm that their placement does not breach any EEO and anti-discrimination legislation.

The internal applicant's information is as follows:

INTERNAL APPLICANT details for the role play		
<b>Employee's name</b>		Jessie Dawson
<b>Previous position title</b>		HR Administrator – 4 years
Selection Criteria 1	Communication and consultation skills	Strong communication and consultation skills as demonstrated during recent work with the roll out of the Staff Reward and Recognition program where they communicated with and supported stakeholders across the organisation to engage and implement the program.
Selection Criteria 2	High-level attention to detail	They have extensive data analytics experience using all staff data to determine diversity and inclusion reporting for the group annually. This involves sourcing, cleansing and manipulating data to determine recruitment and remuneration considerations by key demographics across the sample.
Selection Criteria 3	<b>Working under pressure</b>	Ability to problem solve and work under pressure during recent mass recruitment processing. High volume processing of new starters in a short timeframe.
Selection Criteria 4	<b>Independently and as part of a team</b>	Ability to work well independently and as part of a team.
<b>Selection Criteria 5</b>	<b>Knowledge and experience in HR</b>	In-depth knowledge of HR principles, functions, methods and best practice as applied at CBSA.
Selection Criteria 6	<b>Systems</b>	Proficient Microsoft skills (Outlook, Teams, Word, Excel etc.)
<b>Available start date</b>		Monday 15 November 2021
<b>Salary expectations</b>		\$80,000

NOTE: Students may recommend different successful candidates based on the outcome of the interviews conducted. The applicant chosen must demonstrate the selection criteria of communication skills and attention to detail.

Details for the applicant chosen should then be reflected in all subsequent tasks.

Students must complete the tasks and demonstrate the skills outlined in the observation checklist below.

#### ASSESSOR OBSERVATION CHECKLIST: Part A, Task 1.1

Students are required to engage in a short meeting to discuss the interviewed applicants and internal applicant, interviews conducted, referee report and agree on the final successful candidate for the roles of HR Consultant.

As the Assessor, you will play the role of Hiring Manager who must be fully briefed as outlined in the role-play instructions.

This meeting should be a maximum of 5 minutes.

Students must ensure they demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	SATISFACTORY Yes / No	ASSESSOR COMMENTS
<b>Task checklist</b>		
You must use the <i>Interview Questionnaire form</i> to discuss the applicants' outcome against the key selection criteria.		
You must assess and discuss the applicants' <ul style="list-style-type: none"> <li>• capability to perform the role.</li> <li>• Referee report'</li> <li>• Suitability to the team and CBSA culture'</li> </ul>		
Specifically address internal applicant's suitability to ensure there is no unfair bias towards this candidate in line with EEO and anti-discrimination legislation		
Negotiate and agree on the final successful applicant.		
Confirm Glenda's approval of the successful applicant.		<p><i>NOTE: Students may recommend different successful candidates based on the outcome of the interviews conducted. The applicant chosen must demonstrate the selection criteria of communication skills and attention to detail. Details for the applicant chosen should then be reflected in subsequent tasks.</i></p>
Confirm the successful applicants' availability to start and salary expectations as raised in the interview.		
Capture feedback to be provided to the unsuccessful shortlisted candidate.		
Discuss and agree on the next steps.		
<b>Skills checklist</b>		
You must participate in a verbal exchange using clear language and appropriate tone to provide relevant information and feedback.		
You must ask questions and listen carefully to gather, interpret, and evaluate information.		
You must participate in a conversation, relevant to your role responding, explaining, negotiating, and persuading as required.		
Present professionally [clean and tidy, neat hair and appropriate business attire].		

**Part B: Communicate outcomes**

As agreed in the meeting with Glenda Williams (Hiring Manager) in Part A, Task 2.2 above, you have now agreed on the successful candidate and it is time to communicate the final outcome with all applicants.

### Task 1: Advise those not interviewed of outcome


During pre-screening stage (Assessment 2, Part C, Task 1.2), two candidates were not advanced to the interview phase of recruitment. Choose one of these applicants and develop an email communication to confirm that they were unsuccessful in their application using the template below.

