



## **CASE STUDY**

**Title: Recruitment for a Health & Social Care QCF Internal Quality Assurer/Assessor**

### **Rhondda Cynon Taf County Borough Council**

Rhondda Cynon Taf County Borough Council (RCT) was formed in 1996. It consists of the Rhondda Valley, Cynon Valley and Taff Ely, and serves a population of about 234,410. The Council arranges for Social Care services to be provided from both internal and external providers.

The Assessment Centre has been in operation for around 15 years and has an excellent juxtaposition within the Council alongside operational services. The Assessment Centre also works with commissioned external Social Care Organisations. The Centre sits in the Community and Children's Services Directorate of the Council and serves both Adult and Children's services.

The Centre supports in excess of 120 learners at any one time across the range of qualifications offered. In addition, the Centre offers smaller bite size learning opportunities for continual professional development of the workforce.

The Centre has a range of peripatetic, work based and independent assessors available to employ its services.

### **Use of national Occupational Standards (NOS)**

The VQ Centre is aware of the variety of uses that can be made of NOS, in particular as a business tool for HR development. NOS suites have been used for developing learning and development programmes in health and social care.

More recently, NOS Leadership and Management of Care Services and Learning & Development 9 & 11 have been used by the Recruiting Manager – Assessment Centre Manager and Lead Internal Quality Assurers - in the recruitment process for a new Internal Quality Assurer/Assessor.

The NOS were used to specify the knowledge requirements for the Internal Quality Assurer/Assessor. Indeed they were used throughout the recruitment process, in designing the advertisement for the job, developing the person specification, identifying the competences relating to the role, the job description, shortlisting and interview. The NOS were found to be particularly useful in preparing the ground for the interview.

**Testimony** from users:

*“The NOS have helped me select specific statements that reflect the requirements of the post holder. They also give a clear standard to measure performance.”* NVQ Centre Manager

**Benefits**

Colleagues at the VQ Centre agree that NOS may bring benefits to users at various levels – to the employer / organisation /individual employee. For example, the Employer can measure performance and where gaps occur, provide support to develop the employee to reach their potential. NOS help to provide consistency in approach to recruitment.

NOS can assist the individual employee to realise what’s required of him/her in a given role. They provide a suitable framework within which to work

Impact - Use of NOS in recruitment helps to ensure that the care service attracts suitable employees In turn, NOS can be used to assist in developing the individual employee’s career in the sector .

**The future**

The VQ Centre proposes to continue to use NOS in job descriptions, advertisements, person specifications and interview questions/scenarios. Also, to consider for succession planning and supporting employee development – reaching potential

**Conclusion**

Undoubtedly, NOS are a useful tool in the recruitment process. This exercise has also helped me to reflect on what I have done – reminding me of the benefits and possible ways forward.

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