

## Unit 2.5 Making human resource decisions

Subject content	What you need to learn	RAG	WWW	EBI
2.5.1 Organisational structures	Different organisational structures and when each are appropriate: <ul style="list-style-type: none"> <li>• hierarchical and flat</li> <li>• centralised and decentralised.</li> </ul> The importance of effective communication: <ul style="list-style-type: none"> <li>• the impact of insufficient or excessive communication on efficiency and motivation</li> <li>• barriers to effective communication.</li> </ul>			
2.5.1 Organisational structures	Different ways of working: <ul style="list-style-type: none"> <li>• part-time, full-time and flexible hours</li> <li>• permanent, temporary, and freelance contracts</li> <li>• the impact of technology on ways of working: efficiency, remote working.</li> </ul>			
2.5.2 Effective recruitment	Different job roles and responsibilities: <ul style="list-style-type: none"> <li>• key job roles and their responsibilities: directors, senior managers, supervisors/team leaders, operational and support staff.</li> </ul>			
2.5.2 Effective recruitment	How businesses recruit people: <ul style="list-style-type: none"> <li>• documents: person specification and job description, application form, CV</li> <li>• recruitment methods used to meet different business needs (internal and external recruitment).</li> </ul>			
2.5.3 Effective training and development	How businesses train and develop employees: <ul style="list-style-type: none"> <li>• different ways of training and developing employees: formal and informal training, self-learning, ongoing training for all employees, use of target setting and performance reviews.</li> </ul> Why businesses train and develop employees: <ul style="list-style-type: none"> <li>• the link between training, motivation and retention                             <ul style="list-style-type: none"> <li>• retraining to use new technology.</li> </ul> </li> </ul>			
2.5.4 Motivation	The importance of motivation in the workplace: <ul style="list-style-type: none"> <li>• attracting employees, retaining employees, productivity.</li> </ul>			
2.5.4 Motivation	How businesses motivate employees: <ul style="list-style-type: none"> <li>• financial methods: remuneration, bonus, commission, promotion, fringe benefits</li> <li>• non-financial methods: job rotation, job enrichment, autonomy.</li> </ul>			
<b>Test Score</b>	<b>What progress have I made? How do I know this?</b>	<b>WWW, EBI:</b>		