



National Certificate of Educational Achievement
TAUMATA MĀTAURANGA Ā-MOTU KUA TAEA

2010

Internal Assessment Resource

Subject Reference: **Business 1.5**

Internal assessment resource reference number:
Bus/1/5_A1

Human Resource Processes

Supports internal assessment for:

Achievement Standard 90841 v1
Investigate aspects of human resource processes in a business

Credits: 3

Date version published:

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**Ministry of Education
quality assurance status**

For use in internal assessment
from 2010

Teacher Guidelines:

The following guidelines are supplied to enable teachers to carry out valid and consistent assessment using this internal assessment resource.

Context/setting:

In this activity a student will:

- Choose a business to investigate. Where possible, it is recommended that an actual business be used. However, if this is not practical then a case study may be used. If a case study is used then students are required to interpret the information more than explain. For Excellence a range of sources (more than one) is still necessary, so teachers will need to guide students to access these sources such as websites.
- The business must be suitable for the investigation of the recruitment process. It is not necessary for the business to have a Human Resources Manager or Department. This is about aspects of the human resources processes used by any/all organisations.
- Plan the collection of information. This may be done as a class, for example using brainstorming, questionnaires or surveys. Please note; planning is not assessed as part of the standard.
- Collect relevant information from the business on their recruitment process. This may be collected face to face, by telephone interview, email, or other methods.
- Explain how the recruitment process is carried out in the business.
- Provide an interpretation of why the business uses these methods.
- Present the information in a suitable format.

Conditions:

Human resource processes will need to be taught in class before students are assessed using this assessment activity.

The planning and completion of the presentation may be completed in class time or in the student's own time. The investigation (real business or case study) should be completed in the student's own time. Students may collect information individually, in pairs or small groups. Students will need to be given clear instructions regarding class time available prior to beginning the assessment.

Students will present their findings individually. Students can access any relevant resources.

Students should be given enough time to complete the assessment tasks so they can demonstrate their comprehensive investigation of the human resource cycle in a business.

The suggested time allowed for the write up of assessment tasks is 60-90 minutes.

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Investigate aspects of human resource processes in a business

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Student Instructions Sheet

You will investigate aspects of human resource processes in a business.

Your work will be judged on how well you:

- Collect detailed relevant information from a range of sources on the recruitment process within a business.
- Provide a comprehensive interpretation and explanation of the information.
- Integrate relevant business knowledge.
- Integrate a Māori business concept where relevant.

You can collect information individually, in pairs or small groups but you will present the information individually.

You will be provided some class time to write up your findings (your teacher will advise you about these times).

This is an individual assignment in which you can use any resource you might need such as notes you have taken in class and those collected in your investigation.

The format of the presentation of your findings will be negotiated with your teacher.

A range of sources must be used (i.e. **more than one** person, **more than one** website, **more than one** business directory etc).

You must reference all sources of information e.g. class notes, websites, individuals etc, this is to help your teacher understand where you got the information from.

Detailed Task Instructions:

Task 1: Information Collection

Collect the following detailed relevant information from a range of sources about the business. Integrate business knowledge and Māori business concepts where relevant.

- a) The business name, type, organisational structure, size and location.
- b) How the business conducts job analysis.
- c) How the business creates a job description.
- d) How the business determines the person specification necessary for the position.
- e) How the business advertises for suitable applicants.
- f) How the business screens and short lists applicants.
- g) The interview and testing process of candidates.
- h) The offer and acceptance process.
- i) The induction process and pōwhiri/whakatau if relevant.
- j) Include evidence of collection and reference all sources of information.

Task 2: Explanation and Interpretation

Comprehensively interpret and explain how the recruitment process is carried out in the business and integrate a Māori business concept(s) where relevant.

