

Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	Talent Acquisition Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Talent Acquisition Team	20-Nov-2018	QMF	22-Nov-2018	09-Jan-2019
2.0	Talent Acquisition Team	29-Nov-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Talent Acquisition Team	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
1.1	4.0	09-Jan-2019	Addition of Joining Checklist Template	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

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Talent Acquisition Process

1.0 Objectives

The objective of this document is to define the process for the Talent Acquisition Team.

2.0 Scope

This process applies to all the processes, and / or sub processes under the purview of the Talent Acquisition Team.

3.0 Policy

3.1 Policy Statement

- Identify the best fit resources for the opportunities
- Optimal turn around turn for boarding the identified resource

3.2 Framework to Support or Implement this Policy

- The stated policy is implemented as per the procedure mentioned below

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	
Forms	Manpower Request Form	QMS-L4-FR-TA-01
	Documents Required to Release Offer and Onboarding	QMS-L4-FR-TA-02
	Interview Rating Sheet	QMS-L4-FR-TA-03
	Aptitude Test	QMS-L4-FR-TA-04
	Clover Application Form - Lateral	QMS-L4-FR-TA-05
	Clover Application Form - Academy	QMS-L4-FR-TA-06
	Documents Required to Release Offer and Onboarding - Academy	QMS-L4-FR-TA-07
	Interview Rating Sheet - Academy	QMS-L4-FR-TA-08
	Joining Checklist	QMS-L4-FR-TA-09
	Risk Management Plan	QMS-L4-FR-MR-03
Guidelines	NA	
Lists	NA	
Standards	NA	
Other Processes	NA	

5.0 Entry Criteria

Inputs	Source Processes
Sales	Manpower Requisition

6.0 Responsibilities

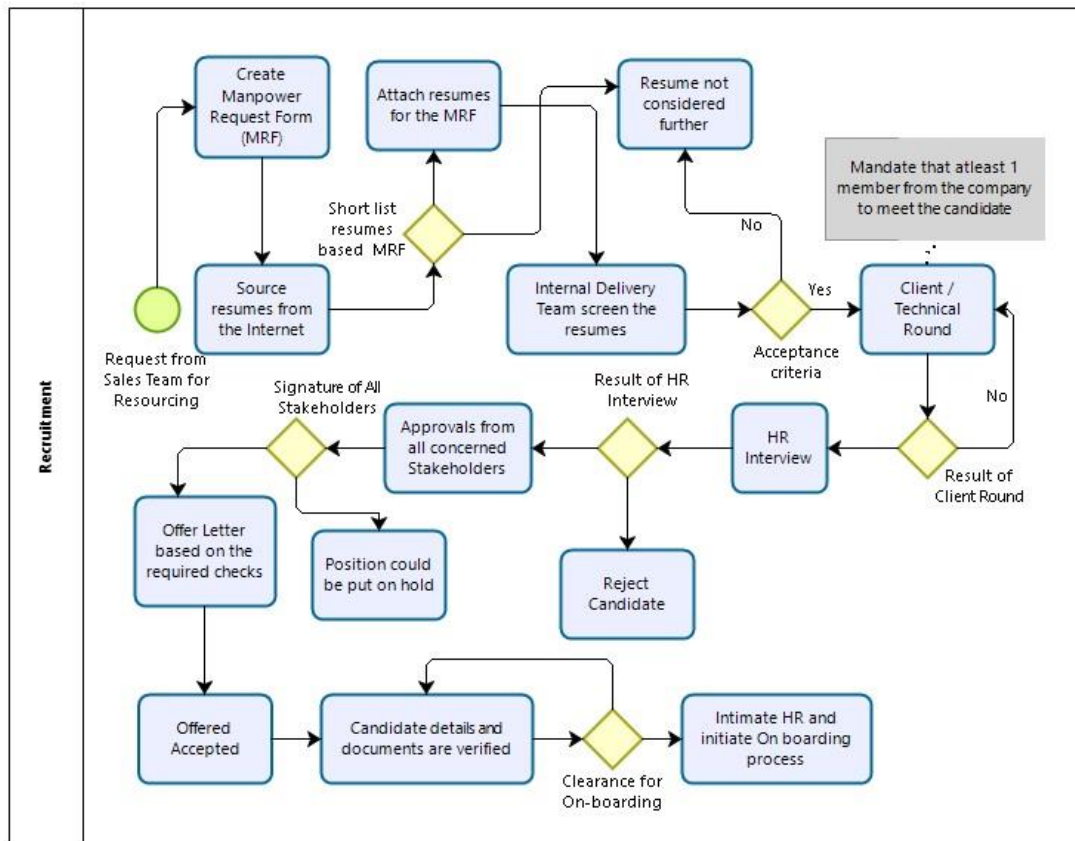
Role	Responsibilities
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Role	Responsibilities
Head – Talent Acquisition	<ul style="list-style-type: none"> • Build talent pipelines for current and future job openings • Lead all sourcing strategies • Manage external partnerships with colleges, job boards and HR software vendors • Implement online and offline employer branding activities • Prepare and review our annual recruitment budget • Oversee all stages of candidate experience (including application, interviews and communication) • Forecast hiring needs based on business growth plans • Manage, train and evaluate team of recruiters • Participate in and host recruitment events to drive awareness of our company • Develop a network of potential future hires (e.g. past applicants and referred candidates) • Measure key recruitment metrics, like source of hire and time-to-hire
Manager – Talent Acquisition	<ul style="list-style-type: none"> • Update current and design new recruiting procedures (e.g. job application and on boarding processes) • Supervise the recruiting team and report on its performance • Keep track of recruiting metrics (e.g. time-to-hire and cost-per-hire) • Implement new sourcing methods (e.g. social recruiting and Boolean searches) • Review recruitment software and suggest the best option for company needs • Research and choose job advertising options • Advise hiring managers on interviewing techniques • Recommend ways to improve our employer brand • Coordinate with department managers to forecast future hiring needs • Stay up-to-date on labour legislation and inform recruiters and managers about changes in regulations • Participate in job fairs and career events • Build the company’s professional network through relationships with HR professionals, colleges and other partners
Executive – Talent Acquisition	<ul style="list-style-type: none"> • Partner with managers to get a clear view on their strategic and financial objectives and hiring needs • Devise and carry out a targeted research strategy • Research into competitors and market place • Map role criteria, define position description and document specifications • Track and identify prospective candidates using a variety of channels • Assess candidates to ensure qualification match, cultural fit and compatibility • Conduct confidential interviews, follow-up references and check credits • Present shortlisted candidates and provide detailed profile summaries • Offer guidance and facilitate the negotiation process through to its completion • Follow up with candidate’s transition and on boarding process • Network and build long-lasting relationships • Know your area of expertise (specialized industry or job function)

