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Qualification Specification

Highfield Level 2 Certificate in Recruitment Resourcing (RQF)

Qualification Number: 601/7919/3

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Highfield Level 2 Certificate in Recruitment Resourcing (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager

Qualification regulation and support

The Highfield Level 2 Certificate in Recruitment Resourcing has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA regulation. The qualification is also regulated by Qualifications Wales.

The qualification is also supported by Skills CFA, the sector skills council promoting skills and qualifications in the workplace across the UK for a whole range of business skills, including Recruitment.

Key facts

Qualification number:	601/7919/3
Learning aim reference:	60179193
Credit value:	17
Assessment method:	Portfolio of Evidence
Guided learning hours (GLH):	155
Total qualification time (TQT):	170

Qualification overview and objective

The objective of the qualification is to prepare learners for employment in recruitment resourcing.

This qualification is designed for those learners wishing to gain a nationally recognised qualification in recruitment resourcing. It will attract new talent into the Recruitment sector and will help to up-skill the workforce to meet employer skills priorities and to further professionalise the sector. It forms the knowledge component of the Intermediate Apprenticeship in Recruitment.

Entry requirements

To register on to this qualification, learners are required to meet the following entry requirements:

- 16 years of age or above; and
 - it is advised that learners have a minimum of Level 1 literacy and numeracy.
-

Geographical coverage

This qualification is suitable for delivery in England, Wales and Northern Ireland.

Guidance on delivery

The total qualification time for this qualification is 170 and of this 155 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed by portfolio of evidence which will be internally quality assured by the centre. All assessment criteria within the units must be met and assessed in line with the Skills CFA assessment strategy.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield requires centres to have in place a robust mechanism for internal quality assurance of training delivery and internal assessment processes.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment. For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield Qualifications documentation.

Assessor requirements

Highfield requires nominated assessors for this qualification to meet the following:

- Hold a subject area qualification relevant to the recruitment sector and/or have sufficient occupational experience within the recruitment sector relevant to the level they are assessing
- hold or be working towards a recognised assessing qualification, which could include any of the following:
 - A1 Assessor Award or Level 3 Certificate in Assessing Vocational Achievement
- maintain appropriate continued professional development for the subject area

Internal quality assurance (IQA) requirements

Highfield requires internal quality assurers for this qualification to meet the following:

- Hold a subject area qualification relevant to the recruitment sector and/or have sufficient occupational experience within the recruitment sector relevant to the level they are quality assuring
- hold or be working towards a recognised internal quality assurance qualification, which could include any of the following:
 - V1 Award or Level 4 Certificate in Leading the Internal Quality Assurance of

Assessment Processes and Practice

- maintain appropriate continued professional development for the subject area

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Mapping to National Occupational Standards (NOS)

This qualification maps to the recruitment National Occupational Standards (NOS).

Reasonable adjustments and special considerations

Highfield has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

Upon successful completion of this qualification, learners may wish to continue their development via the completion of any of the following signposted qualifications/training:

- Level 2 NVQ Certificate in Recruitment Resourcing
- Level 3 Certificate in Principles of Recruitment
- Level 3 NVQ Diploma in Recruitment
- Level 4 Diploma in Principles of Recruitment Practice
- Level 4 NVQ Diploma in Recruitment

Additional support/training

The National Counter Terrorism Security Office (NaCTSO) is a police unit that works alongside the Home Office to support the 'protect and prepare' areas of the government's counterterrorism strategy. You can find information, advice and guidance on recognising, acting on and reporting suspicious behaviour on the following website: www.gov.uk/government/organisations/national-counterterrorism-security-office

As an apprentice you should access the free NaCTSO Action Counters Terrorism (ACT) Awareness e-learning course. This award-winning and invaluable training tool is essential in supporting your understanding of your role in recognising and preventing terrorism and what to do in the event of a terrorist attack.

