Hi, I'm Peter, and in this informative podcast, I'll be talking to you about your coursework for the module Recruitment and Employee Selection. So, to successfully complete this module, besides following your lectures, guest interviews, podcasts with me, discussion boards and so on as you've been briefed during your orientation, you'll also need to complete 3 pieces if coursework: an individual written assignment, an interview and an e-portfolio. All of this is documented in this section's documentation, however this podcast will go through the coursework to assist you in understanding what you have to do.

1. <u>So, the first part of the coursework is the Individual Assignment that will constitute 60% of your final grade.</u>

This is the case that you'll need to follow: XYZ Tech Solutions, a mid-sized software development company, is experiencing high employee turnover in its software engineering department. Despite offering competitive salaries and a positive work environment, the company has struggled to retain skilled software engineers for more than two years. Recent exit interviews indicate that many departing employees felt the job roles were not accurately represented during the recruitment process, leading to mismatched expectations.

You are be required to prepare a written assignment (1000 – 1500 words) that includes:

- A solution to the presented organisation problem on recruitment and selection (with relevant literature and referencing) – 15 marks

- Information on where candidates can be sourced from – 10 marks

- Proposed candidate selection methods – 15 marks

- Proposed package for compensation and benefits for the chosen candidate – 15 marks

- Reference list – 5 marks

You need to complete this piece of work on their own, in a written format, to be submitted by the deadline. The paper will then be corrected by your e-mentor and then you'll be provided with a grade and feedback. When you complete this individual assignments we encourage you to also go through the following checklist to ensure your success:

Assignment Checklist

1. I have addressed all parts of the assignment

2. My argument would be clear and unambiguous to any reader

3. My paragraphs are organised logically and help advance my argument

4. I use a variety of evidence (academic papers, case examples, current affairs etc) to reinforce my arguments

5. My conclusion summarises my argument and explores its implications, it does not simply restate the topic paragraph

6. I have proofread my paper carefully

7. My student identifier in on the top of the page

8. I have not used anyone else's work or ideas without citing them appropriately

9. All my sources are clearly referenced

2. Now, the second part of your coursework is to Conduct an Interview and this will constitute the remaining 40% of your final grade.

Interviews: You'll need to video yourself and a guest who you are interviewing. Using the below job description for a Customer Experience Manager, you will need to create an interview matrix and interview guide (10%) for this fictitous post. You will then need to source and interview the pseudo candidate, record the interview in video format and submit it (20%) and submit your final recommendation in writing (a one page report) on the suitability of the candidate for the role (10%).

Job Position: Customer Experience Manager

Company: Green Earth Organics, an eco-friendly start-up specializing in organic skincare products.

Job Description:

Objective: To enhance customer satisfaction and loyalty, ensuring exceptional customer service and support.

Key Responsibilities:

- Develop and implement strategies to improve overall customer experience.
- Manage and train the customer service team to deliver high-quality service.

- Handle complex customer queries and complaints, ensuring swift and effective resolution.

- Analyze customer feedback and collaborate with the product development team to improve product offerings.

- Ensure customer service excellence aligns with the company's eco-friendly and organic values.

Qualifications:

- Bachelor's degree in Business Administration, Marketing, or related field.

- Minimum of 3 years' experience in a customer service management role, preferably in the skincare or eco-friendly products industry.

- Strong communication and interpersonal skills.

- Proficiency in CRM software and customer service tools.

- Passion for sustainable and eco-friendly business practices.

Company Requirements for the Role:

- Demonstrated ability to lead and motivate a team.

- Proven track record in improving customer service metrics.

- Innovative thinker with the ability to implement new customer service initiatives.

- Strong problem-solving skills and the ability to handle challenging customer interactions.

- Alignment with Green Earth Organics' values and mission.

3. The final part of your coursework is your E-portfolio

An e-portfolio is ungraded however, is a requirement. You need to be keeping a log of what you have learnt, your accomplishments and reflections and they you will be provided with a monthly update from your module e-mentor about what learning outcomes needed to be met during the previous month, information about your progress, and guidance on where you need to reflect on your progress.

We want you to keep in mind that plagiarism will be checked using various tools available to the e-academic staff where written submissions are requested (Grammarly, TurnitIn, etc). and in response to the rapid rise in use of AI tools such as chatgpt submissions are also assessed by AI detection software tools.

Good luck with your coursework and as always, if you have any difficulties, do reach out to your e-mentor via the E-Ascencia platform. Take care and happy learning!

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2:03 PM

(multiple submissions required)

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500 - 1000 words

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Title:

Conduct a Mock Interview

Instructions: You'll need to video yourself and a guest who you are interviewing. Using the below job description for a Customer Experience Manager, you will need to create an interview matrix and interview guide (10%) for this fictitous post. You will then need to source and interview the pseudo candidate, record the interview in video format and submit it (20%) and submit your final recommendation in writing (a one page report) on the suitability of the candidate for the role (10%).

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Job Description:

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Passion for sustainable and eco-friendly business practices.

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Alignment with Green Earth Organics' values and mission.

Text: interview matrix and interview guide (10%)

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Student writes directly on page

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Video (20%)

final recommendation in writing (a one page report) on the suitability of the candidate for the

role (10%).