You work as a Word Processor Operator for Pritash Patel, the Training Manager for Johnson & Matthews Ltd.

Carry out the tasks attached, following any instructions given. Take care to proof-read and correct any errors. Save your documents for printing later.

You may carry out the tasks in any order you think appropriate. However, please collate the printouts in the correct sequence.

For examiner's use only

<table>
<thead>
<tr>
<th>Production</th>
<th>Accuracy</th>
<th>Format/Layout</th>
</tr>
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<tbody>
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STANDARD PARAGRAPH 1

Dear @

We have been able to offer a number of successful training seminars to our staff and have pleasure in confirming your place on the forthcoming seminar, @ on the @.

STANDARD PARAGRAPH 2

You will have already received your briefing pack for this seminar and have contact names of the key personnel within the Human Resources department.

STANDARD PARAGRAPH 3

You have successfully passed the initial stage of this programme and are now able to progress to the next stage.

STANDARD PARAGRAPH 4

Should you require any further information please do not hesitate to contact a member of the Human Resources team.

Yours sincerely

Pritash Patel
Training Manager
GUIDANCE ON WRITING JOB DESCRIPTIONS AND PERSON SPECIFICATIONS

DRAWING UP THE PERSON SPECIFICATION

(See also additional Workshop Notes)

The following notes give guidance on drafting a person specification. The associated selection criteria pro forma may be used for the purpose of developing the person specification and recording how applicants measure up.

The Person Specification should be derived from and therefore drawn up after the job description and before advertising for the post.

The criteria set out in it are the only criteria against which the appointee should be assessed at the short listing, test and interview. The criteria must:

- be justifiable in relation to the job needs
- be specific
- not be unnecessarily restrictive (for example, in relation to the level and type of qualifications required).

Criteria are categorised as essential or desirable:

Essential criteria are those which a successful appointee must possess, otherwise, they will be unable to adequately perform the job; inflation of the job requirements (for example, the amount of previous work experience required) should be avoided.

Desirable criteria are those that may enable the appointee to perform better or require a short familiarisation period.

It is important that the need to travel is stated clearly. Candidates need to be aware of this prior to making an application for employment.

The Person Specification

Knowledge can be derived in a number of ways, for example education, training or experience. Skills are practical abilities. You must ensure that skills and knowledge are clearly defined.

Qualifications

There are a wide range of qualifications available. For some jobs a particular qualification is required and for others none are necessary. If they are essential they should reflect the minimum basic educational requirements necessary to carry out the job.
Assessment Procedures

We are always able to support the production of assessment procedures for use with potential candidates. The team in Personnel Services are able to offer support and guidance on the use of a range of possible assessment methods.

Previous Experience

The type of experience applicants are required to have should be specified – however, stating length of experience required should be used carefully because quality is more important than length.

Note that experience can sometimes be transferable from one area of work to another, in which case skills may be more important.

OTHER REQUIREMENTS

It may be necessary to specify availability to attend evening meetings or possession of a driving licence, but you should distinguish between need and convenience & weigh up need against discriminatory effect.

Remember that for some jobs extensive travel overseas will be required and can sometimes be arranged on an ad-hoc basis.

Further info. relating to the recruitment of staff has been produced and is available from Human Resources.
This document has been typed in a hurry. Please check, amend and make the following alterations. Please print out in landscape with 5 cm (2") left and right margins. 

Pritash

JOB DESCRIPTION AND PERSON SPECIFICATIONS WORKSHOP
You are scheduled to attend the above workshop and we are confident that studying this short brief will assist you with the workshop.

Remember – to help convert your idea into a practical working reality, you will need to develop a job description and a person specification. This will help you gather all the necessary information needed to recruit to the post. It will also help you to identify and clarify any uncertainties and doubts about the new job role and its place in the team. Listed below are selections of reference books, which will assist you when drafting these documents.

<table>
<thead>
<tr>
<th>BOOK TITLE</th>
<th>AUTHOR</th>
<th>ISBN NUMBER</th>
<th>PRICE</th>
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<tr>
<td>Writing Job Descriptions</td>
<td>John Fowler</td>
<td>0852978661</td>
<td>£6.99</td>
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<tr>
<td>Recruitment and Selection</td>
<td>Gloria Roberts</td>
<td>085296707X</td>
<td>£28.99</td>
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<tr>
<td>Personnel Practice</td>
<td>Malcolm Martin and Tricia Stevens</td>
<td>0852999412</td>
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<tr>
<td>Employment Resourcing Management</td>
<td>Mary Corbridge and Stephen Jackson</td>
<td>0273620276</td>
<td>£31.99</td>
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<tr>
<td>A Handbook of Human Resources Management</td>
<td>Michael James</td>
<td>074942564X</td>
<td>£24.95</td>
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<tr>
<td>The Employee Retention Handbook</td>
<td>Simon Taylor</td>
<td>0852928633</td>
<td>£25.99</td>
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<tr>
<td>Personnel Management Styles for Recruitment and Retention</td>
<td>Charlotte Chambers and Tony A Jones</td>
<td>0856879566</td>
<td>£17.99</td>
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Workshop Training Pre-course Task

Begin drafting a person specification for a member of your team and bring it along to the training seminar.

If you have any questions prior to the seminar, contact details are below:

Julia Amesbury  Human Resources Manager  0181 223 4848
Pritash Patel   Training Manager       0181 223 4849
Jon Demetriou   Diversity Manager      0181 223 4850

END OF EXAMINATION