



Recruitment Consultant

Level **3** (standard)

2018/19



About this guide

This guide includes everything you need to know about the Recruitment Consultant apprenticeship standard delivered by Apprenticeship Connect. Within this brochure, we will introduce you to who we are and what we do, as well as our partnerships and our commitment to you. You will understand the benefits of life as an Apprenticeship Connect learner and the knowledge and skills you will gain by studying the Recruitment Consultant Level 3 course. We will also cover what you should expect from course enrolment to certification and the journey you will undertake to become a highly skilled recruitment professional.

Who we are

We are an accredited apprenticeship recruitment and training provider delivering professional courses and apprenticeships across England. Our courses are developed in collaboration with specialist curriculum experts to ensure our training programmes offer the very best knowledge and skills to help our learners become exceptional.

How we work

At Apprenticeship Connect, we understand that everyone is different and what works for one individual may not work for another. So, we take time to get to know you and understand what motivates you, what your interests are and what you want to achieve. Our courses are tailored to the specific training needs and future aspirations of each and every one of our learners. We create individual learning plans that are as unique as you are, ensuring you receive the very best support to get ahead in your chosen career.



Our record

We have a proven track record of helping individuals achieve their goals, but don't just take our word for it. Our independent feedback scores and learner achievement rates speak for themselves:

External reviews

Here's how our learners rate us:

facebook.

4.7/5 ★★★★★

Google

4.4/5 ★★★★★

Learner performance

Here's how our learners perform:



79.6%
Learner achievement*
*11.9% above national average



95%
Remain in employment*
*after course completion

Our partners



Our tutors

All our tutors have an employment background in recruitment and real-world exposure to the recruitment resourcer job role requirements. As a business, we invest heavily in CPD and our tutors receive regular training to ensure we are continually improving our service. Our tutors are all certified, DBS checked and quality checked to ensure you receive the very best training and support throughout the programme.

About the course

The Recruitment Consultant Level 3 course provides learners with the knowledge and skills required to become a certified recruitment professional. Our course is expertly tailored to the job role of a Recruitment Consultant and teaches learners the skills required to identify and secure job opportunities within client organisations. The training we deliver teaches learners how to identify, qualify and secure client recruitment opportunities as well as how to identify, assess and place suitable candidates, creating a concrete platform for professional development within the recruitment sector.

Course information

Standard reference:	ST0320
Course duration:	15 months
Suitable for:	Recruitment Consultant
Professional recognition:	 INSTITUTE OF RECRUITMENT PROFESSIONALS  The British Institute of Recruiters
Course fee:	£5,000 Our training courses are either funded by the Government or by employers, depending on the size of the company. Learners are not required to contribute towards the cost of training in any way.

Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4/ foundation degree/HNC or above in the same area that you wish to study

Entry requirements

To be enrolled onto the Recruitment Consultant Level 3 course, you must:

- have achieved English and maths GCSEs at a minimum of or above grade C/grade 4 or functional skills level 2 (or equivalent)
- have successfully completed the Recruitment Consultant Level 3 entry assessment and achieved a minimum score of level 1 in English and maths initial assessments
- be employed within a job role in which your day-to-day responsibilities support the course syllabus

Career progression

Apprenticeship courses are developed by employers and professional bodies, ensuring apprentices study a curriculum that is tailored to real-world job roles. All our courses are accredited by an authorised awarding body or the Institute of Apprenticeships, guaranteeing you work towards an approved, professional certificate. Completing an apprenticeship will help you develop the knowledge and skills required to excel in your chosen career, providing a concrete foundation for future growth.



After completing your Recruitment Consultant Level 3 course with Apprenticeship Connect, you will be eligible to apply for Affiliate Membership (AIRP) of the Recruitment & Employment Confederation (REC). You will also receive student membership of Institute of Recruitment Professionals free of charge, whilst studying.

Being a REC member means being amongst the best. The REC represents more than 3,500 recruitment businesses and more than 10,500 individuals through its Institute of Recruitment Professionals (IRP). Becoming a member of the IRP helps you demonstrate commitment, professionalism and added value to your clients.

All REC members are able to receive comprehensive legal guidance, commercial risk insurance, world-class training and qualifications, cutting-edge research, events and more.



Completion of the Recruitment Consultant Level 3 course may also qualify you to apply for Individual Recruiter Membership of the British Institute of Recruiters (BloR), subject to the End Point Assessment Organisation your employer chooses for your EPA.

