

CFAREC3

Attract and maintain relationships with job-seekers



Overview

This standard is appropriate for those involved in attracting both active and passive job-seekers, using appropriate methods, to help find them suitable work.

CFAREC3

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Performance criteria

Identify and establish contact with job-seekers

You must be able to:

- P1 identify and contact potential job-seekers
- P2 respond to initial enquiries from potential job-seekers in accordance with the organisation's procedures
- P3 use appropriate methods to attract job-seekers
- P4 meet agreed targets in contacting job-seekers, if appropriate
- P5 acquire and record relevant information about individual job-seekers and their eligibility to work
- P6 clarify and agree how the organisation can assist job-seekers
- P7 where appropriate, gain job-seekers' commitment to use the services offered by the organisation
- P8 agree with job-seekers the contact and feedback required

Clarify job-seeker requirements

You must be able to:

- P9 identify accurately the expectations and needs of job-seekers
- P10 make sure the job search methods, placement methods and services provided to the job-seeker comply with current legislation and ethical and professional codes of practice
- P11 manage job-seekers expectations regarding their initial requirements and expectations
- P12 refer job-seekers to other recruitment sources, if appropriate
- P13 discuss and agree a timetable for action with job-seekers
- P14 record information accurately according to organisational procedures

Maintain relationships with job-seekers

You must be able to:

- P15 maintain agreed contact with job-seekers
- P16 review job search processes regularly with job-seekers
- P17 act upon appropriate opportunities to refer job-seekers to potential hirers
- P18 update information about job-seeker needs
- P19 seek job-seeker referrals, where appropriate
- P20 make sure all data collected is recorded in accordance with organisational procedures and current legislation

CFAREC3

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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 organisational procedures for obtaining and recording information
- K4 organisational procedures and guidelines for dealing with complaints from hirers and / or job-seekers

You need to know and understand:

Identify and establish contact with job-seekers

- K5 different sources of job-seekers
- K6 the advantages and disadvantages of methods that might be used to identify and attract potential job-seekers
- K7 organisational policy and procedures for contacting and maintaining contact with job-seekers
- K8 individual and organisational targets for contacting job-seekers and maintaining contact with them
- K9 how to gain job-seekers' commitment
- K10 how to agree with job-seekers the amount of contact and feedback required
- K11 how to obtain information about job-seekers for the purpose of job placement, including eligibility to work

You need to know and understand:

Clarify job-seeker requirements

- K12 how to communicate with job-seekers to understand their expectations and needs and maintain effective customer relations
- K13 organisational referral and placement methods and services
- K14 When to refer job-seekers to other recruitment sources.
- K15 how to agree a timetable for action with job-seekers

You need to know and understand:

Maintain relationships with job-seekers

- K16 organisational procedures for reviewing job search processes
- K17 how to act upon appropriate opportunities to refer job-seekers to potential hirers
- K18 how to gain and act upon information on job-seekers' referrals

CFAREC3

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