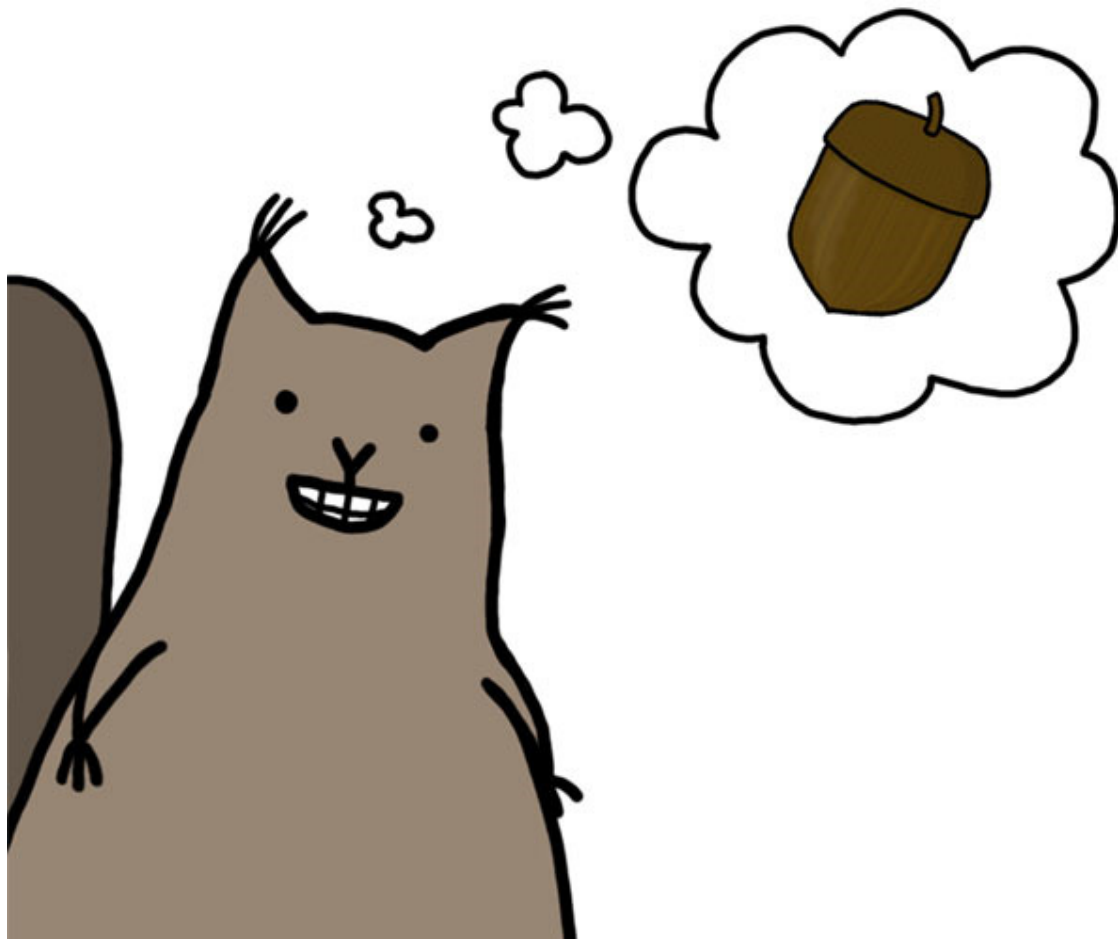


AS LEVEL APPLIED BUSINESS

UNIT 2

PEOPLE IN BUSINESS



UNIT 2 PEOPLE IN BUSINESS

Coursework Task

How much is this coursework worth?

Unit 1	Investigating Business (Coursework Assessment) 1/3 of the AS level
Unit 2	People in Business (Coursework Assessment) 1/3 of the AS Level
Unit 3	Financial Planning & Monitoring (Exam) 1/3 of the AS Level

The task

You need to:

Produce a portfolio of work investigating a local business and complete a practical recruitment exercise, which:

Requirement A (AO1)

- Describes the roles and responsibilities of a manager, a supervisor and an employee within the business
- Describes the qualities the employer looks for in each of these roles
- Describes their training and development opportunities.
- Uses examples to illustrate:
 - Methods of motivation used to retain the staff
 - Relevant PEST factors in the workforce plan.

Requirement B (AO2)

Plans and takes part in a recruitment and selection process, which explains self-regulatory, legal, social and ethical responsibilities considered in the recruitment process.