BloR is a British Institute representing the highest standard mark in British recruitment and holding Individual Recruiter Membership allows you to carry professional accreditation mBloR (member of The British Institute of Recruiters). mBloR signifies that you are committed to providing excellence in service delivery to your clients by constantly updating your knowledge.

Course structure

All our courses follow a four-stage structure that includes entry assessments, course delivery, the checking of progress and assessment of development. These stages are:

Initial Assessments

Prior to enrolment, you will be required to complete initial assessments in English and Maths to determine the level you are currently working towards. If you are currently employed within a job role which supports the course curriculum, you will be required to complete an entry assessment form to confirm job suitability. If you are applying for an apprenticeship role sourced by us, this will be completed by our team.

On-programme Learning

Throughout the duration of the course, you will be supported by your employer and Apprenticeship Connect tutor to develop the competencies necessary to become a certified Recruitment Consultant. On-programme learning will include the teaching needed to help you develop the knowledge, skills and behaviours outlined within the apprenticeship standard. You will also gain the skills prescribed to meet the learning outcomes of any mandatory qualifications. Where required, you will also be supported to pass Functional Skills at the level stated within the course outline.

Gateway

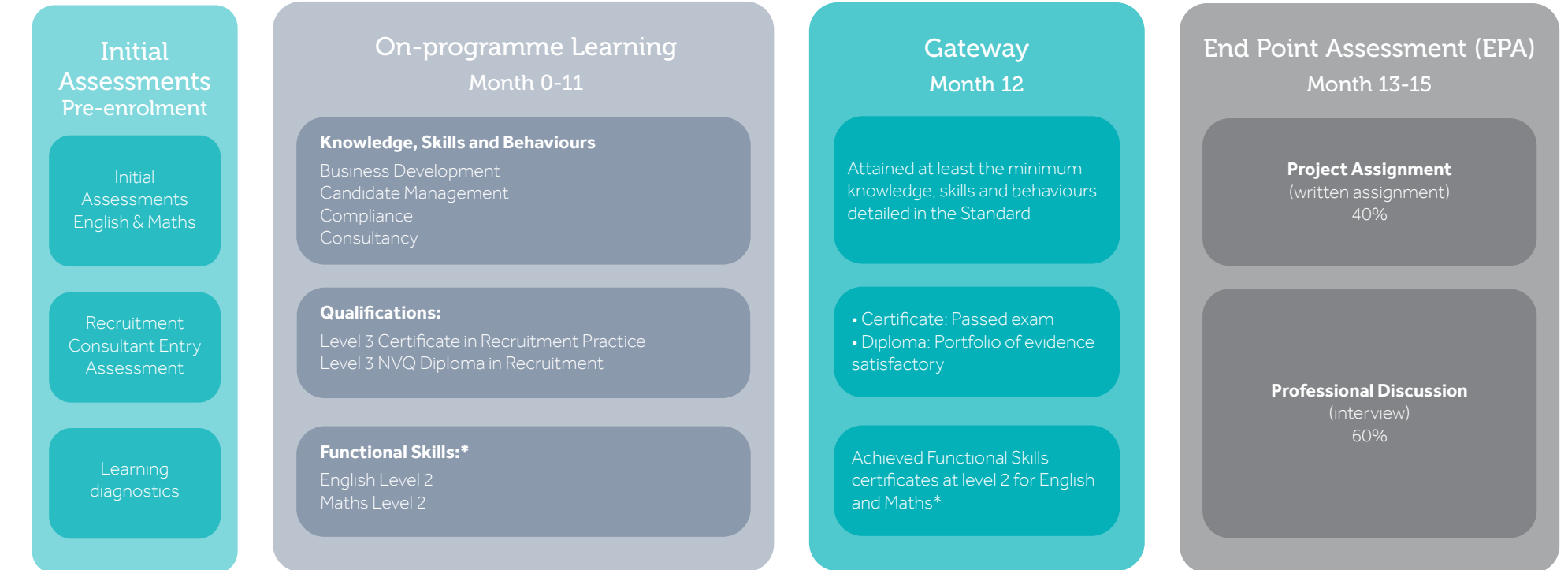
Before you are able to progress to your End Point Assessment, your tutor and employer will make the necessary checks to ensure you have gained the knowledge, skills and behaviours required to complete your course.

