



**The British Institute
of Recruiters**

Apprenticeship Standard for Level 3
Recruitment Consultant

**Our bespoke training material for this apprenticeship includes:
The Complete Recruiter & The Complete Top Biller**



**This qualification automatically earns you membership of
The British Institute of Recruiters mBloR & Cert PRP**

About Us

The British Institute of Recruiters (BloR) is a British Institute representing the highest standard mark in British recruitment. As the professional body for HR, Agency & In-House recruiters, it is the voice of people working in the recruitment and retention process that fall into the areas of agency recruitment, corporate (in-house) recruitment and HR.

What we do

The BloR provides British Recruitment Best Practice Guidance, Training, Education & Networking to Agency Recruiters, In-House Recruiters & HR teams with unrivalled services and innovation. Bringing HR, Agency & In-House specialists under a single body is essential for positive collaboration towards the common goal of an efficient, seamless process.

Why choose the BloR for your apprenticeships?

- **Content specific for a recruitment environment – real life recruitment case studies and examples**
- **Practical tools and techniques that are proven to transform results and increase agency revenue**
- **Supported by a team of experts from the recruitment industry with experience of managing recruitment teams**

Bespoke StudyCourse Learner Management System – Helping Apprentices Achieve

StudyCourse helps apprentices achieve and enjoy their programme. It also helps employers oversee the progress of their apprentices.

The British Institute of Recruiters has invested heavily in technology and employs a full-time software programming and management team to design, create and maintain its secure technology on secure servers.

One such software system is StudyCourse.org which can take an apprentice from initial registration right through to the final award. It is a multi-level learning platform which manages:

- **Individual Learner Records (ILRs)**
- **Apprenticeship e-portfolios**
- **Registration forms**
- **Online, blended or classroom delivery modes**
- **Assessor/Tutor records**
- **NVQs**
- **Certificates**
- **Diplomas**
- **UK & International Learners**
- **Learner Progress & Performance Management**
- **Degree Level Apprenticeships**
- **Privately paid courses**
- **Government funded courses**
- **All aspects of programme management, learner management, record management**
- **Resource Libraries**
- **Works Books, assignments, Handbooks, Learner Support**
- **Peer to Peer forums.**

- IQA Management
- AO Management
- Centre Management – Requiring new modules for online centre recognition/qualification approval applications, EV reports, complaints, exam bookings, appeals, malpractice investigations, sanctions, centre risk/compliance ratings, assigning actions to centres and managing their completion on time etc.
- Complete Data, Learner and Program Control Systems and Reporting
- Certification process with certificate generation feature for paper based certificates, e-certificates and a public e-validation portal

StudyCourse has been in successful operation for 4 years and is constantly being updated and improved in terms of features set, user experience, learner experience and management effectiveness.

All aspects of the development, delivery and award of qualifications can be managed by StudyCourse or associated technology, CRMs and databases currently in use by The British Institute of Recruiters.

All data is held on secure servers, with daily backups. We comply with the Data Protection Act and have a current ICO certificate and SSL Certificates.

Our professional industry accreditations include

Recruitment Director Accreditation
mBloR DIR

Individual Professional Accreditations
mBloR, Cert RR, Cert PRP, Cert HR, Dip BloR

Company Accreditations
Certified Recruitment Business & Professional Recruitment Business

Our professional courses are delivered in many ways to suit you

Private Distance Learning, Blended Classroom Learning, Apprenticeships, Government Loan Funded.

Course Prospectus includes Recruitment, Management, HR, Sales & Marketing, Back Office & Finance.

Chartered status

The British Institute of Recruiters is actively lobbying to introduce Chartered Status in British Recruitment, creating Chartered Recruitment Businesses.

How Apprenticeships Are Delivered

1

Discussions

With the employer to assess their needs and advise on the right program to fit the business needs. Discussion with the apprentice to advise and guide on the appropriate course and levels.

2

Enrolment & Agreements

Paperwork that is signed and sets out all expectations. At this stage, we advertise the apprenticeship roles on the government site if the business needs to hire.

3

Initial Assessments & Diagnostics

To establish levels of competency and needs including functional skills support and the favoured learning style.

4

Plan the Program

Create an individual learning plan that meets the needs of the learner and business. Include where needed components such as bespoke content (including existing client training materials), on site training, webinars, face to face tutorials and virtual visits.

