

The Swarm Training Programme

Recruitment Consultant

Level 3



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The Programme

Predominantly employed within the recruitment sector, the recruitment consultant's role is to identify and secure job opportunities within client organisations. They attract candidates and successfully place them in those jobs in return for a fee. A recruitment consultant may focus on the supply of flexible workers, permanent placements or a combination of both. Typical responsibilities for a recruitment consultant are:

- Identifying, qualifying and securing client recruitment opportunities in line with corporate and personal goals.
- Identifying, assessing and placing suitable candidates to meet client requirements in order to achieve revenue in line with corporate and personal goals.
- Developing and manage client / candidate relationships to ensure high levels of customer satisfaction and quality standards.
- Meeting all procedures and carrying out relevant processes to ensure industry codes of ethics and relevant legislation are adhered to.

A career in recruitment as a recruitment consultant can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise in the recruitment sector for personal and professional development, such as team leader and or managerial roles.

The training element will typically take up to 14 months to complete with 20% off the job learning. The exact duration will be dependent on the previous experience of the individual.

Level: Level 3.

Duration: 12-14 months of learning plus up to 12 weeks of End Point Assessment Process.

Delivery Model:

- Hybrid of classroom workshops and remote webinars (depending on number of learners).
- One on One monthly mentoring and tutoring sessions to support in application of knowledge, skills and behaviours.

The Standard

Apprenticeship standards are based on occupational standards. An occupational standard is a short and concise document that describes what someone who is competent in the occupation normally does – ‘duties’, and the ‘knowledge, skills and behaviours’ (KSBs) required to carry out these duties competently; along with any qualifications that must be taken and alignment with professional recognition if applicable.

Knowledge

- How to establish, negotiate and agree terms and conditions of business with clients.
- All necessary processes, payment and aftercare services in line with company policies.
- The different recruitment models (eg. Temporary, Permanent, Contract Recruitment, Executive Search etc).
- 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.
- How to ensure candidates and clients receive a professional and comprehensive recruitment service.
- How to develop successful sales techniques for recruitment.
- The principles of assessing people.
- Candidate pay, client charge rates and contractual conditions within their sector in order to consult with and advise candidates and clients.
- The legal, regulatory and ethical requirements and appropriate codes of practice when recruiting.
- Employee rights and responsibilities including equality, diversity and inclusion.

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.
- 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.
- 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.

- Accurately complete all necessary processes, payment and aftercare services.
- 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 professional discussions with clients and candidates using all mediums as appropriate.
- Seek and provide feedback in a professional manner at all times to candidates and clients.
- 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/
- Confident, Assertive and Persuasive Communicator: Someone who uses a range of communication and influencing techniques to build sound relationships both externally and internally.
- Innovative: Someone who seeks new ways to achieve tasks.
- Attention to Detail: Accurate data entry of candidate and/or client details.
- Ethical Customer Focused Approach: An individual who operates under the spirit of codes of practice, ethics and the law.
- Are Very Organised: An organised individual would be able to organise their time in an efficient manner.
- Good Questioning and Listening: Someone who can pay attention, interact and support a conversation, probing for further information when required.
- Demonstrate Problem Solving and Decision Making Behaviours: Someone who can draw on previous experience and/or agreed procedures and policies to solve problems and make informed decisions.

Behaviours

- Self Motivation: Someone who takes independent action to meet and exceed KPIs without being asked.
- Courage and ability to effectively challenge poor practice: Someone who uses their knowledge of recruitment law to identify bad practice and suggest improvements.
- Enterprise and Entrepreneurship: Someone who proactively seeks opportunities and acts upon them.
- Tenacity and Resilience: Someone who continues to make effective canvassing calls despite having to repeatedly overcome objections.
- Ambition, Drive and Determination: An individual who has made a plan for their professional development and career opportunities.

Qualifications:

To successfully complete this Apprenticeship the apprentice will need to complete one level 3 knowledge qualification and one level 3 competency qualification as listed below:

Knowledge:

Level 3 Certificate in Principles of Recruitment or Level 3 Certificate in Recruitment Practice.

Level 3 NVQ Diploma in Recruitment.

Apprentices without level 2 English, and Maths will need to achieve this prior to taking the end point assessment.

Professional Recognition and Progression

Recruitment consultant is a pivotal role within the recruitment sector. This apprenticeship provides successful learners with routes for progression into a number of more senior roles within the industry. Successful learners may choose to progress on to a higher level qualification or vocationally related programmes.

Learners who complete the qualifications above will also be eligible for professional registration of the Institute of Recruitment Professionals or Institute of Recruiters.

Delivery Timeline

The apprenticeship delivery journey is broken down into two phases:

Month 1– 14: On programme training and learning (including any Maths and English requirements).

Month 14+ Gateway and End Assessment.

Phase 1: On Programme Training and Learning

Developing the Knowledge

The knowledge training is primarily delivered via classroom workshops & webinars (numbers dependent) or 121 via tuition. The content of this is based on the main knowledge outcomes that provide a depth of understanding for the skills.

Employer collaboration/involvement is key to supporting some of the workshops/content as many will need to be bespoke to meet the employer specifics.

Skills Development and Portfolio Building

Evidence for both integrated qualifications will be gathered to demonstrate knowledge and competency. This will be supported via 121 tuition and mentoring with evidence collected via swarms E portfolio system.

This portfolio will be used to supply evidence for the Level 3 Certificate in Principles of Recruitment and Level 3 NVQ Diploma in Recruitment.

Reviews

Every twelve weeks the tutor will conduct a progress review with the learner and line manager to support in keeping the progress on track, identify any issues and plan the next phase of collaborative learning.

Phase 2: Gateway and End-Point Assessment

Gateway

When all learning has been completed and both integrated qualifications achieved, the next process is to conduct the Gateway review. The gateway review is when the learner, employer and provider agree the learners readiness to progress to End point Assessment.

EPA Gateway Requirements

Completion of the off-the job learning components of the programme.

Achievement of the Level 3 Certificate in Principles of Recruitment and Level 3 NVQ Diploma in Recruitment.

Confirmation from the employer that the apprentice is ready. It is recommended that the training provider is consulted by the employer to inform the decision.

Apprentices without Level 2 English and maths will need to achieve this level prior to taking end-point assessment.

The End-Point Assessment Process

The EPA consists of 2 distinct assessment methods:

Project Assignment – The Project Assignment is an assessment that will be given to the apprentice once they have progressed through the Assessment Gateway. It has been designed to assess the apprentice's knowledge, skills and behaviours through utilising their ability to research, organise and deliver a written assignment within a defined timeframe to the required standard – as they would in the real work environment.

Professional Discussion – The Professional Discussion takes place after the completion and marking of the Project Assignment. The Professional Discussion (PD) will focus on assessing the relevant knowledge, skills and behaviours. The PD requires the apprentice to be a confident, assertive and persuasive communicator, demonstrating the knowledge and understanding of their role as detailed in the Standard – as they would in the real work environment.

The full details of the end assessment plan can be found on institute of apprenticeships website.

Employer Support:

- Dedicated Senior Account Manager
- Quarterly Cohort Reviews with Senior Account Manager
- Employer Showcase in Swarm media and news
- Access to view Learners progress via our E-portfolio

For more information please don't hesitate to contact us.

Email: enquires@swarmgroup.org.uk

Phone: 0800 0868199

Costs:

Full Apprenticeship Cost Per Learner: £5000
(Maximum Funding Band)