End Point Assessment (EPA)

All apprenticeship standards contain compulsory End Point Assessments which a learner must pass in order to achieve their completion certificate. The EPA takes place once you have completed your on-programme learning and you have successfully met the criteria outlined within the Gateway.

Course outline

The Recruitment Consultant Level 3 course is delivered over 15 months. At the end of month 12, we allow a three-month period for learners to prepare for and sit their End Point Assessment.



*If you have already achieved GCSE grade C/grade 4 or above in English and maths, or equivalent, you may be exempt from this element of the syllabus.

Course delivery

20% off-the-job training

Throughout the duration of your course you will spend a minimum of 20% of your contracted working hours studying for your apprenticeship. The focus of off-the-job training is to teach you a variety of new skills specifically related to your job role, rather than assess your existing skills and ability to complete work related tasks. This will be a combination of tutor delivery, employer support and tutor guided independent study.

Digital resources

When studying at Apprenticeship Connect, you will be provided with a digital e-portfolio that is unique to you and the course you are studying. Our e-portfolio system allows 24/7 access to syllabus information, learning aids, online assignment submission and a messaging platform to contact your tutor should you require additional support.

Learning support

We provide additional support to learners with learning difficulties such as dyslexia and those with physical disabilities such as visual or hearing impairments. We can provide resources such as a scribe or large-print documents, and can facilitate other reasonable adjustments to ensure that an individual with learning difficulties or a physical disability is not at a disadvantage when completing their course.

Study time

All time spent studying will be recorded within your personal training diary and your progress will be frequently monitored to ensure you are on track. The time you will need to spend studying is calculated using the following formula:

Total hours required =

(contracted working hours per week x programme duration (in weeks)) x 0.2

Here's an example:

Contracted hours per week:	40
Weeks within programme:	52
Total study time:	416 hours
Average study time per week:	8 hours

Teaching and learning

Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions.

Teaching methods may include:

Theory and knowledge:	<ul style="list-style-type: none">lecturesrole playsimulation exercisesonline learningindustry visitsindependent research
Practical:	<ul style="list-style-type: none">shadowingmanufacturer trainingone-to-one tuition
Tasks:	<ul style="list-style-type: none">learning supporttime spent writing assignments

Tracking your progress

Throughout the course, your tutor will assess your performance to monitor your progress and tailor your teaching and learning to you as an individual. Your tutor will regularly collect evidence of your development and store it within your e-portfolio. This will allow us to review the skills and knowledge you have learnt and continually tailor your individual learning plan to your training needs.

Typical methods of assessment may include:

- On-the-job observations
- Reviewing of coursework
- One-to-one discussions
- Personal and professional development reviews
- Mock assessments

Course contents

The Recruitment Consultant Level 3 course teaches learners the knowledge, skills and behaviours (KSBs) outlined within the apprenticeship standard. These learning outcomes will be assessed within your End Point Assessment. The KSBs listed are all mandatory learning outcomes and your on-programme learning will be centred around these areas of development:

Business Development (Knowledge and Skills)
Identify, progress and convert sales leads into new clients, candidates and placements as required
Proactively and consistently strive to identify and obtain new business opportunities
Source suitable vacancies in line with company policies and sales procedures
Manage and profitably develop client relationships
How to establish, negotiate and agree terms and conditions of business with clients
How to develop successful sales techniques for recruitment

Candidate Management (Knowledge and Skills)
Identify and attract candidates using all appropriate methods to fill jobs
Monitor responses/applications received and make sure that candidate applications are processed efficiently
Shortlist and present suitably qualified applicants against defined job vacancies
Manage the recruitment and selection processes by effectively liaising with the client, candidate and internal teams
Successfully place suitable candidates with clients
How to ensure candidates and clients receive a professional and comprehensive recruitment service
The principles of assessing people

Compliance (Knowledge and Skills)
Meet agreed Key Performance Indicators (vacancies taken, calls made, interviews etc.)
Be able to accurately utilise company management systems and follow payroll billing procedures including accurate database management complying with relevant legislation
Conduct regular service reviews with both clients and candidates to ensure continuous improvement
Accurately record candidate and client information on the recruitment database
Escalate non-compliance where appropriate
All necessary processes, payment and aftercare services in line with company policies
Agreed job-related Key Performance Indicators (KPIs, e.g. vacancies taken, calls made, interviews etc.) and how they will be assessed and measured during the apprenticeship
The legal, regulatory and ethical requirements and appropriate codes of practice when recruiting
Employee rights and responsibilities including equality, diversity and inclusion