5

Technology

Get your own bespoke study area on our professional learning platform. The British Institute of Recruiters runs the state of the art learning platform called StudyCourse. Use StudyCourse to access learning materials, resources, assignments, upload achievements and more. Employers can also track learner progress.

6

Monthly Tutor Visits

Each month the tutor will visit the learner to teach, support and advise, making the learning experience exciting and individual. Visits can be face to face or virtual using GoToMeeting and other technologies.

7

End Point Assessment (EPA)

For Apprenticeship Standards, End Point Assessment is carried out by an independent organisation. Our professional tutors will get you ready for EPA.

8

Achievement

Our achievement success rates are excellent as we ensure we provide a quality learning experience that is highly valued by employers.

9

Professional Registration & Progression

For recruitment, The British Institute of Recruiters is the body that provides Professional registration and post-nominal letters as well as professional membership - mBIoR.

Apprenticeship Standard for Level 3 Recruitment Consultant

Trailblazer Apprenticeships: Summary of Approach to Assessment

This is the assessment plan for the apprenticeship for Recruitment Consultants. Once the apprentice has completed all the on programme learning and mandated qualifications, the employer can authorise the apprentice being put forward for the end point assessment. The end point assessment is structured into two parts; firstly the production of a project completed by the apprentice and secondly, a professional discussion that is designed to capture all the knowledge, skills, competencies and behaviours necessary to pass the apprenticeship. The end point assessment will be graded with pass/fail or distinction.

Roles and responsibilities whilst on the apprenticeship

Apprentice: carries out work as defined by their employer maintaining a journal/log book, selects evidence for their portfolio from work carried out and submits it for the level 3 competency assessment. Learns and successfully completes the level 3 knowledge qualification.

Employer: creates opportunities for the apprentice to carry out work fulfilling the on programme learning and confirms that the apprentice is ready for end point assessment.

Training Provider: maps and assesses work against the Standard, provides guidance to enable the apprentice to select evidence for the level 3 competency, prepares and trains the apprentice to successfully complete the level 3 knowledge qualification and the functional skills in maths and English.

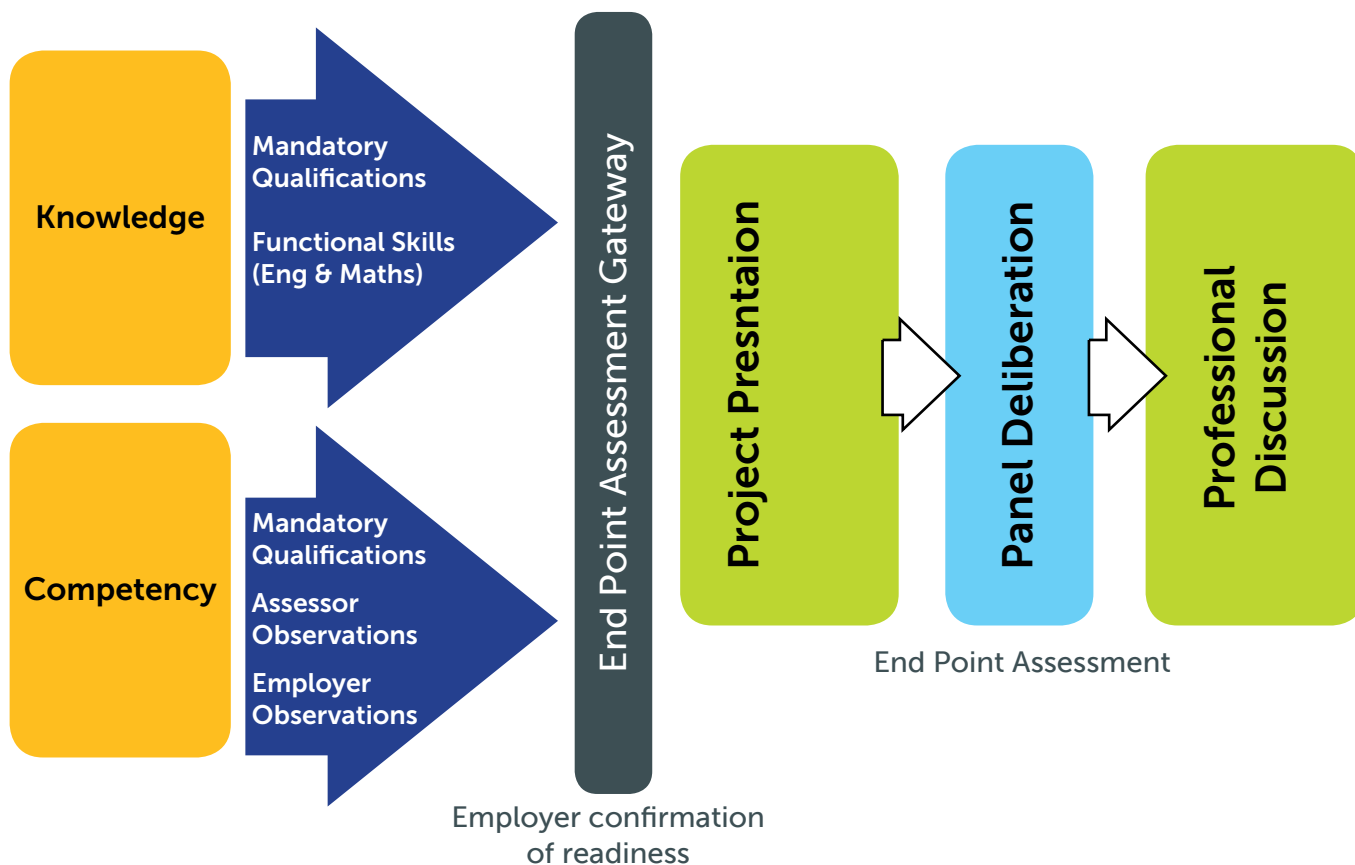
Roles and responsibilities at the end point assessment