To access the course:

- follow the link: <http://ct.highfieldlearning.com/org/TheHighfieldGroup>
- answer the questions
- click start

Appendix 1: Qualification structure

To complete the Highfield **Level 2 Certificate in Recruitment Resourcing**, learners must complete the following:

- **all units** in the mandatory group totaling **17 credits**

Mandatory group

Learners must achieve **all units** in this group

Unit reference	Unit title	Level	GLH	Credit
J/507/0960	Understanding the Recruitment Industry	2	18	2
L/507/0961	Understanding the Use of Research in the Recruitment and Selection Process	2	19	2
R/507/0962	Understanding Preparation for Selection Processes	2	26	3
Y/507/0963	Understanding Selection Processes	2	18	2
D/507/0964	Understanding Sales Techniques and Processes Used by Recruiters	2	36	4
H/507/0965	Understanding the Legal, Regulatory and Ethical Requirements When Recruiting	2	19	2
K/507/0966	Understanding the Building and Maintaining of Relationships with Candidates	2	19	2

Appendix 2: Qualification content

Unit 1: Understanding the Recruitment Industry

Unit number: J/507/0960

Credit: 2

GLH: 18

Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand the recruitment market	1.1. Describe the recent history and growth of the recruitment market 1.2. Describe different sectors within the recruitment market 1.3. Explain the difference between permanent and temporary recruitment
2. Understand the opportunities for advancement within the recruitment industry	2.1. Describe career pathways and job roles within recruitment 2.2. Identify sources of information and advice on training and career opportunities within recruitment
3. Understand how recruitment consultancies operate	3.1. Describe the role of a recruitment consultancy 3.2. Identify types of customers who use recruitment consultancies 3.3. Describe the stages of the recruitment process 3.4. Explain the importance of targets in meeting deadlines

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 2: Understanding the Use of Research in the Recruitment and Selection Process
 Unit number: L/507/0961
 Credit: 2
 GLH: 19
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand the research process	1.1. Describe the elements of research in the recruitment and selection process 1.2. Explain the importance of setting research objectives 1.3. Describe the difference between quantitative and qualitative research methods 1.4. Describe the advantages and disadvantages of a range of research methods 1.5. Explain the importance of ensuring that results are accurate and trustworthy
2. Understand how to use research in the recruitment and selection process	2.1. Describe the purpose and range of potential research techniques in recruitment 2.2. Explain how to confirm research results are accurate and trustworthy 2.3. Explain the importance of having an organisational house style for presenting research reports 2.4. Explain ways in which ethics can affect the conduct and use of research

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 3: Understanding Preparation for Selection Processes
 Unit number: R/507/0962
 Credit: 3
 GLH: 26
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand the use of job descriptions and person specifications	1.1. Explain the use of a job description in the recruitment process 1.2. Describe the structure of a job description 1.3. Explain the use of a person specification in the recruitment process 1.4. Describe a structure of a person specification 1.5. Explain how the accuracy and completeness of job descriptions and person specifications can be confirmed
2. Understand how to write a job advertisement	2.1. Explain the use of a job advertisement in the recruitment process 2.2. Describe the structure and contents of a job advertisement 2.3. Explain how to write a job advertisement to accurately reflect the client's requirements
3. Understand the process of job posting	3.1. Explain the importance of understanding the terms and conditions on which the candidate will be employed 3.2. Describe the advantages and disadvantages of the different media used 3.3. Explain the importance of keeping databases up to date and maintaining the requirements of confidentiality 3.4. Explain the importance of monitoring the number of responses
4. Understand the process of checking a candidate's 'right to work' in the UK	4.1. Explain the need for 'right to work' checks to be carried out on a candidate 4.2. Describe how to obtain proof of a candidate's 'right to work' in the UK

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 4: Understanding Selection Processes

Unit number: Y/507/0963

Credit: 2

GLH: 18

Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand assessment techniques in recruitment	1.1. Explain the importance of assessment techniques in the selection process 1.2. Describe types of assessment techniques 1.3. Explain when assessment techniques should be used
2. Understand the principles and techniques of interviewing	2.1. Explain the importance of interviewing candidates for selection 2.2. Describe the methods used to interview candidates for selection 2.3. Describe the features of a candidate interview 2.4. Describe the questioning techniques used during a candidate interview 2.5. Describe techniques used to build rapport with candidates 2.6. Explain the role of candidate feedback
3. Understand the final stage of the recruitment process	3.1. Describe the range of terms and conditions on which a candidate can be employed 3.2. Describe the pre-employment checks that may be carried out on candidates 3.3. Describe the methods used to communicate offers to clients and candidates 3.4. Explain the importance of keeping records up to date and confidential

