



## **STAFF RECRUITMENT**

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# **POLICY AND PROCEDURE**

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## **Recruitment and Selection Policy and Procedures**

### **Purpose**

The Staff Recruitment Policy has been established to ensure that Hallmark Institute attracts the best possible staff for all vacant positions. This policy relates to employment of all staff and contractors.

### **Scope:**

This policy applies to all managers, coordinators, trainers, assessors, administrative staff, and external consultants involved in the recruitment process at Hallmark Institute.

### **Legislation and References:**

- Standards for RTOs 2015;
- ESOS Act 2000 and ESOS Regulations 2019;
- National Code of Practice for Providers of Education and Training to Overseas Students 2018;
- Fair Work Act 2009;
- Anti-Discrimination Laws;
- Privacy Act 1998;
- Work Health and Safety (WHS) Laws;
- Equal Employment Opportunity (EEO).

### **Policy Statement:**

- Hallmark Institute is committed to providing high quality programs and services to our learners. To support the achievement of this objective we recognise the importance of employing the most suitable applicant for all vacant positions.
- Hallmark Institute will ensure that it has the best opportunity to attract the best available staff by broadly advertising all vacant positions.
- Hallmark Institute will take all appropriate precautions to ensure that applicants may be safely entrusted with the duties of their position.
- Hallmark Institute will internally advertise all vacant positions to current staff to encourage career advancement and increase participation.
- Hallmark Institute is an equal opportunity employer and is committed to providing a work environment that is free from harassment and discrimination.
- All recruitment and selection procedures and decisions will reflect Hallmark Institute's commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities.
- Hallmark Institute never discriminates on the basis of age, gender, marital status, race, religion, physical impairment or political opinions.

## Responsibilities

It is the responsibility of the CEO to implement this policy and to monitor its performance.

It is the responsibility of Managers and Supervisors to ensure that:

- They are familiar with the recruitment policies and procedures, and that they follow them accordingly;
- Staffing levels for their department are determined and authorised;
- All roles have current position descriptions that specify role requirements and selection criteria.

It is the responsibility of the CEO to ensure that:

- All Managers are aware of their responsibilities in the recruitment and selection process;
- Managers are given continuous support and guidance in regards to recruitment and selection issues.

## Procedures

### Pre-Recruitment Activities

Prior to commencing the recruitment process, the Academic Manager is required to indicate approval from the CEO for the positions.

When describing recruitment requirements, the Academic Managers should also indicate specific requirements regarding the position, including:

- Required timelines: when does the position holder need to be in place?
- Location: where will be the position holder be based?

Managers will also need to indicate where there is a requirement to withhold the Institute's name in the recruitment advertisement so as keep the organisation's recruitment plans secret.

### Direct Internal Appointments and Promotions

In situations where a Manager wishes to promote an employee who meets the specific selection criteria for the vacant position into the internal vacancy, the appointment must be authorised by the CEO and the approval is to be forwarded to the Administration Manager.

Hallmark Institute will ensure that all of employees who possess the relevant skills and who have expressed interest in the position have been appropriately considered.

### Internal Advertising

Where appropriate, Hallmark Institute will advertise all vacancies internally.

Exceptions to this rule may occur when:

- The position is of such a specialised nature, and appropriate skills are not available within the organisation
- There is a need to make a direct appointment or promotion into the vacant position

On receiving approval for the vacant position, Administration Manager will advertise the available position internally. Internal advertisements should include the following:

- Position title
- Outline of the position
- Skills required for the role
- Closing date for applications

All internal applicants should forward a current copy of their resume, together with covering letter, to the applicable manager for acknowledgement, consideration and processing.

Internal applicants who possess the required skills, qualifications and work-related experience, as specified in the internal advertisement, should be interviewed for the position by the relevant Manager.

### **External Advertising**

Where a position cannot be filled internally, or where it is appropriate to conduct concurrent internal and external recruitment campaigns, the available position should be advertised externally.

All such positions will be advertised through relevant networks, on relevant websites, or through recruitment agencies.

The Administration Manager will prepare an appropriate recruitment advertisement for the position and submit it for review and approval by the appropriate Manager, as well as the CEO.

The Administration team will administer the placement of the advertisement and monitor, and compile applications received.

### **Screening Applicants**

Once all applications have been received, the Administration team will forward them to the relevant managers for shortlisting.

Resumes must be screened against the position description so that assessments can be made of their suitability for the specific role. Applicants who are assessed as suitable will then be selected for interview and informed in writing of the date and time for the interview.

Candidates who are not successful will be informed in writing.

### **Conducting Interviews**

The interview process is conducted by a selection panel, which will include the CEO or their nominee and the relevant manager or supervisor for the position.

The Administration Manager may also be involved in the selection panel.

A list of questions based on the position requirements must be drawn up prior to interviews.

All candidates are interviewed, and the selection panel identifies the most suitable candidate based on their responses to the questions.

### **Reference Checking**

Managers are to ensure that, where possible, a minimum of two reference checks are conducted prior to an offer of employment being extended to a candidate.

Details of the reference checks should be attached to the candidate's application for future reference.

## **New Starter Paperwork**

If an internal candidate is selected, the Administration Manager is required to notify the successful candidate and their Manager. If an external candidate has been selected, the administration Manager is to make a verbal offer to the candidate.

To authorise the commencement or transfer of an internal employee, the Administration Manager must provide confirmation of the CEO's approval. The Administration Manager should ensure that all recruiting documents are completed for filing.

The Administration Department will prepare a written letter of offer for the successful candidate. A standard letter of offer will be used for all offers of employment, and will confirm the start date, salary, position and the terms and conditions of employment pertaining to the employee.

Once the Administration department has received the candidate's signed letter of offer, the Administration Department will notify all unsuccessful candidates. If an external recruitment agency has been used, the Administration department will notify the agency, who will notify the unsuccessful candidates.

The Administration Manager and relevant department manager will ensure that the necessary documentation, equipment and access privileges are prepared for the new employee.

The Administration team will forward an induction kit to the new employee for their completion.

## **Records and Correspondence**

All contact regarding the position is to be directed through reception, with all applications marked "Confidential" and passed to the Administration team.

Basic records of the recruitment process are to be maintained. Records should include information about position descriptions sent, applications received (including applicants' names, addresses and contact numbers), a list of applicants short-listed and interviewed, and a record that applicants have been notified of outcomes.

Letters or emails of application acknowledgment should be posted to all applicants prior to the short-listing of final suitable applicants.

At the conclusion of the recruitment process, all applications will be filed for five years in the Staff File.