Apprentice: For the end point assessment, the apprentice is required to complete two elements. Firstly to develop the project and provide it to the end point assessment panel. The project will be chosen from a selection of four project briefs provided by the training provider as agreed with the end point assessment organisation. The apprentice will then answer questions and discuss their project with the end point assessment panel demonstrating the required knowledge, skills, competencies and behaviours in order to complete the apprenticeship.

Employer: The employer attends the end point assessment and provides the employer view on the overall performance of the apprentice.

Training Provider: Will provide project guidelines in order for the apprentice to complete the project and submit it to the end point assessment organisation. This project should be given to the apprentice with sufficient time for the apprentice to meet the deadline submission date of 10 working days before the end point assessment. The training provider attends the end point assessment and provides their view on the overall performance of the apprentice.

End point assessment organisation: The end point assessment organisation marks the project it receives from the apprentice. The panel will deliberate over the marking and weight the marks accordingly. The end point assessor will then chair the professional discussion, ensuring the apprentice is given the appropriate opportunity to fulfil the requirements of the assessment. The end point assessment organisation assessor will award marks for the professional discussion, which will be weighted. Both weighted marks will be totalled, and a fail, pass, distinction will be awarded.



Assessment Overview

Assessment Method	Area Assessed	Assessed by	Grading	Weighting
Project development and presentation	Knowledge skills and behaviours	Approved Assessment Organisations	Pass / Fail/ Distinction	40%
Professional Discussion	Knowledge, skills and behaviours	Approved Assessment Organisations	Fail/ Pass / Distinction	60%

On-programme Assessment

Whilst on programme, the learner will need to complete the Level 3 knowledge qualification; Level 3 Certificate in Recruitment Practice or Level 3 Certificate in the Principles of Recruitment Practice, provide portfolio of evidence for the competency Level 3 NVQ Diploma in Recruitment and complete the functional skills in English and maths.

Assessment Gateway

Successful completion of the on programme assessments will provide the gateway for the apprentice to be put forward for the end point assessment. The end point assessment organisation will then decide on the grade of fail/pass/distinction.

The employer will seek feedback from the training provider and the apprentice and will make the judgement on when is the most suitable time to apply for the end point assessment.

End Point Assessment

The focus of the end point assessment is for the apprentice to demonstrate the level of knowledge, technical skills and behavioural attributes they have gained throughout the apprenticeship. This end point assessment is broken down into two parts; the project which will be marked and deliberated over by the panel and then a separate professional discussion.

The project should be a minimum of 5,000 words and should be submitted to the end point assessment organisation at least 10 working days before the end point assessment panel convene. The project options will be accompanied by a project brief supplied by the end point assessment organisation and marked prior to the end point assessment.