Your email should include the following:

- Identify the candidate
- Confirm the role you are writing in relation to
- Confirm their application status

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

[Approximate word count: 80 words per email]

 COMPLETE BUSINESS SOLUTIONS AUSTRALIA	<h1>Email Template</h1>
To:	<<Add name(s) and position title of main email recipients here>>
From:	<<Add your name and position title here>>
CC:	<<Add names and position title of carbon copy email recipients here (leave blank if none)>>
Date/time:	<<Add the time and date of the email here>>
Subject:	<<Add the subject of the email here>>
Attachments:	<<Add the name of any attachments here (leave blank if none)>>
To <<Add email recipient(s) name here>>, <<Add message here. Add as much space as necessary.>>	
Kind regards <<Add your name here>>	
 COMPLETE BUSINESS SOLUTIONS AUSTRALIA	<<Add your job position here>> 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 <a href="http://www.cbsa.com.au">www.cbsa.com.au</a>

**Assessor instructions:** Students must develop an email to one of the applicants for the HR Consultant role that was not successful in securing an interview, including the following key information:

- Address to the applicant
- Include a date and time stamp for the email
- Specify the subject of the email
- Include a greeting
- Content of the email:
  - Confirm the role you are writing in relation to
  - Confirm there were a number of applicants
  - Confirm that they were not successful in securing an interview for the role and a placement has been made
  - Thank them for the time taken in submitting their application
- Complete the email footer, including their name and position.

A sample answer is provided below.



# Email Template

To: <<Culled applicants name>>  
From: Zane O'Brien - HR Consultant  
CC:  
Date/time: Thursday 4:30 p.m.  
Subject: HR Consultant application update  
Attachments:

*To Applicant,*

*Thank you for your recent application for the position of HR Consultant with CBSA as advertised.*

*There were a number of quality applicants and unfortunately, on this occasion you have not been successful in progressing to the interview process.*

*Thank you for taking the time to submit your application and we wish you well in the future.*

*Kind regards*

*Zane O'Brien*



*HR Consultant*

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)

## Task 2: Advise those selected for interview but not successful in securing the role

Of the two [2] candidates interviewed [Part A, Task 1.1], one was not successful in securing a role. Develop an email communication to them to confirm that they were unsuccessful in their application using the template below.

Your email should include the following:

- Identify the candidate
- Confirm the role you are writing in relation to
- Confirm their application status
- Provide a piece of constructive feedback in relation to their applications and/or interview

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

[Approximate word count: 120 words per email]



## Email Template

To: <<Add name(s) and position title of main email recipients here>>  
From: <<Add your name and position title here>>  
CC: <<Add names and position title of carbon copy email recipients here [leave blank if none]>>  
Date/time: <<Add the time and date of the email here>>  
Subject: <<Add the subject of the email here>>  
Attachments: <<Add the name of any attachments here [leave blank if none]>>

To <<Add email recipient(s) name here>>,  
<<Add message here. Add as much space as necessary.>>

Kind regards

<<Add your name here>>



<<Add your job position here>>  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

**Assessor instructions:** Students must develop an email to one of the applicants for the HR Consultant role that was not successful in securing an interview, including the following key information:

- Address to the applicant
- Include a date and time stamp for the email
- Specify the subject of the email
- Include a greeting
- Content of the email:
  - Confirm the role you are writing in relation to
  - Confirm there were a number of applicants
  - Confirm that they were not successful in securing the role and a placement has been made
  - Confirm what will be done with their records
  - Thank them for the time taken in submitting their application
- Complete the email footer, including their name and position.



A sample answer is provided below.



## Email Template

To: <<Culled applicant's name>>  
From: Zane O'Brien – HR Consultant  
CC:  
Date/time: Thursday 5:00 p.m.  
Subject: HR Consultant application update  
Attachments:

*To Applicant,*

*Thank you for taking time to meet with Glenda and I to discuss your suitability to the HR Consultant position with CBSA.*

*You interviewed well and provided some great examples of your experience. I believe that <<insert feedback, i.e. additional training and exposure to HR project management/ more preparation with a focus on behavioural examples for the selection criteria included in the advertisement/ provide clear and targeted responses to the questions in the interview process etc.>> you would have elevated your application to the next level.*

*Unfortunately, you were not successful on this occasion. As such, we will not be keeping any confidential records relating to your application; however, you are welcome to apply again should a new role open up in the future.*

*Thank you again for taking the time to apply and meet with us and we wish you well in the future.*

*Kind regards  
Zane O'Brien*



*HR Consultant*  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

### Task 3.1: Develop Contract

Using the [Contract template](#) provided, create an employment contract for the two [2] successful candidates - 1 internal and 1 external.

