

2.3 Recruitment, selection and training of employees

Name: _____ Class: _____ Date: _____

Total: 20 marks

KEY WORDS training • external • recruitment • internal
• dismissal

Objective

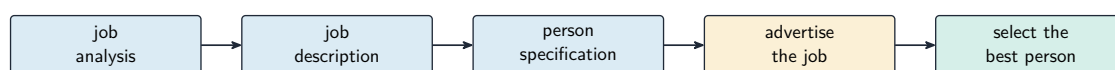
Build the skills to answer exam questions on **recruitment, selection and training**, – the recruitment process, **internal and external** recruitment, types of **training**, and reducing the workforce.

You must be able to:

- describe the recruitment and selection process
- compare internal and external recruitment, and types of training
- distinguish redundancy from dismissal

1 Key knowledge and worked examples

■ Recruiting and training



Recruitment finds applicants; selection chooses the best

- **Documents:** **job description** (the duties) and **person specification** (the right person's skills).
- **Internal**: cheaper, faster, known – but no new ideas. **External**: new skills – but costlier, slower.
- **Training:** **induction**, **on-the-job**, **off-the-job**.
- **Redundancy**: the job is no longer needed. **Dismissal**: the worker is removed for a reason.

Answer shapes: K + App + An + Ev (a justified judgement, for “do you think” questions).

2 Practice

2.1 Define the term *recruitment*. [2]

2.2 State the difference between a *job description* and a *person specification*. [2]

2.3 State the difference between *redundancy* and *dismissal*. [2]

3 Exam-style questions

3.1 Identify two methods a business could use to select the best applicant. [2]

3.2 Explain two benefits to a business of training its workers. [6]

3.3 A business needs to fill an important job quickly. Do you think it should recruit internally rather than externally? Justify your answer. [6]

Solutions

IGCSE Business answers are marked by **level of response**: award **K** knowledge, **App** application, **An** analysis and **Ev** a justified judgement.

Each answer shows the steps, then the **result**.

2.1

- **recruitment** is finding and attracting people to **apply for a job** (K)

2.2

- **job description**: duties and tasks of the job (K)
- **person specification**: skills and qualities the right person needs (K)

2.3

- **redundancy**: the **job** is no longer needed (K)
- **dismissal**: the **worker** is removed for a reason such as poor work (K)

3.1

- any **two** of: application form / CV / interview / skills test (K, K)

3.2

- for **each** of two benefits: K + An, max 3 each
- e.g. **higher productivity**: fewer mistakes → less waste → lower costs
- e.g. **motivation**: workers feel valued → they stay longer → lower labour turnover

3.3

- **for internal**: cheaper, faster, person known, motivates other staff
- **against**: no new ideas, leaves another vacancy
- **judgement (Ev)**: internal is good when speed matters; external if no suitable internal candidate exists