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GLOBAL LEADERSHIP CONSULTANTS
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Certified Recruitment Specialist

On-site course   **5 days**

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ACS REGISTRARS ISO 29990
ACS REGISTRARS Quality Assurance ISO 9001
ilm Approved Centre
PMI Registered Education Provider Project Management Institute
bci Business Continuity Institute Corporate Partnership

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Course content

Why Attend

The function of 'recruitment and selection' is critical to entering new employees into the organization. As such, it has an overwhelming influence on achieving organizational objectives. This course will take you from the basics to the advanced and strategic aspects of this critical HR function. It will show you the logical and correct steps you must take to structure and implement recruitment and selection practices. Because it is certified, this course will include an assessment at the end of the course to ensure higher learning, higher retention of knowledge, and better transfer of that knowledge to the workplace.

Course Methodology

The course will use a combination of theory and practical application of course concepts. Participants will engage in role plays and mathematical exercises to help them learn how to apply fairness, equity, and equality in hiring employees.

Course Objectives

By the end of the course, participants will be able to:

Define recruitment and selection and the critical role this function plays in the success of an organization
Develop an effective recruitment plan by following the correct steps
Use the best methods and sources for attracting qualified candidates and apply the most appropriate techniques for shortlisting and assessing candidates
Select and run the most suitable type of selection interviews for varying candidates
Prepare and conduct a probing interview for any vacancy or job level in the organization
Implement the proper measures and Key Performance Indicators (KPIs) to evaluate the effectiveness of recruitment efforts
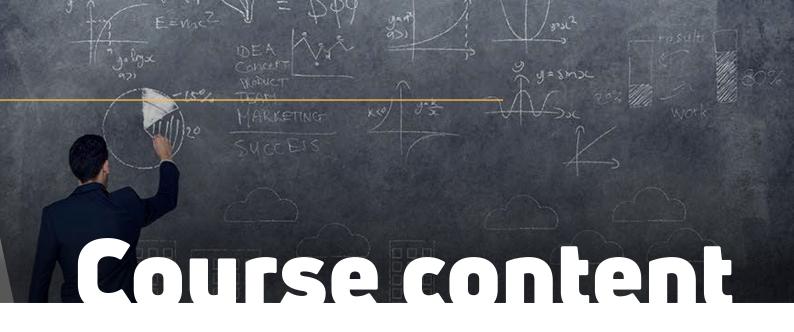
Target Audience

Managers, team leaders, supervisors, administrators, specialists, business partners, and officers in human resources and recruitment whose jobs require recruiting and selecting employees. The program also benefits all those outside human resources who conduct frequent and important selection interviews.

Target Competencies

Workforce planning   Selecting job candidates
Attracting job applicants   Hiring and onboarding
Interviewing job candidates   Measuring and achieving goals

Course content

Course Outline

Recruitment and Selection

Recruitment versus selection
Recruitment process
Selection process
Roles and responsibilities in each stage
Managing relations with other HR functions

Recruitment Plans and Defining Requirements

Defining workforce organizational needs
Planning the various stages
Capturing and tabulating information
Producing recruitment reports
Building a job profile

Attracting and Shortlisting Candidates

Various sources for attracting candidates:
Employee referrals
Advertising: Pros and cons
Recruitment agencies and headhunters
Screening candidates and shortlisting
The use of CVs, résumés and applications for shortlisting
Beyond Shortlisting – Preparing for Assessments

The Art of Interviewing Candidates

Screening and biographical interviews
Sequential Interviews
Hypothetical interviews
Panel interviews: pros and cons
Competency-based interviews

Selecting Candidates

Importance of data capture
Objective versus subjective remarks
Legal and fairness issues
Producing a personal profile
Decision matrix
Competency gap analysis

Measuring Recruitment Efforts

The main KPIs for measuring the recruitment function
Applicant Response Ratio (ARR)
Qualified Applicant Ratio (QAR)
Yield Rate (YR)
Time to Fill (TtF)
Time to Start (TtS)
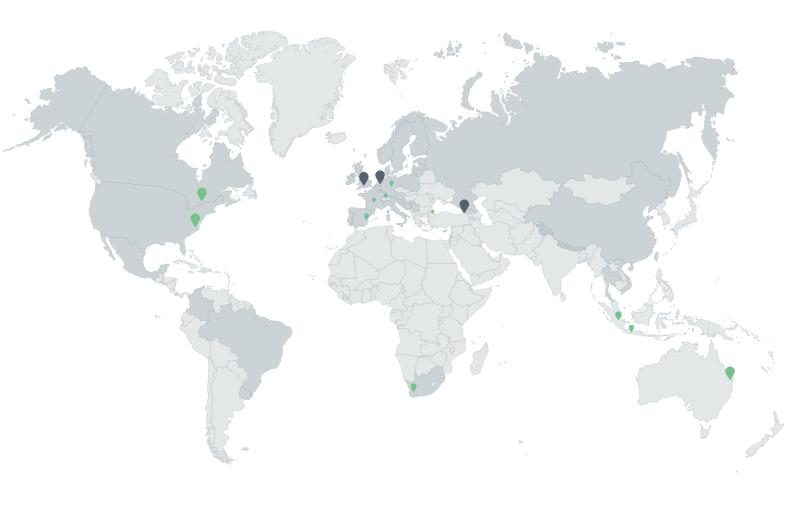Offer Acceptance Ratio (OAR)

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informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.

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