

You task for this part of the coursework is to complete an in depth study of the recruitment and training procedures used at Willowburn Leisure centre.

By the end of this Module you should be able to:

Level 1

- 1 Write a CV and a letter of application for a job within a business.
- 2 **Explain** the recruitment procedure used by the business
- 3 **Describe** what training might you receive if you got the job

Level 2

- 4 **Comment** on how your application relates to the job description.
- 5 **Outline** why it is important for the business to have a set recruitment procedure.
- 6 **Explain** the purpose of the training you might receive.

Level 3

- 7 **Judge** how successful you feel your application would be.
- 8 **Evaluate** how effective the recruitment procedure is in recruiting staff.
- 9 **Outline** what other training could be offered in the future.

Key words to use in this piece of work:

Candidate: Person applying for the job.

Job Description: is a document setting out the duties and tasks associated with a particular position.

Job Specification: state the qualities and qualifications that the business are looking for in job applicants.

Curriculum Vitae: is a document summarizing a person's education and job experience.

Recruitment procedure: the process of finding and appointing new employees.

Training: is the teaching of job related skills.

Progress Tracker Level One

TICK WHEN COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level one and can then move on to Level two work.

1 Write a CV . This should show your:

- Qualifications
- Personal details
- Employment History

2 A Letter of Application is sent to your employer with your CV.

You need to tell Peter Halliwell why you are applying for the Job.

You need to briefly say what skills you have that what mean you could do the job.

3 Describe all of the stages in the recruitment procedure:

- Internal advert
- External advert (Gazette)
- Information packs sent out (explain what is included in them).
- Explain the role of the job Specification and the Job Description is.
- Outline what the role of the job application for the employer when the candidate returns it.
- Manager shortlists people to invite to interview. He uses the Job Specification to figure out whether they have the skills and experience to do the job. If there are candidates that have these skills, they are invited to interview.
- Explain what the formal interview is: 4 hour unpaid shift. Say why this is useful.
- Candidates are told whether they are successful/unsuccessful. If they do not get the job they are told why through feedback.

4 Describe what training you might be given.

Look at the Job description and your application form/ CV.

Is there anything that you will be expected to do in the job that you have no experience of?

Or are there any qualifications that are in the Job Specification (perhaps in the desirable criteria) that you do not have.

Be honest– you need to show that you can analyse these documents and say where you would need to develop your skills.

Some examples of training (explain why you would be given this training):

- Induction Training
- Corporate Training
- Lifeguard Training (NPLQ)
- First Aid Training

On going Training every week (e.g. customer service)

Progress Tracker Level Two

TICK WHEN
COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level two and can then move on to level three work.

5 Comment on how your application relates to the job description.

For this section you really need to look at the Job Description and your CV and letter of Application.

You need to identify from your Application and Job Description what jobs you can do. These are outlined on the Job Description.

What evidence do you have in these documents which acts as evidence for the Manager to JUSTIFY calling you to interview?

Go through each of the jobs that you will be expected to do and say what experience or skills you have to be able to do that job.

If you have no experience or evidence, state that and say why you would not be able to do the job. Or, this may be something that, with training you would be able to do in the future, therefore you can comment that in spite of this, you still might be invited to interview.

An example of this is:

In my letter of application I stated that I am a keen swimmer and that I enjoy keeping fit, in the general requirements, the Job Description states that an interest in sport and leisure is essential for the position. I also stated that I live locally so would be flexible with my working arrangements and am able to work shifts and fit in with the staff rota. Also I would be willing to work unsociable hours.

6 Outline why it is important for the business to have a set recruitment procedure.

In this section you need to look at the recruitment procedure that you have identified in the work that you have completed for level one. You need to think of things that could happen if there was not a set recruitment procedure. Think about how this would impact on the business, the customer and possibly the employee too.

State a reason and then say why.

Try and think of five reasons.

An example of this is:

If Willowburn did not have a formal way of choosing an employee from a long list of candidates then they could easily employ the wrong candidate. If they have a set out method then they will ask everybody the same things and not miss out during the interviews of a separate people this will make the interview fairer.

7 Explain the purpose of the training you might receive.

First of all look at the training that is offered to all employees at Willowburn:

Induction training • Company training • Health and safety training

On the Job training • On going training

For each of these say why the business provides this training.

What risks/ problems can be avoided by providing this.

How does it help the business improve or maintain high standards?

Progress Tracker Level Three

TICK WHEN
COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level three and you're FINISHED!

8 Judge how successful you feel your application would be.

In this section you need to look at the Job Specification and your CV and Job Application form.

You need to look, at first, at the essential criteria. You need to say which of these you meet and give evidence from your Job Application Form to justify why you would be given the job.

This is similar to when you compared your application to the Job Description for Level 2.

For example:

In my CV I have stated further the skills and attributes that I possess that I feel would be appropriate for the job and would make me an attractive candidate. In particular, I have stated in my CV and letter that I am aware of health and safety and have completed a course in school on this.

Once you have analysed your application against all of the essential, do the same as you have above for the desirable criteria.

It is not as essential that you meet all of the desirable however you could state that this will be an area that you may need to develop once in the job.

For example:

Overall, as long as Willow burn would be prepared to give me the necessary pool training, I believe that my application would be successful.

9 Evaluate how effective the recruitment procedure is in recruiting staff.

Think of at least, EIGHT reasons why the recruitment procedure is good. After you have stated each reason, say why it is good.

How does it help

The business to develop?

The employee to develop?

The customer to have a better experience of the business?

For example:

Also because there is a strict procedure in place, it means that the supervisors and managers will be familiar with how to figure out if someone is suitable for the job because they will have used this a number of times to assess whether candidates are successful or not.

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10 Outline what other training could be offered in the future.

For this section you need to consider how Willowburn could develop their training further. This is difficult because as a business, they actually provide good training for their employees.

I would consider how off the job training could enhance this even further.

Also, you may comment on how acting as a training provider for other leisure centres may be valuable for the business and could be an extra source of income.

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