The project options are:

- 1. A project establishing opportunities for business development**
- 2. A project looking at specific recruitment requirements and planning**
- 3. A project looking at recruitment process improvements**
- 4. A project detailing customer service and client satisfaction improvements**

The presentation should be based on the project with the end point assessment panel looking for the salient points within the project brief, the thought process undertaken during the project and the presentation techniques used to portray these. The presentation is envisaged to last approximately between 10 and 15 minutes.

The professional discussion will explore and assess the areas highlighted from the project and presentation, to establish the apprentices' ability to undertake the typical responsibilities of a recruitment consultant below:

- 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**

Once the assessment organisation is satisfied that the apprentice has achieved a pass, they will investigate the potential for a higher grade. The discussion is envisaged to last approximately 45 minutes.

The end-point assessment panel will be made up of three individuals as listed below:

- a) Employer (preferably line manager or mentor)
- b) Training provider (Assessor or Internal Quality Assessor)
- c) Assessment organisation representative

Each member of the panel will provide relevant input to end-point assessment, however the decision and final judgement on fail, pass, or distinction will sit solely with the assessment organisation.

Independence

The assessment organisation provides the independent element of the assessment.

Quality Assurance

The end point assessment, chaired by the assessment organisation allows the apprentice to demonstrate depth and breadth of their knowledge, skills and behaviours acquired throughout the whole of the apprenticeship.

The end point assessment organisation will provide consistent judgements ensuring that all apprentices are graded fairly in a standardised manner.

The external quality assurance of the end point assessment will be conducted by Ofqual under their guidance and regulations covered by the Conditions of Recognition.

End-point – Grading

The assessment organisation assessor will take the views of the other panel members into account, however, the assessment organisation will make the final decision.

There will be three possible grades for the end point assessment, Pass, Fail and Distinction. Both parts of the end point assessment will be assigned a weighting; 40% attributed to the job description and advertising task, and 60% attributed to the professional discussion. The component marks will then be used to calculate the overall grade by using the weightings. i.e. 40% of the marks from the advertising task added to 60% of the marks from the professional discussion will result in an overall mark. The table below shows an example of this calculation

End Point Assessment component	Weighting	Task Marks	Weighted Marks
Recruitment Project	40%	80 marks	32
Professional Discussion	60%	90 marks	54
Total			86%
Grade			Pass

In order to pass the end point assessment, the apprentice will need to achieve a total of 70% or more of the overall available marks. To achieve a distinction they will need to achieve a total of at least 90% of the overall available marks.

The following areas will be assessed in the end point assessment.

Throughout the project, the apprentice will need to demonstrate their ability to meet the requirements laid out in their chosen project brief.

During the professional discussion, the apprentice will need to demonstrate their ability to meet the typical responsibilities for a recruitment consultant.

Implementation

Affordability: The anticipated costs for end-point assessment will be approximately 12% of the expected cost of the apprenticeship

The learner will be eligible for professional registration of the Institute of Recruitment Professionals or Institute of Recruiters. This eligibility lasts 12 months and the learner will be accredited upon completion.

The grading criteria provided by the assessment organisation will ensure consistency across all end point assessments. The role of the assessment organisation will ensure that end point assessments are only undertaken using approved tools and materials

At present existing apprenticeships are generating approx. 1000 enrolments per year, this is anticipated to rise over the next two years to 4000 in the first year of delivery and 6000 in the second year of delivery.

Recruitment Consultant Apprenticeship Standard

Job role	Recruitment Consultant
Duration	12-18 Months
Apprenticeship level	Level 3

Role Overview

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:

- 1. Identifying, qualifying and securing client recruitment opportunities in line with corporate and personal goals**
- 2. Identifying, assessing and placing suitable candidates to meet client requirements in order to achieve revenue in line with corporate and personal goals**
- 3. Developing and manage client / candidate relationships to ensure high levels of customer satisfaction and quality standards**
- 4. 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.

Core Technical Knowledge and Understanding

The recruitment resourcer will need to understand:

- 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.

Core Technical Skills

The recruitment resourcer will need to:

- 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

Core Behavioural Attributes

Behaviour	Example
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
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

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 Recruitment Practice**
- **Level 3 Certificate in the Principles of Recruitment Practice**

Competency:

- **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 these qualifications above will also be eligible for professional registration of The British Institute of Recruiters or the Institute of Recruitment Professionals.

Review of Standard

This standard will be reviewed in three years.



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