Assessment Schedule: Business/1/5_A1 - AS90841 - Investigate aspects of human resource processes in a business

Task	Evidence towards achievement	Evidence towards achievement with Merit	Evidence towards achievement with Excellence
Task 1 (a)	<p>The collected information states all aspects of bullet point (a). <i>For example – (we have included first bullet point only)</i> Aroha Water Ltd is a registered, small medium whanau based enterprise (SME) of fifteen employees located in Onehunga. Structure is by functions.</p>	<p>The collected information is detailed and covers all aspects of bullet point (a). <i>For example – (we have included first bullet point only)</i> The manager said Aroha Water Ltd is a registered, small medium enterprise (SME) of fifteen employees which consists of the Chief Executive, two department managers, one sales representative, an accountant, and factory staff located in Onehunga industrial park. All the managers belong to the same whanau and they try to hire family members when possible. Functions are marketing, sales administration and production, etc.</p>	<p>The collected information is detailed from a range of sources and covers all aspects of bullet point (a). <i>For example – (we have included first bullet point only)</i> The manager said Aroha Water Ltd is a registered, small medium enterprise (SME) of fifteen employees which consists of the Chief Executive, two department managers, one sales representative, an accountant, and factory staff located in Onehunga industrial park. Signed documents sourced from the administration manager show the business has a recruitment policy. All the current managers belong to the same whanau and recruitment is targeted by guiding principles:</p> <ol style="list-style-type: none"> 1. Whanau first. 2. Nurturing our mokopuna. An example of this is that during the holidays mokopuna are temporarily employed to gain valuable hands on experience in the business for the future. Department structure is marketing, sales accounts and production, etc.
Task 1 (b) to (j)	As above	As above	As above

Consists - Student provides detailed information.

Documents - This is a second (range) source of information and meets verification criteria.

Whanau (for Excellence) - This is integrating (detail of whanau concept with detailed supporting case study evidence).

Whanau (for Merit) - This is including a relevant Māori concept.

Interpreted – This is more likely when students have used a given case study.

Task 2 (a)	<p>The recruitment process is interpreted or explained, relevant business knowledge and a Māori concept is stated.</p> <p>For example, for j only: <i>AW Ltd is a whanau based enterprise. Therefore, it follows Māori protocol.</i></p>	<p>The recruitment process is interpreted or explained in detail, relevant business knowledge and a Māori concept is included.</p> <p>For example, for j only: <i>AW Ltd is a whanau based enterprise. Informal organisational relationships are an important part of the business's culture. All new staff (both Māori and other) is welcomed by pōwhiri.</i></p>	<p>The recruitment process is comprehensively interpreted and explained. Relevant business knowledge and a Māori concept are integrated.</p> <p>For example, for j only. <i>AW Ltd is a whanau based enterprise. Shareholders are limited to members of the whanau. Informal organisational relationships are an important part of this business's culture. Strategies such as weekly whole staff lunchtime hui which build team culture and coherence. The desired outcome of the informal hui is greater job satisfaction and sense of belonging. Two staff members (see appendix A for sources of information) reported that they really felt valued by management and that the lunchtime hui allowed for relationships "up" to develop. All new staff (both Māori and other) is welcomed by pōwhiri as part of this business whanau based culture. In addition, candidates are invited to bring whanau support for the interview and pōwhiri.</i></p>
Task 2 (b) to (j)	As above	As above	As above

Business knowledge is included.

Culture – Detailed explanation.

Pōwhiri – Māori concept is included.

Belonging – BK is integrated – stated and comprehensively explained using example and reasoning knowledge is included.

Whanau – This is a comprehensive explanation knowledge is included.

Pōwhiri – Māori concept is integrated.

Student has integrated the Māori concept in the understanding.

Overall Judgement Statement for the Standard

A grade should be awarded by considering all the evidence presented and making a holistic judgement using the following guides below

Achievement	Achievement with Merit	Achievement with Excellence
<ul style="list-style-type: none">• Collecting relevant information.• Providing an interpretation or explanation of the information.• Stating business knowledge.• Stating Māori business concept(s) where relevant.	<ul style="list-style-type: none">• Collecting detailed relevant information.• Providing a detailed interpretation or explanation of the information.• Including business knowledge.• Including Māori business concept(s) where relevant.	<ul style="list-style-type: none">• Collecting detailed relevant information from a range of sources.• Providing a comprehensive interpretation and explanation of the information.• Integrating business knowledge.• Integrating Māori business concept(s) where relevant.