

Unit 3.4 Human Resources

Knowledge checklist

Topic	Knowledge rating
Organisational structure	
Span of control	
Tall and flat organisational charts	
Chain of command	
Delaying	
Centralised structure	
Decentralised structure	
Recruitment	
Internal recruitment	
External recruitment	
The recruitment process	
Where to recruit	
Contracts of employment	
Zero hour contracts	
Job sharing	
Part and full time contracts	

Monetary motivation	
Non monetary motivation	
On the job training	
Off the job training	
Induction training	