You will need to incorporate information you collected from the candidates' application, interview and referee report to complete this form for Applicant 1.

You will use the following information provided by Glenda Williams [HR Manager] for the internal candidate.

INTERNAL APPLICANT DETAILS	
Employee's full name	Jessie Dawson
Employee's residential address	22 Fake Street, Sydney NSW 2000
Previous position title	HR Administrator – 4 years
New position title	HR Consultant
Work location	300 Fictional Way, Sydney NSW 2000
Start date	Monday 15 November 2021
Employment type	Full time
Hours of work per week	38 hours per week
Annual Salary	\$80,000

You will need to look up the relevant [award](#) for this position. Use the following information when confirming the appropriate Award:

- The business does NOT have a registered agreement in place
- The role is Human Resources Officer (for this purpose only)
- The industry is Clerical.

Save a copy of the completed *Contract* for each of the successful applicants using the following filename:  
*Contract\_<<Applicant name>>.docx*

Submit a copy of the completed *Contract* with your assessment.

**Assessor instructions:** Students must complete all highlighted fields in the *Contract* based on the successful candidates.

Students will submit these files separately for assessment. They will use the filename *Contract\_<<Applicant name>>.docx*.

Key fields to be completed are provided below and populated for the Internal Applicant – Jessie Dawson.

Students must also complete a second *Contract* for the successful interviewed candidate.

Date	<<Date>> - Any time prior to start date
Employee's full name	<i>Jessie Dawson</i>
Employee's residential address	<i>22 Fake Street, Sydney NSW 2000</i>
Position title	<i>HR Consultant</i>
1.1: Start date	<i>15/11/21</i>
1.2: Employment type	<i>Full time</i>

1.4: Work location	<i>300 fictional Way, Sydney NSW 2000</i>
2.1: Relevant award or enterprise agreement	<i>Clerks Private Sector Award [MA000002]</i>
3.1: Hours of work per week	<i>38</i>
4.1: Annual salary	<i>\$80,000</i>
5.1: Relevant award or enterprise agreement [per section 2.1]	<i>Clerks Private Sector Award [MA000002]</i>
9. Name	<i>Jessie</i>

### Task 3.2: Advise successful interviewed candidate by providing written offer and *Contract*

Develop an email communication for the successful interviewed candidate, confirming the details of the role and offer including the *Contract*, using the template below.

Your email should include the following:

- Identify the candidate
- Confirm the role you are writing in relation to
- Confirm their application status
- Confirm their start date and reporting line with additional details referenced in the attachment
- Ask them to confirm acceptance of the offer within a set timeframe
- Thank them for the time taken in applying for the position and welcome them to the team

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

[Approximate word count: 100 words per email]



# Email Template

To: <<Add name(s) and position title of main email recipients here>>  
From: <<Add your name and position title here>>  
CC: <<Add names and position title of carbon copy email recipients here (leave blank if none)>>  
Date/time: <<Add the time and date of the email here>>  
Subject: <<Add the subject of the email here>>  
Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) name here>>,  
<<Add message here. Add as much space as necessary.>>

Kind regards  
<<Add your name here>>



<<Add your job position here>>  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

**Assessor instructions:** Students must develop an email to one of the applicants for the HR Consultant role that was successful in securing an interview, including the following key information:

- Address to the applicant
- Include a date and time stamp for the email
- Specify the subject of the email
- Attachment should refer to the *Contract* as completed in Part B, Task 3.1
- Include a greeting
- Content of the email:
  - Confirm the role you are writing in relation to
  - Confirm that they were successful in securing a position
  - Confirm details referencing the *Contract* attachment
  - Ask them to confirm acceptance of the offer
  - Thank them for the time taken in applying for the position and welcome them to the team
- Complete the email footer, including their name and position.

A sample answer is provided below.