Consultancy (Knowledge and Skills)
Advise clients and candidates on the legal, regulatory and ethical requirements and appropriate codes of practice when recruiting
Advise candidates and clients on employee rights and responsibilities including equality, diversity and inclusion
Seek and provide feedback in a professional manner at all times to candidates and clients
Conduct professional discussions with clients and candidates using all mediums as appropriate
The different recruitment models (e.g. Temporary, Permanent, Contract Recruitment, Executive Search etc.)
Candidate pay, client charge rates and contractual conditions within their sector in order to consult with and advise candidates and clients

Behaviours
Self - motivation
Courage and ability to effectively challenge poor practice
Enterprise and entrepreneurship
Ambition, drive and determination
Tenacity and resilience
Confident, assertive and persuasive communicator
Innovative
Attention to detail
Ethical customer focused approach
Are very organised
Good questioning and listening
Demonstrate problem solving and decision making

Course qualifications

In order to pass the Recruitment Consultant Level 3 course, you are required to complete two mandatory qualifications as part of your on-programme learning. These qualifications contain mandatory and optional units which will develop your knowledge and competency to become a certified recruitment resourcer. The assessment of your knowledge and competency will be an accumulation of evidence that is collected by your Apprenticeship Connect tutor throughout your course and stored within your unique e-portfolio, as well as the successful completion of a 2.5 hour exam. The units available are:

Level 3 Certificate in Recruitment Practice
Mandatory units
Understanding sales for recruitment
Understanding legal and ethical requirements in recruitment
Understanding relationship management in recruitment
Understanding recruitment operations
Understanding the recruitment market
Understanding the principles of assessing people

Level 3 NVQ Diploma in Recruitment
Mandatory units
Identify client recruitment requirements
Pre-select candidates
Assess candidates
Match and present candidates to employers
Attract potential candidates
Brief and support candidates
Carry out candidate debriefing
Administer recruitment processes
Develop working relationships with colleagues
Optional units
Advise clients on operational recruitment planning
Develop resourcing plan for recruitment services
Sustain customer-focused relationships with clients
Co-ordinate flexible workers
Conduct market research
Negotiating, handling objections and closing sales
Buyer behaviour in sales situations
Analyse competitor activity
Developing sales proposals
Preparing and delivering a sales presentation
Develop, maintain and review personal networks

Example programme of study

Month	Apprenticeship Connect tuition	Tutor guided independent study	Employer tuition	Functional Skills	Progress evaluation
1	<ul style="list-style-type: none"> Introduction to the course, qualifications, modules and IT systems Setting expectations, understanding business and communication The organisation 	<ul style="list-style-type: none"> CRM practice Assigned tasks Presentation on codes of conduct 	<ul style="list-style-type: none"> Introduction to the role, responsibilities and the business Systems training Shadowing process 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
2	<ul style="list-style-type: none"> Feedback on codes of conduct presentation Job advertising and social media Data protection Compliance Screening and matching CVs KPIs Interview skills Building and maintain relationships 	<ul style="list-style-type: none"> Screening and matching CVs REC study pack Recruitment sales cycle, techniques and preparation of sales activities Revision for REC exam 	<ul style="list-style-type: none"> Simulation of managing a live job Shadow a candidate interview and sales pitch Sales tools and paperwork 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
3	<ul style="list-style-type: none"> Negotiation techniques Effective communication and body language Candidate interview & feedback Presenting CVs to clients Candidate feedback Overcoming objections and barriers 	<ul style="list-style-type: none"> Revision booklet and tasks Aftercare services, processes and payments service Research task 	<ul style="list-style-type: none"> Attend review meeting Observe and feedback on candidate interview Sales leads management Revision support 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock REC exam Performance review
4	<ul style="list-style-type: none"> Feedback on completed tasks Sales visits and client reviews Maintaining client relationships Exam preparation support 	<ul style="list-style-type: none"> Complete a full resourcing cycle and evaluate Revision 	<ul style="list-style-type: none"> Mock exam support Shadow and coach learner on full resourcing cycle 	Embedded within teaching and learning	SIT EXAM: REC – Level 3 Certificate in Recruitment Practice
5	<ul style="list-style-type: none"> Exam feedback and support Resourcing cycle discussion and feedback Sales and business development Candidate care Working as a team Profiling candidates 	<ul style="list-style-type: none"> Assigned tasks Preparation of a sales pitch Drafting email correspondence 	<ul style="list-style-type: none"> Sales calls Sales cycle CV shortlisting Pitching candidates 	Embedded within teaching and learning Mock tests	Review and record progress in e-portfolio and training diary Mock EPA resourcing assignment
6	<ul style="list-style-type: none"> Feedback on sales pitch Complaints procedure KPI targets review Observation 	<ul style="list-style-type: none"> Evaluation exercise Handling complaints Assigned tasks 	<ul style="list-style-type: none"> Review KPI targets Forward planning Performance review Managing sales calls 	Embedded within teaching and learning Sit exams	Review and record progress in e-portfolio and training diary Mock EPA professional discussion Performance review