This will be demonstrated through a practical exercise for which you will need to:

- Create a vacant position for the role of either a manager, a supervisor or an employee
- Develop the key recruitment documentation required during the recruitment process to fill this vacant post
- Take part in a mock interview as part of an interview panel for the post.

Requirement C (AO3)

Analyses how the following contributed to the effectiveness of the recruitment process:

- The recruitment documentation
- The interview process
- The training and motivational methods used
- The relevant PEST factors in the workforce plan.

Requirement D (AO4)

Judges the effectiveness of the recruitment exercises selection process and recommends ways in which it could be improved.

The business that you investigate should be large enough to have three tiers of hierarchy.

How your work will be marked

	MB1	MB2	MB3	MB4
AO1	<p>A basic description for a manager, supervisor and employee of some of:</p> <ul style="list-style-type: none"> • their roles and responsibilities • qualities they should have • their training and development opportunities. <p>Examples are collated to illustrate some:</p> <ul style="list-style-type: none"> • methods of motivation used to retain staff • relevant PEST factors in the workforce plan. <p>(1 - 6 marks)</p>	<p>A description for a manager, supervisor and employee of:</p> <ul style="list-style-type: none"> • their roles and responsibilities • qualities they should have • their training and development opportunities. <p>Examples are used to illustrate some:</p> <ul style="list-style-type: none"> • methods of motivation used by the business to retain staff • relevant PEST factors in the workforce plan. <p>(7 - 12 marks)</p>	<p>A detailed description for a manager, supervisor and employee of:</p> <ul style="list-style-type: none"> • their roles and responsibilities • qualities they should have • their training and development opportunities. <p>Realistic examples are used to illustrate:</p> <ul style="list-style-type: none"> • methods of motivation used by the business to retain staff • relevant PEST factors in the workforce plan. <p>(13 - 18 marks)</p>	<p>A detailed and comprehensive description for a manager, supervisor and employee of:</p> <ul style="list-style-type: none"> • their roles and responsibilities • qualities they should have • their training and development opportunities. <p>Realistic and detailed examples are used to illustrate:</p> <ul style="list-style-type: none"> • methods of motivation used by the business to retain staff • relevant PEST factors in the workforce plan. <p>(19 - 24 marks)</p>
AO2	<p>AO2 Takes part in the interview.</p> <p>A demonstration of the recruitment and interview process which describes aspects of the structure and purpose of:</p> <ul style="list-style-type: none"> • the documentation • the interview. <p>A description of some self-regulatory, legal, social or ethical responsibilities relevant to recruitment.</p> <p>(1 - 5 marks)</p>	<p>Plans and takes part in the interview.</p> <p>A demonstration of the recruitment and interview process which explains aspects of the structure and purpose of:</p> <ul style="list-style-type: none"> • the documentation • the interview. <p>A basic explanation of some self-regulatory, legal, social or ethical responsibilities relevant to recruitment.</p> <p>(6 - 10 marks)</p>	<p>Plans and takes part in the interview.</p> <p>A demonstration of the recruitment and interview process which explains the overall structure and purpose of:</p> <ul style="list-style-type: none"> • the documentation • the interview. <p>An explanation of relevant self-regulatory, legal, social or ethical responsibilities considered in the recruitment process.</p> <p>(11 - 16 marks)</p>	<p>Plans and takes part in the interview.</p> <p>A demonstration of the recruitment and interview process which thoroughly explains the overall structure and purpose of:</p> <ul style="list-style-type: none"> • the documentation • the interview. <p>A thorough explanation of relevant self-regulatory, legal, social or ethical responsibilities considered in the recruitment process.</p> <p>(17 - 22 marks)</p>
AO3	<p>AO3 Collects data from a limited range of sources. Uses numerical and/or non-numerical techniques on the collected data to show how some of the following factors contributed to the effectiveness of the recruitment process:</p> <ul style="list-style-type: none"> • the documentation used • the interview process • the training and motivational methods used • relevant PEST factors in the workforce plan. <p>(1 - 3 marks)</p>	<p>Selects some up-to-date data from a limited range of sources.</p> <p>Uses numerical and/or non-numerical techniques on selected data to provide a partial analysis of how some of the following factors contributed to the effectiveness of the recruitment process:</p> <ul style="list-style-type: none"> • the documentation used • the interview process • the training and motivational methods used • relevant PEST factors in the workforce plan. <p>(4 - 6 marks)</p>	<p>Selects relevant and up-to-date data from a limited range of sources.</p> <p>Uses appropriate numerical and/or non-numerical techniques on selected data to provide a partial analysis of how the following factors contributed to the effectiveness of the recruitment process:</p> <ul style="list-style-type: none"> • the documentation used • the interview process • the training and motivational methods used • relevant PEST factors in the workforce plan. <p>(7 - 9 marks)</p>	<p>Selects relevant and up-to-date data from a range of sources. Uses appropriate numerical and/or non-numerical techniques on selected data to analyse how the following factors contributed to the effectiveness of the recruitment process:</p> <ul style="list-style-type: none"> • the documentation used • the interview process • the training and motivational methods used • relevant PEST factors in the workforce plan. <p>(10 - 12 marks)</p>
AO4	<p>AO4 A judgement, based upon limited evidence, of the effectiveness of the selection process, describing ways it could be improved. Ideas are communicated in a way that is adequate to convey meaning with limited use of technical terms. There are noticeable errors in accepted conventions of written communication.</p> <p>(1 - 3 marks)</p>	<p>A judgement, with some justification, of the effectiveness of the selection process, explaining ways in which it could be improved. Ideas are communicated with some structure evident with occasional use of appropriate technical terms. There are some errors in accepted conventions of written communication.</p> <p>(4 - 6 marks)</p>	<p>A judgement, supported by a reasoned justification, of the effectiveness of the selection process, discussing ways in which it could be improved. Ideas are communicated using a logical structure with some appropriate use of technical terms. There are occasional errors in accepted conventions of written communication.</p> <p>(7 - 9 marks)</p>	<p>A judgement, supported by a coherent justification, of the effectiveness of the selection process, evaluating ways in which it could be improved. Ideas are communicated in a coherent structure with consistent and appropriate use of technical terms. There are few errors in accepted conventions of written communication.</p> <p>(10 - 12 marks)</p>

