

Stanchester Academy
Year 11 – GCSE Business – Unit 3.4 Recruitment and Selection

Key words – SET 1 – Recruitment and Selection

1	Recruitment	the process of finding and appointing new employees
2	Selection	choosing the right employees from among those who have applied for a job
3	Retention	the proportion of the workforce who stay with the business over a period of time
4	Diversification	when a business starts selling new products in new markets
5	Internal recruitment	when a job vacancy is filled with a candidate within the existing workforce
6	External recruitment	when a job vacancy is filled with a suitable candidate not already employed by the business
7	Candidate	a person who has applied for a job
8	Retirement	an employee who is leaving due to their age
9	Redundancy	a method of reducing a workforce due to cost or restructuring
10	Promotion	the advancement of an employee's rank or position within the hierarchy

Key words – SET 2 – Key Documents

11	Job analysis	the collection and interpretation of information about a job
12	Job description	states information about the duties and tasks that make up a particular job
13	Person specification	sets out the qualifications and skills required by an employee to fill a particular job
14	Curriculum vitae [CV]	provides information about a person, including qualifications, employment history and interests
15	Application form	a document completed by the candidate to register their intent and interest in a particular job

Key words – SET 3 – Selection Processes

16	Interview	a formal conversation between the interviewee and the interviewer / panel
17	Psychometric tests	multiple choice tests designed to show the personality of the candidates
18	Assessment centres	a series of practical challenges designed to observe how candidates operate in a typical situation

Key words – SET 4 – Benefits of Effective Recruitment

19	Productivity	the quantity of goods or services produced by an employee over a period of time
20	Efficiency	the amount of time, resources or money used by an employee over a period of time
21	Quality	the extent to which customers' requirements are met
22	Customer service	the extent to which the customers' needs are fully met

Key words – SET 5 – Contracts

23	Contract of employment	a legal document stating the hours of work, rate of pay, holiday allowance and other conditions of a person's employment
24	Full-time employment	a contract that requires a worker to complete at least 35 paid hours per week
25	Part-time employment	a contract that requires a worker to complete 1-34 paid hours per week
26	Job share	a job share exists when two or more employees agree to share the responsibilities of a single job
27	Zero hours contract	a contract which allows employers to hire staff without any guaranteed hours of work