COMPLETE BUSINESS  
SOLUTIONS AUSTRALIA

## Email Template

To: <<Successful applicant's name>>  
From: Zane O'Brien – HR Consultant  
CC:  
Date/time: Monday 9:30 a.m.  
Subject: HR Consultant – Contract  
Attachments: Contract\_<<Applicant name>>.docx

*To Applicant,*

*Thank you for taking time to meet with Glenda and I to discuss your suitability to the HR Consultant position with CBSA.*

*Glenda and I were very impressed with your application and interview and are excited to offer you the position based on your salary expectations and availability as discussed in the meeting.*

*Please find attached a formal Contract [Contract\_<<Applicant name>>.docx] contract outlining the details. Please review the Contract and sign and return to accept the offer by COB Friday.*

*Thank you again and I look forward to working with you soon.*

*Kind regards*

*Zane O'Brien*



COMPLETE BUSINESS  
SOLUTIONS AUSTRALIA

*HR Consultant*

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)

### Task 3.3: Submit final Interview Questionnaire forms

To begin this part, read the emails received from the successful applicants below, the phone message left on your work phone by Glenda, and then complete the task that follows.



COMPLETE BUSINESS  
SOLUTIONS AUSTRALIA

# Email Template

To: Zane O'Brien – HR Consultant  
From: Jessie Dawson  
CC:  
Date/time: *Tuesday 9:00 a.m.*  
Subject: *HR Consultant – Contract*  
Attachments: *Contract\_Jessie Dawson.docx*

*To Zane,*

*Thank you for sending through my offer and contract. I am pleased to accept and look forward to working with you.*

*Please find attached the completed and signed version of this contract for your records. Please check the details and let me know if you need any further information to push this through.*

*I am very excited to be moving up in the HR team and working with you and Glenda more closely on our new expansion project. Talk soon.*

*Kind regards*

*Jessie Dawson*



COMPLETE BUSINESS  
SOLUTIONS AUSTRALIA

*HR Administrator*  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

# Email Template

To: *Zane O'Brien – HR Consultant*  
From: <<Successful applicant's name>>  
CC:  
Date/time: *Thursday 12:00 p.m.*  
Subject: *HR Consultant – Contract*  
Attachments: *Contract\_<<Applicant name>>.docx*

*Hi Zane,*

*I was so excited to receive my letter of offer and contract and am very much looking forward to joining the team at CBSA.*

*As requested, please find attached my signed and dated contract for your records.*

*Please let me know if you need anything else from me. Otherwise I will be seeing you soon.*

*Regards,*

<<Successful applicant>>



Glenda Williams – HR Manager

'Hi Zane. I see you have received accepted *Contracts* for our new HR Consultants. What a great outcome. Now we are finished with the interview process, can you please make sure that you finalise the *Interview Questionnaire* forms for all the applicants, updating the outcome communication details so they can be closed off and filed away. Thanks.'

With the selection process completed, you now need to finalise the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* as requested by Glenda Williams above.

This update should capture the final section of the form relating to the OUTCOME of the application.

Check that you have accurately and fairly captured all elements of the applicants' information through the form as required before submission.

Once you have updated this information for all five [5] applicants, save it and submit with your assessment.

**Assessor instructions:** Students must complete the OUTCOME component of the *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx*. Students must include:



- Whether the applicant was successful or not (using the “Outcome” check box)
- Details on communication with the applicant on the outcome

NOTE: These finalised *Interview Questionnaire\_HR Consultant\_<<Applicant name>>.docx* are now submitted as final.

A sample answer is provided below.

<b>Outcome</b>	<input type="checkbox"/> Successful	Applicant advised of outcome:	Notification Method	<i>Email</i>
	<input type="checkbox"/> Not successful		Date	<i>25/10/21</i>
			Time	<i>3:45pm</i>

### Part C: Induct successful candidate

#### Task 1: Advise relevant stakeholders of new appointment including start date

Your successful candidates have accepted the offers and returned the signed Contract document you sent (Part B, Task 3.2 above).

Based on the details in the two [2] Contract documents accepted by the successful applicants, develop an email to circulate to the HR department advising them of the new starters and asking them to welcome them to the role.

Your email should include the following:

- Confirm the placement
- Introduce the new HR Consultants
- Confirm start dates and reporting line (Hiring Manager)
- Ask the team to welcome the new HR Consultants to their new roles

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

The email should be positive and professional and not breach the new HR Consultants privacy in any way while sharing their relevant appointment details with the department.

[Approximate word count: 150 words per email]



# Email Template

To: <<Add name(s) and position title of main email recipients here>>  
From: <<Add your name and position title here>>  
CC: <<Add names and position title of carbon copy email recipients here (leave blank if none)>>  
Date/time: <<Add the time and date of the email here>>  
Subject: <<Add the subject of the email here>>  
Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) name here>>,  
<<Add message here. Add as much space as necessary.>>

Kind regards

<<Add your name here>>



<<Add your job position here>>  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

**Assessor instructions:** Students must develop an email to the HR Department to introduce the two [2] new HR Consultants.