7.0 Process Description

Talent Acquisition team initiates the process of identifying the eligible resources, arranging the technical and non-technical interviews. They strive to acquire an appropriate resource to the delivery team for perfect fit placement and a growth opportunity for the organization. Talent Acquisition team is an important bridge in identifying available resources and placing them in a best fit position

Overview Diagram



7.1 Procedure for Talent Acquisition

- The Sales team initiates the trigger for the Talent Acquisition team to push forward the process of looking for inviting new resources / replacements to the organization.
- The Sales team along with the Resource team generates a Manpower Request, using the Manpower Request Form (MRF).
- Once the MRF is created, the Talent Acquisition team members look for resources through the various job portals, social networking sites, and employee referrals, which have similar skills as mentioned in the MRF.
- The team matches the resumes identified through job portals, social networking sites, and employee referrals with the MRF, and short-lists the best fit candidates to the MRF.
- Candidates which are nowhere close to the requirements, are not considered further
- In case a candidate has skills but does not qualify completely to the MRF, then these resumes are kept on hold, for any further opportunity
- The internal Delivery team screens the short-listed resumes, that could be considered for client's technical / non-technical interviews
- In case any of the resume do not qualify as per the Delivery teams norms, such resumes would be set aside, and may not be considered again
- The short-listed candidate is informed for the client interview.
- Clover Infotech, as an organization, as a policy ensures that the prospecting candidate is met by at least one person from the organization. So there would be a member from the organization at the client site to help and initiate the process with the identified candidate.
- If the client approves of the interviewed candidate, the person is directed for an HR round of interview.

- In case the client rejects the candidate, the candidate is lined up for another client requirement. And another candidate is presented for interview with this client
- On clearing the client interview the HR round of interview is scheduled.
- HR will provide the feedback regarding the candidates, non-technical aspect. If the candidate does not clear this round of interview, the candidate is not considered for any further positions in the organization
- In this case the steps for introducing a new candidate for the technical round at the client site, is initiated.
- Once the HR team clears a resource, all the Stakeholders are initiated to provide their approvals for the candidate based on the MRF that was generated.
- In case for some reason the position for which the candidate was interview or selected, may go on hold, all further processing for the induction of the candidate into the organization is put on hold.
- The above scenario step may happen to any technical or non-technical opportunity that was available
- If all stakeholders have provided the necessary clearance and approval for the candidate to be inducted, Talent Acquisition team sends an offer letter to the candidate.
- If the candidate accepts the offer letter and any kind of contractual agreements placed, then he / she is invited to join the organization
- Talent Acquisition team will check all the documents pertaining to educational certificates, employment clearance, any other formalities that are required for the current employment
- On completing these checks with the candidate, the team intimates the HR to begin the on boarding process, and provides the updated checklist for the Talent Acquisition formalities.

8.0 Quality Mechanisms

- Verification of Manpower Request Form
- Review of the identified resumes from the job portals
- Screen of resumes for technical opportunities with the Delivery Team
- Evaluation by Client and HR

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Numbers of Profiles sourced per day	Resourcing Team lead	Daily	Daily Tracker	90
2	Number Of Offers per week	Resourcing Head	Weekly	Weekly	20
3	Number of Joinees per week	Resourcing Head	Weekly	Weekly	15

10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

Outputs
Manpower Request Forms
Clover Application Form
Daily Joinee Status

Weekly Joinee Status
Interview Rating Sheet
Risk Management Plan