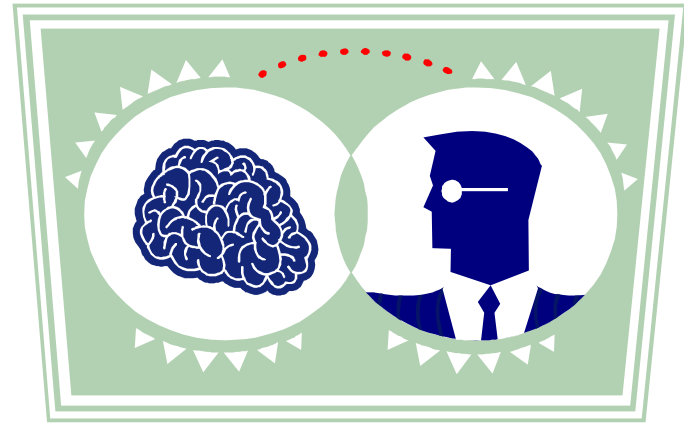




# Assessing Applicants

- There are a number of ways in which applicants can be assessed:

- Letters of application
- Application forms
- Curriculum Vitæ (CV)
- Interviews
- Tests
  - Aptitude
  - IQ Test
  - Personality/Psychometric Test



- It is likely that a combination of these will be used – if not all of them!



# Other Reasons To Interview

- Interviews are not just used to recruit new staff
- They can also be used in:
- It is used in:

## Appraisals

- Used to assess the strengths and weaknesses of existing staff
- Can help identify training needs
- Should use open-ended questions so that employee does not feel threatened

## Exit Interviews

- Used by some businesses to establish why staff are leaving
- Can be used to identify possible problems and avoid more staff leaving
- Should be open and non-confrontational



# Evaluating The Recruitment Process

- Obtaining the right workers can have a big impact on the success of a business
- For this reason it is important that a business has an effective recruitment process
- The effectiveness can be measured in 4 ways:
  - **Labour Turnover**
    - Low labour turnover is usually a sign that the right staff have been employed
  - **Cost**
    - High recruitment costs indicate an ineffective system
  - **Legal Compliance**
    - The number of complaints or disputes reflects the suitability of the process
  - **Employee Performance**
    - Employees who establish themselves in a business indicate a successful recruitment process

