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### Overview

If or when you need staff, you need to make sure that you have got the right people and that they do what you want them to. To do this, you need to look critically at what skills your business needs and decide how best to meet them.

You might do this if you are:

1. setting up a new business or social enterprise and planning to employ people
2. expanding your business or a social enterprise and need to employ people
3. changing or adapting the products or services offered by your business or a social enterprise

Planning what people your business needs involves:

1. deciding if you should employ staff
2. planning how to get staff
3. planning how to train your new staff

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## Plan what your business needs

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### Performance criteria

*You must be able to:*

- P1 compare the advantages and disadvantages of employing people
- P2 decide which ways of employing people best suit your business
- P3 decide what effect employing people will have on your business aims
- P4 work out clearly what people you need
- P5 plan how you will advertise for staff and how you will decide who to employ
- P6 work out what you will pay staff and match this with your business aims
- P7 work out, in detail, what you will expect your staff to do and how this will help you provide your products or services to your customers
- P8 decide how you will train anyone you employ
- P9 decide how to put together training plans for the people you are going to employ
- P10 work out how you will meet all the legal requirements for employing staff

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### Knowledge and understanding

*You need to know and understand:*

#### **Recruitment**

- K1 what skills your business needs
- K2 how you can employ people (for example full and part time, permanent and temporary or using professionals)
- K3 how often and for how long you will need to employ people
- K4 what working conditions you will have to provide
- K5 how much it will cost to employ people and what effect it will have on your business outgoings
- K6 how to draw up and use job and people specifications and training plans
- K7 how staff can be recruited (for example skills, experience and location)
- K8 how much it costs to recruit new staff
- K9 what terms and conditions you should use to employ people (for example nature of contracts, pay scales, discipline and grievance system)

*You need to know and understand:*

#### **Laws and regulations**

- K10 how to meet the laws and regulations for recruiting and employing staff
- K11 what laws and regulations you need to think about

*You need to know and understand:*

#### **Developing staff**

- K12 what options there are for training staff? (for example taking time to train someone yourself, sending staff on courses or getting someone in)
- K13 how to identify staff training needs and draw up training plans

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### Additional Information

#### Links to other NOS

#### Other units that link closely with this

1. OP1 Review the skills your business needs
2. OP2 Plan what people your business needs
3. OP4 Sub-contract work for your business
4. OP5 Make sure people in your business can do their work

#### Links to other standards

If your business grows and develops a management team it may be appropriate to consider the following units from the Management and Leadership Standards; B2 Map the environment in which you organisation operates; D3 Recruit, select and keep colleagues; D4 Plan the workforce

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