

Unit Title: Personnel Administration	Unit Code: PA
Level: 3	Learning Hours: 100
Learning Outcomes and Indicative Content:	
Candidates will be able to:	
<ol style="list-style-type: none"> 1. Evaluate the factors which affect the effectiveness of the personnel function <ol style="list-style-type: none"> 1.1 Understand the effect on HRM of organisational size, including the difference between national, multinational and global businesses 1.2 Understand how different business and industry sectors affect the personnel function 1.3 Understand how organisational culture affects the personnel function 1.4 Understand the contribution of the personnel function to organisational performance 1.5 Assess the interaction of the personnel function with other organisational functions 1.6 Evaluate the changing role of the personnel (human resources) function as a proactive contributor to corporate performance, improvement, transformation and change 2. Assess the factors required to operate as an effective and efficient professional personnel administrator <ol style="list-style-type: none"> 2.1 Demonstrate the ability to set appropriate priorities and objectives 2.2 Identify and understand the ethical factors that affect a variety of situations relevant to the activities of a personnel administrator 2.3 Identify and understand the relevant legal frameworks and constraints that affect a variety of industries and organisations including data protection 2.4 Assess the contribution of HRM to achieving a customer orientated organisation 2.5 Identify the typical tasks expected of a personnel administrator 3. Evaluate their performance as an effective professional personnel administrator <ol style="list-style-type: none"> 3.1 Assess the competencies and skills required by a personnel administrator 3.2 Demonstrate their ability to assess their own capabilities against these competencies and skills 3.3 Demonstrate their ability to construct an appropriate personal learning and development plan 3.4 Understand the importance of continuous professional development 	

3.5 Assess the behaviours required of a personnel administrator when interacting with a variety of internal and external stakeholders

4. Evaluate the role of human resource management

4.1 Demonstrate the ability to contribute to the development, design and implementation of a human resource plan

4.2 Assess the role of information in human resource planning

4.3 Evaluate recruitment and selection processes, including interviews and job descriptions

5. Evaluate the role of performance management

5.1 Assess the role of appraisal and performance review processes

5.2 Evaluate the role of disciplinary, exit and pre-retirement interviews

5.3 Assess the contribution of pay and reward systems to effective performance management

5.4 Identify and assess the factors that influence employee relations

6. Demonstrate their ability to carry out the functions of a personnel administrator effectively and efficiently

6.1 Write appropriate job descriptions and person specifications

6.2 Write recruitment advertisements

6.3 Evaluate alternative recruitment methods

6.4 Develop effective criteria for short listing

6.5 Develop effective support activities for interviewing

6.6 Demonstrate ability to make appropriate judgments on candidate suitability for a given vacancy

6.7 Demonstrate ability to contribute to the processes which enable training/learning needs to be identified

6.8 Demonstrate ability to design a learning event to meet previously identified needs, and administer the support processes for learning events

6.9 Demonstrate ability to contribute to the design and implementation of systems to enable training/learning/development events to be evaluated

6.10 Demonstrate ability to administer arrangements for grievance, disciplinary, exit and pre-retirement interviews

6.11 Demonstrate ability to administer mechanisms to facilitate upward and downward communications within an organisation, and to contribute to the effective implementation of processes to secure employee engagement and commitment

6.12 Understand the importance of maintaining an efficient data recording process within the personnel function and, where computerised methods are used, enter, manipulate and extract information as required

Assessment Criteria:

- Assessment method: written examination
- Length of examination: three hours
- Candidates should answer four questions from a choice of eight, each question carrying equal marks

Recommended Reading

Martin M and Jackson T, *Personnel Practice*, CIPD, 3rd Edition 2002
ISBN: 0-85292-941-2

Sutherland J and Canwell D, *Key Concepts in Human Resource Management*, Palgrave Macmillan, 2006
ISBN: 1-40291-528-8