AO1- Describes the roles and responsibilities of a manager, a supervisor and an employee within the business, the qualities the employer looks for in each of these roles and their training and development opportunities. Provides examples of methods of motivation used to retain staff and relevant PEST factors in the workforce plan.

Task 1: Introduction

- Write an introduction to your company, this should be quite brief, but give an overview of the organisation.
- Include a brief background of your organisation

Task 2: Roles and responsibilities

This task is hench up maximus, as it is the main part of your AO1. As with your IKEA coursework, the more detail you include, the more actual information, the better.

Print off any information which you use for this task, annotate it and slap it into your AO3....

Task 2a) Describe the roles and responsibilities of managers in your chosen company

Write a detailed description of **managers** in your chosen business; remember that there are likely to be several layers of management

E.g. Store manager, section manager, area manager, etc..

You must include

- Their roles and responsibilities
- The four functions of a manager **applied** to your business
- Qualities they should have (Leadership styles)
- Training and development opportunities

Task 2b) Describe the roles and responsibilities of a supervisor in your chosen company

A detailed description of a **supervisor** in your chosen business including:-

- Their roles and responsibilities
- Qualities they should have
- Training and development opportunities

Task 2c) Describe the roles and responsibilities of an employee in your chosen company

A detailed description of an **employee** in your chosen business including:-

- Their roles and responsibilities
- Qualities they should have
- Training and development opportunities (What training is available at this level?)

You must use real and detailed examples to reach MB4

Task 3: Motivation

How does your business motivate staff?

Include:

- Financial and non financial motivators- the benefits package available
- Links to motivational theorists (Maslow's hierarchy of needs, Herzberg's hygiene and motivators, Taylor's scientific management theory, McGregor's Theory X & Y, Ouchi's Theory Z) You should **apply** what your company does to motivational theories. Only mention the ones which your company uses

Task 4: PEST in the workforce plan

- Explain what workforce planning is
- Describe using detailed examples, the Political, Economic, Social and Technological factors that will have an impact upon workforce planning- You should include relevant labour market information in your coursework.

AO2- Plans and takes part in the interview process

AO3- Analyses how the following contributed to the effectiveness of the recruitment process:

- 1) The recruitment documentation
- 2) The interview process
- 3) The training and motivational methods used
- 4) The PEST factors in the workforce plan

This section involves planning and taking part in an interview. The interview will be assessed as practical work, there is also theory required for this assessment objective.

