
Overview

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

Contact hirers and establish recruitment requirements

Performance **Establish contact with hirers** **criteria**

- You must be able to:*
- P1 identify and contact potential hirers
 - P2 respond to enquiries from potential hirers
 - P3 acquire recruitment information from the hirer
 - P4 identify and use appropriate methods to promote services to hirers
 - P5 gain hirer commitment to use recruitment services
 - P6 agree with hirers the amount of contact and feedback required

Clarify current hirer requirements

- You must be able to:*
- P7 identify accurately the recruitment needs of hirers
 - P8 agree with hirers the recruitment services to be offered and processes to be used
 - P9 carry out hirer credit checks and monitor credit levels, where appropriate
 - P10 where appropriate, clarify and agree terms of business and record them legibly and accurately
 - P11 make sure the recruitment processes comply with current legislation and ethical and professional codes of practice
 - P12 explain tactfully to the hirer why a requirement cannot be accepted, if appropriate
 - P13 refer assignments to alternative recruitment sources, when appropriate
 - P14 discuss and agree a timetable for action with the hirer
 - P15 record information accurately

Maintain relationships with current hirers

- You must be able to:*
- P16 maintain agreed contact with hirers
 - P17 review recruitment processes with hirers, as required
 - P18 where appropriate, act upon identified opportunities to develop business
 - P19 collect and maintain detailed information about hirer needs
 - P20 make sure all data collected is recorded in compliance with organisational procedures and current legislation

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 relevant legislation and organisational procedures for safeguarding confidentiality
- K3 relevant legislation and organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers
- K5 Questioning and active listening techniques

You need to know and understand:

Establish contact with clients/recruiting manager

- K6 how to identify and contact potential hirers
- K7 the methods to use to present a positive image and identify and promote relevant services to hirers
- K8 sources of information on the nature of a hirer's business
- K9 how to gain hirer commitment to use recruitment services
- K10 the purpose of agreeing with hirers the amount of contact and feedback required

You need to know and understand:

Clarify current hirer requirements

- K11 how to establish the predicted recruitment needs of the organisation
- K12 the purpose of making sure hirers have a clear understanding of the recruitment services being offered
- K13 How and when to carry out credit checks and monitor credit levels
- K14 the purpose of clarifying and agreeing terms of business and recording them legibly and accurately
- K15 the hirer's recruitment practices and policies
- K16 the hirer's employment policies and how they impact on recruitment
- K17 why recruiters or hirers may decide not to proceed with a requirement
- K18 how to build effective relationships taking account of the hirer's business culture
- K19 when to refer assignments to alternative recruitment sources
- K20 the purpose and benefits of agreeing a timetable for action with the hirer

You need to know and understand:

Maintain relationships with current hirers

- K21 the purpose and benefits of communicating with hirers to establish and maintain good relations
- K22 the purpose and benefits of establishing employer and individual preferred styles of working
- K23 how to review recruitment processes with hirers
- K24 how and when to act upon identified opportunities to develop business

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