The email must address the following:

- Identify the email recipients (HR Department)
- CC both of the new HR Consultants
- Include a date and time stamp for the email
- Specify the subject of the email
- Include a greeting
- Content of the email:
  - Confirm the placement of two [2] new HR Consultants
  - Introduce the new starters
  - Confirm their start dates and reporting line
  - Ask the team to welcome the new HR Consultants to their new roles
- Complete the email footer, including their name and position.

A sample answer is provided below.



# Email Template

To: *HR Department*

From: *Zane O'Brien – HR Consultant*

CC: *Successful applicant 1; Jessie Dawson*

Date/time: *Tuesday 2:00 p.m.*

Subject: *Two [2] new HR Consultants*

Attachments:

*To HR Department*

*I am happy to announce that we are scheduled to welcome two [2] new HR Consultants to the team.*

*Firstly, I would like to confirm current CBSA team member Jessie Dawson [HR Administrator], has been awarded a promotion after 4 years working in the HR Department. Jessie will transition to the new role Monday 15 November 2021.*

*We have also confirmed the placement of <<Successful applicant 1>>, commencing <<start date>>. <<Applicant 1>> comes from <<previous role>> and brings with them a solid foundation of communication and consulting skills and a high level of detail.*

*Both roles will report to Glenda Williams, HR Manager.*

*Please join me in welcoming Jessie and <<Successful applicant 1>> to their new roles.*

*Kind regards*

*Zane O'Brien*



*HR Consultant*

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)

## Task 2: Organise pay and record-keeping

With the new starters set to join CBSA soon, you must now advise Christopher Herrman [Payroll Manager] of the new starters, so that they can set up their payroll records, including their pay and secure filing of their application documents.



Your email should include the following:

- Confirm the successful applicants' details
- Reference their attached and completed Contract documents
- For confidentiality purposes, request that Payroll collect outstanding paperwork (superannuation, bank and TFN details) directly
- Process the new starters paperwork and create staff files as needed

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

Once Payroll receive the successful candidates' application and completed Contract, they will communicate with the new starter directly to collect the remaining information needed [including their Super Choice form, bank details and Tax File Number (TFN) declaration].

[Approximate word count: 100 words per email]

	<h1>Email Template</h1>
<p>To:</p> <p>From:</p> <p>CC:</p> <p>Date/time:</p> <p>Subject:</p> <p>Attachments:</p>	<p>&lt;&lt;Add name(s) and position title of main email recipients here&gt;&gt;</p> <p>&lt;&lt;Add your name and position title here&gt;&gt;</p> <p>&lt;&lt;Add names and position title of carbon copy email recipients here [leave blank if none]&gt;&gt;</p> <p>&lt;&lt;Add the time and date of the email here&gt;&gt;</p> <p>&lt;&lt;Add the subject of the email here&gt;&gt;</p> <p>&lt;&lt;Add the name of any attachments here [leave blank if none]&gt;&gt;</p>
<p>To &lt;&lt;Add email recipient(s) name here&gt;&gt;, &lt;&lt;Add message here. Add as much space as necessary.&gt;&gt;</p> <p>Kind regards &lt;&lt;Add your name here&gt;&gt;</p>	
	<p>&lt;&lt;Add your job position here&gt;&gt;</p> <p>300 Fictional Way, Sydney, NSW 2000</p> <p>Phone: 1800 111 222</p> <p><a href="http://www.cbsa.com.au">www.cbsa.com.au</a></p>

**Assessor instructions:** Students must develop an email to Payroll to confirm the new starters, confirming their pay and record keeping requirements:

- Address to the Christopher Herrman (Payroll Manager)
- Include a date and time stamp for the email
- Specify the subject of the email

- Include a greeting
- Content of the email:
  - Confirm the new starters details such as the role and their start date
  - Reference the signed Contract documents as attachments
  - For confidentiality purposes, request that Payroll collect outstanding paperwork directly
  - Process the new starters paperwork and create staff files as needed
- Complete the email footer, including their name and position.

A sample answer is provided below.