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 5: Understanding Sales Techniques and Processes Used by Recruiters
 Unit number: D/507/0964
 Credit: 4
 GLH: 36
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand the sales cycle used in recruitment	1.1. Describe the characteristics of the sales cycle used in recruitment 1.2. Explain how the different stages of the sales cycle affect the approach to recruitment 1.3. Describe the uses of the sales cycle in structuring and progressing sales contacts
2. Understand how to identify sales opportunities	2.1. Explain how to segment candidates and clients 2.2. Explain how to target candidates and clients 2.3. Describe how to source and gather information about potential candidates and clients 2.4. Explain methods and reasons for qualifying the sales opportunities 2.5. Explain the importance of accurate record keeping
3. Understand how recruiters close the sale	3.1. Explain how recruiters overcome objections to close the sale 3.2. Explain how to identify verbal and non-verbal buying signals 3.3. Explain how to overcome barriers to closing the sale 3.4. Explain how to identify further potential add-on, up-selling or cross-selling opportunities prior to closing the sale 3.5. Describe different methods that recruiters use to close the sale

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 6: Understanding the Legal, Regulatory and Ethical Requirements When Recruiting
 Unit number: H/507/0965
 Credit: 2
 GLH: 19
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand an organisation’s procedures for dealing with legal, regulatory and ethical requirements relating to the recruitment industry	1.1. Explain how recruitment-specific legislation affects the recruitment process 1.2. Identify internal and external sources of information on legal, regulatory and ethical requirements 1.3. Explain the roles and powers of legislative organisations which have an impact on recruitment practices 1.4. Explain the purpose of professional codes of conduct and practice
2. Understand the employment rights and responsibilities of the employee and employer	2.1. Identify the features of a contract of employment for a permanent recruitment process 2.2. Identify the employment legislation affecting employers 2.3. Identify the employment legislation affecting employees 2.4. Identify where to find information on employment rights and responsibilities both internally and externally 2.5. Describe how representative bodies can support the employee 2.6. Identify employer and employee responsibilities for equality and diversity in a recruitment business environment 2.7. Explain the importance of equality and diversity procedures in a recruitment business environment

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Unit 7: Understanding the Building and Maintaining of Relationships with Candidates
 Unit number: K/507/0966
 Credit: 2
 GLH: 19
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand how to build long term relationships with candidates	1.1. Explain the purposes and features of an effective communication plan 1.2. Understand candidates’ needs, wants and expectations 1.3. Explain the importance of balancing candidates’ needs with organisational policies 1.4. Describe the basis on which relationships with candidates are managed 1.5. Explain the importance of negotiating mutually beneficial solutions with candidates 1.6. Describe the role of candidate feedback in enhancing relationships and profitability 1.7. Explain the importance of the candidate experience when developing long term relationships
2. Understand the importance of maintaining candidate loyalty	2.1. Explain the relationship between candidate loyalty and profitability 2.2. Describe the factors affecting the attraction and retention of candidate loyalty 2.3. Describe the advantages and disadvantages of the different methods of enhancing candidate loyalty 2.4. Explain the importance of reviewing candidates’ experiences as a means of improving the recruitment process

Additional assessment guidance/requirements

All assessment criteria must be met and assessed in line with the Skills CFA assessment strategy

Appendix 3: Sample assessment material

Highfield provides centres with a learner assessment pack that contains tracking documents that can be used to support learners in gathering evidence within their portfolio. This is available to download from the Highfield website.

Evidence Tracking Sheet – Example

Learner Name				
Centre Name				
Unit 1: Example Unit in a Qualification (A/123/4567)				
Knowledge Assessment Criteria				
Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference	Date
1.	1.1	Obs	1	
2.	2.1	D, Wt	2	
	2.2	Sim	3, 5	
4.	4.1	Q, D	8	

Assessment method key:			
Obs	Observation	Wt	Witness testimony
Pe	Product evidence	R	RPL
Q	Questioning	O	Other
Sim	Simulation/assignment	D	Discussion

Learner Signature	Date:
Assessor Signature	Date:
IQA Signature (if sampled)	Date:
(if sampled)	Date:

Fill in the portfolio reference for each assessment criteria

Fill in each assessment method used using the key

Insert the date that the assessment criteria was fully met

Once all assessment criteria and range have been met, the learner and assessor must sign and date this tracking sheet

If sampled, the IQA/EQS must also sign and date this tracking sheet