National Unit Specification: general information

UNIT   Human Resources: Administration (SCQF level 6)

CODE   F5AG 12

SUMMARY

This Unit is designed to provide an understanding of the importance of effective Human Resource management in a modern organisation. The Unit will equip candidates with knowledge of good recruitment and selection procedures whilst also highlighting the importance of effective staff development and support. Candidates will explore areas of staff support and development such as training, performance review and discipline procedures. Candidates will gain knowledge of a variety of the key areas within Human Resource Management.

OUTCOMES

1   Identify the importance of effective human resource management to organisations.
2   Explain the practices and procedures suitable for effective recruitment and selection.
3   Explain the practices and procedures involved in developing and supporting staff.

RECOMMENDED ENTRY

Entry is at the discretion of the Centre.

CREDIT VALUE

1 credit at SCQF level 6 (6 SCQF credit points at SCQF level 6*).

SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.

National Unit Specification: general information (cont)

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CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

The Unit provides opportunities for candidates to develop aspects of the following Core Skills:

♦   Communications (SCQF level 5)

These opportunities are highlighted in the Support Notes of this Unit Specification.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Identify the importance of effective human resource management to organisations.

Performance Criteria

(a) Define the term human resource management.
(b) Describe activities which are part of human resource management.
(c) Explain the benefits to an organisation of adopting an organised approach to human resource management.

OUTCOME 2

Explain practices and procedures suitable for effective recruitment and selection.

Performance Criteria

(a) Identify the key stages in a recruitment and selection procedure, describing appropriate documentation.
(b) Describe the legislation which relates to the recruitment and selection procedure.
(c) Demonstrate preparation of a job description and person specification for a given role.
(d) Demonstrate preparation of an appropriate job advertisement for a given role.
(e) Describe the advantages and disadvantages of internal and external recruitment.
(f) Describe a range of selection methods, identifying benefits of each.

OUTCOME 3

Explain the practices and procedures involved in developing and supporting staff.

Performance Criteria

(a) Explain the benefits to both the organisation and individual employees of developing and supporting staff.
(b) Describe the staff appraisal/review process.
(c) Explain why training is important to both the organisation and the individual.
(d) Describe advantages and disadvantages of both in-house and external training.
(e) Explain the need for discipline and grievance procedures.
(f) Outline how discipline and grievance procedures should be dealt with in relation to statutory requirements.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

The Assessment Support Pack for this Unit provides sample assessment material. Centres wishing to develop their own assessments should refer to the Assessment Support Pack to ensure a comparable standard.

Outcome 1 will be assessed by candidates providing extended response answers to questions. This should take place in closed-book controlled conditions. Candidates must identify and describe at least four key activities from the following list — training and development, performance management, employee relations, human resource planning, staff welfare, recruitment and selection. Candidates must also explain at least four benefits to the organisation of adopting an organised approach to HR.

Outcome 2 will be assessed by candidates answering questions based on a case study. Candidates should be able to describe the key stages of the recruitment and selection process — including Job Analysis, Preparing a job description, preparing a person specification, advertising the vacancy, methods of application and selection. Candidates must also prepare a job description and person specification relating to a given role. A job advertisement must also be prepared for the same role. Candidates must identify and explain the legislation which applies to the recruitment and selection process — understanding of Equal Opportunities and Discrimination legislation must be covered in the assessment. A range of selection methods must be described — at minimum two selection methods with at least two benefits for each. The candidate should be provided with detailed information within the case study on which to base their answers. This assessment should be carried out in open-book conditions.

Outcome 3 will also be assessed by candidates answering questions on a case study. The case study may be based on the same organisation as Outcome 2. Candidates will be required to give extended responses to the questions. This must take place in controlled, open-book conditions.

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit is an optional Unit in the National Certificate Group Award in Administration (SCQF level 5). It can also be used as a free-standing Unit.

This Unit is intended for candidates who wish to develop knowledge and understanding of a key area of importance in an organisational environment.

This Unit is expressed in generic terms but may be related to a context which the candidates are familiar.

Outcome 1 considers what human resource management is and how an effective system can benefit an organisation. The key activities of human resource management should be described, including HR Planning, performance management, staff welfare, training and development, recruitment and selection and employee relations.

Outcome 2 considers recruitment and selection procedures. Candidates should examine key stages in recruitment and selection and identify appropriate documentation to support this process. Application forms, CV, Person Specification and Job Descriptions should be considered. Time should be spent reflecting on how useful these documents are and how they are best prepared. The legal implications on recruitment and selection should be considered, sex discrimination, race discrimination, age discrimination and disability discrimination must be examined. Good practice relating to advertising job vacancies should be highlighted.

Case studies, video and discussion of experience would all be suitable to allow candidates to understand what leads to effective recruitment and selection.

Outcome 3 offers candidates the opportunity to examine how employees can be supported and developed within the workplace. Candidates should consider why staff appraisal/review is important and examine good practice in relation to this area. Training methods, both internal and external should be identified and advantages/disadvantages highlighted. Candidates should investigate the area of discipline and grievance and in particular good practice/statutory requirements in dealing with such issues.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

A range of delivery techniques can be employed including group discussion, candidates should be encouraged to draw on any experience they have in the workplace as employees. The use of real or fictional case studies/scenarios will aid candidates to put their learning into a practical context.

Candidates should be encouraged to use the internet as a resource. It would be helpful for candidates to access the CIPD and ACAS websites where material is available which will help with this Unit.

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

It is envisaged that candidates will be able to develop aspects of the Core Skills in *Communication*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Outcome 1 will be assessed by candidates answering extended response questions which cover all Performance Criteria for Outcome 1. This will take place in closed-book controlled conditions.

Outcome 2 will be assessed by a case study and questions. The candidate will be required to prepare a Person Specification, Job Description and Job Advertisement for a given job within the case study. Additional questions will cover the remaining Performance Criteria for Outcome 2. This assessment should be open-book.

Outcome 3 will be assessed by a case study and questions also. This case study may be an extension of the case study used in Outcome 2. Candidates will be required to give extended responses to questions. This assessment will take place in controlled conditions. However, candidates may prepare one A4 side of notes to bring to the assessment situation.

Assessment should normally take place at the end of each Outcome. However, centres may choose to combine assessments.

Reference should be made to the Assessment Support Pack available for this Unit.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003), SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (**www.sqa.org.uk**).