

Personnel Skills



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Certification Level 2 AWARD

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Personnel Skills

Level 2



Syllabus

Module 1: Records, Systems and IT

Initiating and maintaining accurate records
Manual and computerised systems
IT software and applications in personnel
Data protection Act 1998
email and the use of the internet within personnel

Module 2: Recruitment and selection

The importance of recruitment and selection
Overview- Recruitment process
Selection process and making an offer
Induction
Evaluation

Module 3: Personal development

Introduction
Self-development in the workplace
Negotiations and influence
Time management
continuing professional development

Module 4: Employee relations

Managing employees relations
Interviewing skills
Grievances in the workplace
Disciplinary matters
Employee involvement

Module 5: Legislation in Personnel

Employment Legislation
Civil law
Employee protection rights
Trade unions and redundancy
Other legislation

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Average
60 study
hours

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