

	On the Job training	Off the job training
Advantages	Realistic (first-hand experience)	Less pressure for employees
	Cheaper because don't have to send employee to training centre	Customers won't be affected
		Can make mistakes without any problems
Disadvantages	Customers may be unhappy with service	Unrealistic
	High pressure for employee	Expensive
	Could make mistakes	

The benefits of effective training

Worker morale, improved products/services, improved customer satisfaction, reduced wastage, staying ahead of the competition and reduce costs

Why might workers need to be retrained?

New machines
Maternity leave
Illness
Poor performance

The main steps in the recruitment process

1 - Identify Vacancy

2 - Person specification

3 - Job description

4 - Advertise job

5 - Receive application

6 - shortlist

7. Interview

8 - Reference

Advantages and disadvantages of different recruitment methods

Advertisement – internal/external,

Internally + cheaper - keeps employees motivated
Externally + more choice - more expensive

recruitment agencies

+ Takes the effort out, they might have more contacts
-The agency takes a cut

Application method – letters of application

curriculum vitae (CV) and informal contact Application form + you can ask specific questions – less will apply because of the effort

CV + lots will apply because little effort – might have to shortlist

Informal contact + quicker, cheaper – might not get the best person

Interview – face to face, telephone and online

Face to Face + easier to get a feel for what someone is like – expensive to get everyone to come to your office

Telephone + Quicker – can't see the person

Online – same as telephone

Alternative to interview – skills test, aptitude test, group tests and roleplay

Basically, these are better because you get a more realistic view of the person.

The down side is they are expensive and might be stressful for the person being interviewed

QR code for HR videos

