

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Manage the recruitment process to deliver positive candidate experience
Code	106962L5
Range	Managing all interactions effectively at different stages of the recruitment process (e.g. job advertisement, applicant's enquiry, interview, making employment offer). This applies to the provision of a consistent and positive candidate experience throughout the recruitment process and the management of different recruitment channels including social media and digital platform.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the concept and importance of candidate experience to employer branding and talent attraction • Understand different stages of the recruitment process • Understand best practices of managing candidate experience in the market 2. Applications and Processes <ul style="list-style-type: none"> • Develop guidelines and measurement standards for hiring managers to create positive candidate experience at different stages of the recruitment process • Adopt appropriate methods to obtain support from all employees in offering a positive candidate experience (e.g. giving a warm and welcoming impression at the reception) • Provide clear instructions in the job application process for different levels of positions and share important job information (e.g. career path examples) with candidates during interview • Provide an alternative to the candidate (e.g. applying for other vacant positions) where appropriate • Assess the candidate experience throughout the recruitment process 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Promptly acknowledge receipt of employment applications and inform estimated timeline of selection process • Manage the interview time effectively • Stay connected with candidate in a professional manner throughout the process, before final hiring decision is made • Communicate with the candidates about the outcome of the interview in a timely manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of recruitment guidelines and measurement standards to create consistent and positive candidate experience throughout the recruitment process. • Engagement with all employees for provision of positive candidate experience. • Execution of assessment of candidate experience throughout the recruitment process (e.g. well-prepared for interviews, provision of important job information to candidates during interviews and timely follow-up after interviews) in accordance with the predefined measurement standards.
Remark	