# Email Template

To: *Christopher Herrman – Payroll Manager*

From: *Zane O'Brien – HR Consultant*

CC:

Date/time: *Friday 1:30 p.m.*

Subject: *HR Consultant roles – new starters*

Attachments: *Contract\_Jessie Dawson.docx*  
*Contract\_Applicant 1.docx*

*To Christopher,*

*We have recently confirmed the new hire of two (2) HR Consultants:*

- 1. Jessie Dawson, internal transfer, start date 15/11/21*
- 2. Applicant 1, new starter, start date xx/xx/21.*

*For confidentiality purposes, can you please coordinate the collection of their superannuation, bank and TFN details.*

*Please find attached the signed Contract document for each of the successful applicants.*

*If you could process their new starter paperwork and file a copy of their Contract documents, that would be greatly appreciated.*

*Kind regards*

*Zane O'Brien*

## Task 3.1: Induction checklist

Your new starters arrive shortly and will need a comprehensive and reliable new starter induction process to be followed.

Using the successful applicants Contract details and referring to the [CBSA Staff Management Policy and Procedures](#) document, using Policy section 4. Induction, complete the INDUCTION CHECKLIST templates below.

NOTE: As the direct reporting manager, Glenda Williams is responsible for the induction of these new HR Consultants.

Only complete the white fields in the table.

INDUCTION CHECKLIST			
APPLICANT 1			
<b>Position Title:</b>	<i>HR Consultant</i>	Department:	<i>Human Resources</i>
<b>Employee name:</b>	<<Applicant 1>>		
<b>Employment status:</b>	<input checked="" type="checkbox"/> Permanent – Full time <input type="checkbox"/> Permanent – Part time <input type="checkbox"/> Casual <input type="checkbox"/> Temporary <input type="checkbox"/> Fixed term contract: End date _____		
<b>Date commenced:</b>	<<Start date>>		
<b>Reporting arrangements:</b>	Reports to: (Title) <i>HR Manager (Currently Glenda Williams)</i> Direct reports: (Title) <i>N/A</i>		
<b>Responsible for induction:</b>	<i>Glenda Williams – HR Manager</i>		
INDUCTION REQUIREMENTS			
ACTION TYPE	ACTIVITY/ RESOURCES	CHECKLIST and DATE/ COMMENTS as needed	
DAY ONE			
<b>Paperwork to complete</b> [Check all signed and submitted to appropriate area for processing]	Contract/New starter form	<input type="checkbox"/>	
	Payroll/ bank account form	<input type="checkbox"/>	
	Superannuation form	<input type="checkbox"/>	
	Confidentiality agreement	<input type="checkbox"/>	
	Intellectual property agreement	<input type="checkbox"/>	
<b>Provide to employee</b> [New starter kit]	Staff ID card/ office access.	<input type="checkbox"/>	
	Systems/technology such as laptop, monitor, keyboard, mouse.	<input type="checkbox"/>	
	Employee Handbook (CBSA Policies and Procedures) including WHS policies and procedures.	<input type="checkbox"/>	
<b>Welcome to the company information to discuss</b> [See Policy Section 4. INDUCTION in the Staff Management Policy and Procedures for missing details]	<i>Overview of organisation</i>	<input type="checkbox"/>	
	<i>Policies, procedures, systems, and processes</i>	<input type="checkbox"/>	
	<i>Workplace health and safety</i>	<input type="checkbox"/>	
	<i>Legislation and regulatory requirements</i>	<input type="checkbox"/>	
	<i>Role and responsibilities</i>	<input type="checkbox"/>	

	<i>Support information</i>	<input type="checkbox"/>	
<b>Introduction activities</b> (Show and tell)	Introduce to other team members	<input type="checkbox"/>	
	Show desk/ work area (including printers and other office equipment)	<input type="checkbox"/>	
	Show around office (including kitchen, bathrooms etc.)	<input type="checkbox"/>	
	Emergency exits and procedures	<input type="checkbox"/>	
	Staff intranet	<input type="checkbox"/>	
	SharePoint folders/ filing system	<input type="checkbox"/>	
	Specific computer systems such as SAP HR	<input type="checkbox"/>	
<b>CHECK-INS</b>			
<b>Check in with employee</b>	Line Manager: End of first week	<input type="checkbox"/>	
	Line Manager: End of first month	<input type="checkbox"/>	
	Line Manager: End of first quarter (3 months)/ end of probation period	<input type="checkbox"/>	
	HR Manager: End of first quarter (3 months)/ end of probation period	<input type="checkbox"/>	
	HR Manager: End of first six months	<input type="checkbox"/>	
<b>INDUCTION COMPLETED</b>			
<b>Induction completed by</b>			
<b>Date induction completed</b>			