*the programme of study may change, subject to syllabus changes and the training requirements of individuals

7	<ul style="list-style-type: none"> Feedback on mock EPA Observation Motivation Generating new business 	<ul style="list-style-type: none"> Identifying and pitching new business opportunities Assigned tasks 	<ul style="list-style-type: none"> Mock EPA preparation Support new business pitch 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock EPA resourcing assignment
8	<ul style="list-style-type: none"> Feedback on mock EPA Sales cycles KPIs Issue project brief 	<ul style="list-style-type: none"> Assigned tasks EPA preparation Implementing change 	<ul style="list-style-type: none"> Mock EPA preparation Progress review Change of process project support 	Embedded within teaching and learning	EXAM re-sit opportunity Mock EPA Review and record progress in e-portfolio and training diary
9	<ul style="list-style-type: none"> Feedback on completed tasks and EPA readiness Feedback on project Importance of networking KPI adjustments Employer review 	<ul style="list-style-type: none"> Reviving dormant clients 	<ul style="list-style-type: none"> Sales calls mentoring Project support 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock EPA resourcing project
10	<ul style="list-style-type: none"> Mock EPA feedback Extra support areas Stretch and challenge Portfolio review Project support 	<ul style="list-style-type: none"> Project completion Sales visits 	<ul style="list-style-type: none"> Identify a process which could be changed within the organisation or team 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Final mock EPA
11	<ul style="list-style-type: none"> Final mock EPA feedback Professional discussion Gaps in learning support Achievement review EPA preparation 	<ul style="list-style-type: none"> EPA preparation Progression discussion 	<ul style="list-style-type: none"> Gateway review EPA preparation 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Qualification complete: Level 3 NVQ Diploma in Recruitment
12	<ul style="list-style-type: none"> EPA preparation Progression guidance 	<ul style="list-style-type: none"> Gateway checklist and submission for EPA 	<ul style="list-style-type: none"> EPA support Progression discussion 	Embedded within teaching and learning	EPA preparation and support
13-15	Sit End Point Assessments				

End Point Assessment (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a Recruitment Consultant and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and Apprenticeship Connect tutor will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Recruitment Consultant Level 3 course, you are required to complete two assessments. The two methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. In order to pass the apprenticeship, you must achieve a minimum of 40% in each assessment. The overall grade you are awarded will be derived from the combined grade of both EPA requirements, subject to the assessment weighting. In order to pass the overall apprenticeship, you must achieve a minimum combined percentage of 55%. The overall grade boundaries for the Recruitment Consultant Level 3 apprenticeship standard are:

Grading	
Distinction	80%+
Pass	55-79%
Fail	<55%

Project Assignment	
Assesses:	Knowledge, skills and behaviours surrounding Candidate Management and Compliance
Assessment type:	Written assignment
Task:	Complete a written assignment in response to a question provided by the EPAO
Assessment requirements:	<ul style="list-style-type: none"> Brief issued within 7 days of learner being submitted for EPA Wordcount: 3,000 words in total To be submitted within 6 weeks of brief issue
Marks available:	100
Weighting:	40%

Professional Discussion	
Assesses:	Knowledge, skills and behaviours surrounding Business Development and Consultancy
Assessment type:	Interview
Task:	Complete a structured interview demonstrating knowledge and understanding of job role
Assessment requirements:	<ul style="list-style-type: none"> To be completed after the completion of the Project Assignment Between 45-60 minutes
Marks available:	100
Weighting:	60%

FAQs

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for. The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance-related incentives. Further guidance on the NMW for apprentices can be found online at www.gov.uk/national-minimum-wage-rates.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your Apprenticeship Connect tutor.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with Apprenticeship Connect.



Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

Courses hotline: 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

Advice hotline: 020 3829 6920



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