Your notes

GCSE Business: revision notes

Recruitment and training

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Recruitment

- The **recruitment** process: identify the vacancy, write a **job description** (the duties of the job) and a **person specification** (the skills, qualities and qualifications needed), advertise, shortlist candidates from their applications or CVs, interview or test them, then appoint.
- **Internal recruitment** fills a job with someone already in the business. It is cheaper and quicker, the person is known, and promotion can motivate staff, but it brings no new ideas and leaves another vacancy.
- **External recruitment** brings in someone from outside. It brings new ideas and a wider choice, but is slower, more expensive and riskier.

Ways of working

- Full-time, part-time, **zero-hours contracts** (no guaranteed hours), temporary and fixed-term contracts, freelancers and contractors, flexible working and remote working.

Training

- **Induction** training introduces new staff to the business, its rules, and health and safety.
- Formal training includes courses. Informal training happens on the job, often by learning from experienced staff. Staff can also learn by themselves.
- **Performance reviews** set targets and identify training needs.
- Training creates skilled, productive and motivated staff, improves quality and service, and reduces **staff turnover**. But it costs money and time, and trained staff might leave for other jobs.

Key terms

Recruitment	The process of finding and appointing new staff.

Job description	A list of the duties and responsibilities of a job.
Person specification	A list of the skills, qualities and qualifications needed for a job.
Internal recruitment	Filling a job with someone already working in the business.
External recruitment	Filling a job with someone from outside the business.
Induction	Training that introduces new staff to the business.
Zero-hours contract	A contract with no guaranteed hours of work.
Staff turnover	The rate at which staff leave a business.
Performance review	A meeting to discuss an employee's progress and targets.

Your notes

Quick questions

Cover the answers and test yourself: remembering is what makes it stick.

1. What is a job description?
2. What is a person specification?
3. What is internal recruitment?
4. What is an advantage of external recruitment?
5. What is induction training?
6. What is on-the-job training?
7. What is a zero-hours contract?
8. What is staff turnover?

Answers

1. A list of the duties and responsibilities of a job
2. A list of the skills, qualities and qualifications needed
3. Filling a job with someone already working in the business
4. It brings new ideas and a wider choice of candidates
5. Training that introduces new staff to the business
6. Learning while doing the job, often from experienced staff
7. A contract with no guaranteed hours of work
8. The rate at which staff leave a business

What to do next

Practise 12 questions on this topic

Try 4 exam questions, with mark schemes

Read the lesson, one step at a time

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