INDUCTION CHECKLIST APPLICANT 1			
<b>Position Title:</b>	<i>HR Consultant</i>	Department:	<i>Human Resources</i>
<b>Employee name:</b>	<i>Jessie Dawson</i>		
<b>Employment status:</b>	<input type="checkbox"/> Permanent – Full time <input type="checkbox"/> Permanent – Part time <input type="checkbox"/> Casual <input type="checkbox"/> Temporary <input type="checkbox"/> Fixed term contract: End date _____		
<b>Date commenced:</b>	<i>15/11/21</i>		
<b>Reporting arrangements:</b>	Reports to: (Title) <i>HR Manager [Currently Glenda Williams]</i> Direct reports: (Title) <i>N/A</i>		



<b>Responsible for induction:</b>	<i>Glenda Williams</i>		
INDUCTION REQUIREMENTS			
ACTION TYPE	ACTIVITY/ RESOURCES	CHECKLIST and DATE/ COMMENTS as needed	
DAY ONE			
<b>Paperwork to complete</b> [Check all signed and submitted to appropriate area for processing]	Contract/New starter form	<input type="checkbox"/>	
	Payroll/ bank account form	<input type="checkbox"/>	
	Superannuation form	<input type="checkbox"/>	
	Confidentiality agreement	<input type="checkbox"/>	
	Intellectual property agreement	<input type="checkbox"/>	
<b>Provide to employee</b> [New starter kit]	Staff ID card/ office access.	<input type="checkbox"/>	
	Systems/technology such as laptop, monitor, keyboard, mouse.	<input type="checkbox"/>	
	Employee Handbook (CBSA Policies and Procedures) including WHS policies and procedures.	<input type="checkbox"/>	
<b>Welcome to the company information to discuss</b> [See Policy 4. INDUCTION in the Staff Management Policy and Procedures for missing details]	<i>Overview of organisation</i>	<input type="checkbox"/>	
	<i>Policies, procedures, systems, and processes</i>	<input type="checkbox"/>	
	<i>Workplace health and safety</i>	<input type="checkbox"/>	
	<i>Legislation and regulatory requirements</i>	<input type="checkbox"/>	
	<i>Role and responsibilities</i>	<input type="checkbox"/>	
	<i>Support information</i>	<input type="checkbox"/>	
<b>Introduction activities</b> [Show and tell]	Introduce to other team members	<input type="checkbox"/>	
	Show desk/ work area (including printers and other office equipment)	<input type="checkbox"/>	
	Show around office (including kitchen, bathrooms etc.)	<input type="checkbox"/>	
	Emergency exits and procedures	<input type="checkbox"/>	
	Staff intranet	<input type="checkbox"/>	
	SharePoint folders/ filing system	<input type="checkbox"/>	
	Specific computer systems such as SAP HR	<input type="checkbox"/>	

CHECK-INS			
Check in with employee	Line Manager: End of first week	<input type="checkbox"/>	
	Line Manager: End of first month	<input type="checkbox"/>	
	Line Manager: End of first quarter (3 months)/ end of probation period	<input type="checkbox"/>	
	HR Manager: End of first quarter (3 months)/ end of probation period	<input type="checkbox"/>	
	HR Manager: End of first six months	<input type="checkbox"/>	
INDUCTION COMPLETED			
Induction completed by			
Date induction completed			

### Task 3.2: Advise Hiring Manager of induction process

Write an email to Glenda Williams (HR Manager), advising her of the impending induction process required for her new HR Consultants.

Advise Glenda that as the direct reporting manager, she is responsible for the induction of these new starters.

Your email should include the following:

- Confirm the new starters' details
- Reference the individual induction forms as attachments and in the body of the email
- Confirm that induction forms need to be completed, signed, and returned to Payroll at the end of the induction period

When developing your email, you must follow the structure set out, in line with the [CBSA Communication Policy and Procedures](#). Ensure that you complete the email footer specifying your name and position in line with the case study.