Task 5: Planning an interview

For AO2

- Explain the overall purpose/ structure of an interview
- An explanation of short listing, what it is and how you short listed, with reasons why you did not interview your second candidate

You need to explain what each of the following are:

- Job advert- including where your vacancy would be advertised and why
- Job description
- Person specification
- Interview plan
- Interview questions
- Interview testing methods (Graphology, psychometric, etc)
- Application forms
- Letters of acceptance and rejection
- Interview assessment

For AO3

- Collect examples of each of the above from real companies (2 or 3) and then compare them. (Don't forget you have the Moy Park version)
- Annotate the strengths/ weaknesses of each. You might want to compare the actual documents with a 'text book' version. www.businessballs.com has templates/ checklists for these documents.

- You are going to have to create a version of each of these later in this coursework, so write up a paragraph for each of the above documents which explains how you are going to implement these strengths into the forms which you are going to design

Task 6: Preparing the recruitment documentation

Design the following documents:

- Job advert- including where your vacancy would be advertised and why
- Job description
- Person specification
- Interview plan
- Interview questions
- Interview testing methods (Graphology, psychometric, etc)
- Application forms
- Letters of acceptance and rejection
- Interview assessment

Task 7: The Interview

This task is deceptively hench...

- You need to get two good applicants to complete your application forms
- You need to fill one application form in badly

Write a short statement explaining why you have short listed your first two applicants, and rejected your third one

Carry out the interview- **remember to fill in the paperwork as you go!!!**

Task 8: Reflecting on the interview

You now need to write up a summary of the interview, this includes the following

- Who you appointed and why
- For each of the documents which you designed/ used for the interviews, you need to comment on the effectiveness.
- You might want to set this bit out as a table e.g.

Document	Description	Strengths	Weaknesses
Job Advert			
Job Description			

- What are the strengths and weaknesses, were there any questions which were inappropriate? Do you have enough space to write your answers? Are all of the questions necessary? Etc...

Task 9: Legal, social & ethical responsibilities

Write up your class notes on the following:

- Sex Discrimination Act
- Race Relations Act
- Disability Discrimination
- Equal Opportunities Legislation
- Equal Pay Act

You then need to write about:

- Information on GOQ's and the impact that these have
- The impact that legislation has on the recruitment process

- The impact of social/ ethical values on the recruitment process
- Identify legal, social and ethical constraints in your documentation, e.g. equal opps in the application form, restrictions in job advertisements, etc...

Task 10: Local labour market conditions

Using the following website www.northamptonshireobservatory.org.uk click on PROJECTS, then ELMA, then COMPETITIVE WORKFORCE, and/ or www.statistics.gov.uk

Put together a brief section on the current situation in the Northamptonshire Labour Market. Your report should analyse approximately 4/5 of the following:-

- Population changes in the UK
- The labour supply
- The types of jobs that people in the county have
- The future prospects of workers in the county
- The gross annual earnings of people employed in the area
- How they travel to work
- What qualifications/ skills they have
- Unemployment rates
- What is happening with young people in the area
- Disability in the workforce
- Ethnic minority in the labour market

In particular this section should look at the **impact of each of these factors** on your chosen businesses recruitment and selection.

Task 11: The impact of the interview process on recruitment

How does the interview process impact upon the overall recruitment process?

For example

- How many levels are there in the interview process, is it too complicated or too easy? Is it effective? You may want to create a flowchart.
- Which people are involved in the interview process
- How are candidates treated during interview? – Do they get a free lunch, etc?
- How long does the process take?
- Are you reliant upon ICT? What impact does this have on your business?
- Does the interview process mean that the right people are being selected? Or is it too long and complicated, and put people off?

AO4- Judges the effectiveness of the recruitment exercise's selection process and recommends ways in which it could be improved

Task 12: Most important factors

You need to decide which you think are the most important factors which impact upon recruitment and selection. Each factor should be weighted to show it's importance.

Factor	Description & Weighting	Impact on recruitment and selection

You will then need to make recommendations as to how the recruitment and selection process could be improved.

Task 13: General Evaluation

A general written evaluation of your work

- A little bit of theory about why recruitment and selection is important businesses
- What you did for each AO
- The changes which you would make and why
- How you prepared for your interview
- Your preparedness for the interview
- The amount of time your test took to complete
- The structure/ plan for your interview
- The documentation which you used
- The ease of access to the company which you chose
- An evaluation of the documentation selected and used, it's relevance to your work
- The appropriateness of each stage of the interview, e.g. was the test appropriate for your vacancy?
- The advantages and disadvantages of the process, with possible changes you would make

Task 14: Bibliography

You must include a list of all of the sources of information which you have used. This includes; books, magazines, websites, etc