



Course

Level 3 Recruitment Consultant Apprenticeship standard



Course duration:
12 months

Summary

Knowledge

- Company procedures and policies
- Recruitment principles and models
- Sales techniques
- Knowing your customers and their needs
- Legal, regulatory and ethical requirements

Skills

- Recruitment procedures
- Delivering new business
- Communication
- Looking after your customers
- Advising on, regulatory and ethical requirements

Behaviours

- Develop self
- Ownership/responsibility
- Effective communication
- Professionalism

Learn to become highly effective at attracting and placing the best candidates in jobs with our Level 3 Recruitment Consultant Apprenticeship.

A recruitment consultant plays a pivotal role in the recruitment sector, identifying and securing job opportunities within client companies. They identify candidates and successfully place them in those jobs in return for a fee, focusing on the supply of flexible workers, permanent placements or a combination of both. You can look forward to a varied and in-depth course, which should last around 12 months depending on your previous experience.

Who is it for?

You will enjoy working with people, delivering exceptional customer service, have an entrepreneurial outlook and strong inter-personal skills. You may have previous experience of working in recruitment and want to build on this experience by developing your theoretical knowledge and practical skills.

What will you learn?

You will cover every aspect involved in the recruitment journey. From recruitment procedures and policies to understanding the legal, regulatory and ethical requirements. You will learn how to identify and convert new sales leads into clients, candidates and placements and the principles of assessing people. You can learn more about these in the table overleaf. Alongside this, we will work with you, your manager and mentor to create an individual training plan. This will include development of skills such as reading, writing, speaking, listening and communication in English as well as maths, in preparation for Level 2 Functional Skills. Within this plan there will also be activities and learning to improve your personal soft skills.

What comes next?

To successfully complete this apprenticeship, you will need to complete one level 3 knowledge qualification and one level 3 competency qualification from the following:

- Level 3 Certificate in Principles of Recruitment or Level 3 Certificate in Recruitment Practice
- Level 3 NVQ Diploma in Recruitment

Knowledge

Area	Learning aims and development
Business procedures and policies	<ul style="list-style-type: none"> All necessary processes, payment and aftercare services in line with company policies Agreed job-related Key Performance Indicators (KPIs, e.g. vacancies taken, calls made, interviews etc) and how they will be assessed and measured during the apprenticeship Candidate pay, client charge rates and contractual conditions within their sector in order to consult with and advise candidates and clients
Recruitment principles and models	<ul style="list-style-type: none"> The different recruitment models (e.g. Temporary, Permanent, Contract Recruitment, Executive Search etc) The principles of assessing people
Sales techniques	<ul style="list-style-type: none"> How to establish, negotiate and agree terms and conditions of business with clients How to develop successful sales techniques for recruitment
Knowing your customers and their needs	<ul style="list-style-type: none"> How to ensure candidates and clients receive a professional and comprehensive recruitment service
Legal, regulatory and ethical requirements	<ul style="list-style-type: none"> The legal, regulatory and ethical requirements and appropriate codes of practice when recruiting Employee rights and responsibilities including equality, diversity and inclusion

Skills

Area	Learning aims and development
Recruitment procedures	<ul style="list-style-type: none"> • Source suitable vacancies in line with company policies and sales procedures • Identify and attract candidates using all appropriate methods to fill jobs • Monitor responses/applications received and make sure that candidate applications are processed efficiently • Shortlist and present suitably qualified applicants against defined job vacancies • Successfully place suitable candidates with clients • Accurately complete all necessary processes, payment and aftercare services • Meet agreed Key Performance Indicators (vacancies taken, calls made, interviews etc) • Be able to accurately utilise company management systems and follow payroll billing procedures including accurate database management complying with relevant legislation • Accurately record candidate and client information on the recruitment database • Escalate non-compliance where appropriate
Delivering new business	<ul style="list-style-type: none"> • Identify, progress and convert sales leads into new clients, candidates and placements as required • Proactively and consistently strive to identify and obtain new business opportunities
Communication	<ul style="list-style-type: none"> • Manage the recruitment and selection processes by effectively liaising with the client, candidate and internal teams
Looking after your customers	<ul style="list-style-type: none"> • Manage and profitably develop client relationships • Conduct professional discussions with clients and candidates using all mediums as appropriate • Seek and provide feedback in a professional manner at all times to candidates and clients • Conduct regular service reviews with both clients and candidates to ensure continuous improvement
Advising on legal, regulatory and ethical requirements	<ul style="list-style-type: none"> • Advise clients and candidates on the legal, regulatory and ethical requirements and appropriate codes of practice when recruiting • Advise candidates and clients on employee rights and responsibilities including equality, diversity and inclusion

Behaviours

Area	Learning aims and development
Develop self	<ul style="list-style-type: none"> Self-motivation: take independent action to meet and exceed KPIs without being asked Ambition, drive and determination: you have made a plan for your professional development and career opportunities
Ownership / responsibility	<ul style="list-style-type: none"> Courage and ability to effectively challenge poor practice: use your knowledge of recruitment law to identify bad practice and suggest improvements Enterprise and entrepreneurship: proactively seek opportunities and act upon them Tenacity and resilience: continue to make effective canvassing calls despite having to repeatedly overcome objections Innovative: seek new ways to achieve tasks Attention to detail: accurate data entry of candidate and/or client details Very organised: able to organise your time in an efficient manner Good questioning and listening: you pay attention, interact and support a conversation, probing for further information when required Demonstrate problem solving and decision making behaviours: you draw on previous experience and/or agreed procedures and policies to solve problems and make informed decisions
Effective communication	<ul style="list-style-type: none"> Confident, assertive and persuasive communicator: use a range of communication and influencing techniques to build sound relationships both externally and internally
Professionalism	<ul style="list-style-type: none"> Ethical customer focused approach: operate under the spirit of codes of practice, ethics and the law

Additional skills

As well as the core curriculum, you will develop a number of additional skills throughout the course of your apprenticeship:

NCFE functional skills

You will work on developing positivity and confidence in the use of maths and English skills in real world and employment-based situations.

Maths

Through the Level 2 Functional Skills qualifications you will demonstrate a sound grasp of mathematical skills at the appropriate level and the ability to apply mathematical thinking effectively to solve problems in the workplace and in other real-life situations.

English

Through the Level 2 Functional Skills qualifications you will demonstrate the ability at an appropriate level to read, write, speak, listen and communicate in English, and to apply these skills effectively to a range of purposes in the workplace and in other real-life situations

British values

As part of your apprenticeship, we will discuss five key values and their impact and importance in the workplace. These will be democracy, the rule of law, individual liberty, mutual respect and tolerance of those of different faiths and beliefs.

Soft skills development

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. Developing these will make a significant impact on your ability to contribute confidently both within and outside of their working environment. PLTS include independent enquiry, creative thinking, reflection, team working, self-management and effective participation.

PREVENT

PREVENT is part of the government's CONTEST strategy of which education is a fundamental part. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism so that people can go about their lives freely and with confidence." CONTEST is split into four work-streams that are known within the counter-terrorism community as the 'four Ps': Prevent, Pursue, Protect, and Prepare.



Plan

We take into consideration your skills at each stage of the process, planning the learning and follow-up activities.

Do

You undertake the learning and activities that have been planned.

Check

We check your learning using a combination of assignments, discussions and observations of workplace activities, ensuring that skills, knowledge and behaviours are embedded and being practised.

Act

If areas of further learning are identified, reinforcement training is planned in and provided.