[Approximate word count: 120 words per email]



# Email Template

To: <<Add name(s) and position title of main email recipients here>>  
From: <<Add your name and position title here>>  
CC: <<Add names and position title of carbon copy email recipients here (leave blank if none)>>  
Date/time: <<Add the time and date of the email here>>  
Subject: <<Add the subject of the email here>>  
Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) name here>>,  
<<Add message here. Add as much space as necessary.>>

Kind regards

<<Add your name here>>



<<Add your job position here>>  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)

**Assessor instructions:** Students must develop an email to Glenda Williams (HR Manager) to confirm the induction process including the following:

- Address to the Glenda Williams (HR Manager)
- Include a date and time stamp for the email
- Specify the subject of the email
- Include a greeting
- Content of the email:
  - Confirm the details of both new starters (names and start dates)
  - Advise that Glenda is responsible for the induction process
  - Reference the individual induction forms and process for returning them to Payroll on completion in the body of the email
  - Offer your ongoing support in this final step with the HR Consultants.
- Complete the email footer, including their name and position.

A sample answer is provided below.



# Email Template

To: *Glenda Williams – HR Manager*

From: *Zane O'Brien – HR Consultant*

CC:

Date/time: *Thursday 4:30 p.m.*

Subject: *New starter inductions*

Attachments: *Induction Checklist\_Jessie Dawson.docx*  
*Induction Checklist\_<<Applicant 1>>.docx*

*To Glenda,*

*The positions of HR Consultant are now confirmed, and our new starters are scheduled to join the team as follows:*

- 1. Jessie Dawson, internal transfer, start date 15/11/21*
- 2. Applicant 1, new starter, start date xx/xx/21.*

*As the direct reporting manager, you are responsible for the induction process. To help with this I have completed the Induction Template for each of the new starters as attached.*

*Once completed, please send a copy of the signed off induction form to each employee to Payroll so that it can be added to their employee record.*

*Please let me know if you require any help with the new starters and their induction process.*

*Kind regards*

*Zane O'Brien*



*HR Consultant*

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)

## Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

**Part A: Interview and agree on successful applicants**

1.1	Role play – Interview candidate 1 with Hiring Manager Interview not to exceed 10 minutes	<input type="checkbox"/>
	Role play – Interview candidate 2 with Hiring Manager Interview not to exceed 10 minutes	<input type="checkbox"/>
1.2	Update individual <i>Interview Questionnaire_HR Consultant</i> for each interviewed applicant with interview questions and post-interview assessment sections completed <b>[Attached at Part B, Task 3]</b>	<input type="checkbox"/>
2.1	Update individual <i>Interview Questionnaire_HR Consultant</i> for each interviewed applicant with reference section completed <b>[Attached at Part B, Task 3]</b>	<input type="checkbox"/>
2.2	Role play – Meeting with Hiring Manager to confirm successful applicants	<input type="checkbox"/>
<b>Part B: Communicate outcomes</b>		
1	Email to candidates - Not interviewed	<input type="checkbox"/>
2	Email to candidates - Interviewed but not successful	<input type="checkbox"/>
3.1	Complete formal letter of offer and Contract for successful candidate (TEMPLATE)	<input type="checkbox"/>
3.2	Email to successful candidates – Confirm offer details, including: <ul style="list-style-type: none"> <li>• Successful appointment, position and start date (details in <i>Contract</i>)</li> <li>• Formal <i>Contract</i> (TEMPLATE)</li> </ul> Request to confirm acceptance of the offer	<input type="checkbox"/>
3.3	NOTE: Attach final <i>Interview Questionnaire_HR Consultant</i> for all five [5] applicants	<input type="checkbox"/>
<b>Part C: Onboard successful candidates</b>		
1	Email to HR department - Confirm new appointments, including introductions and start dates.	<input type="checkbox"/>
2	Email to Payroll Manager – Confirm new appointments and organise new starter record and pay via relevant documentation (signed Contract)	<input type="checkbox"/>
3.1	Develop <i>Induction process</i> (TEMPLATE)	<input type="checkbox"/>
3.2	Email to Hiring Manager – Confirm induction process including: <ul style="list-style-type: none"> <li>• <i>Induction process</i> (TEMPLATE)</li> <li>• Instructions for implementing onboarding</li> </ul>	<input type="checkbox"/>



**Congratulations you have reached the end of Assessment 3!**

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