Title:	Artificial Intelligence (AI) in Human Resources Management
Level:	4
Credit value:	2
GLH:	15
Unique Reference Number:	T/652/3009
Sector Subject Area:	15.3 Business Management
Aim:	To equip learners with the knowledge to understand artificial intelligence in human resources management.
Assessment Type:	This unit will be assessed through an internally set and internally marked portfolio of evidence. Assessment of practical skills must take place during normal work activities.

Learning outcomes
The learner will:

1. Understand the use of artificial intelligence in human resources management.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge to understand the use of artificial intelligence (AI) in human resources management.

The learner must understand:

1.1. The use of AI in **human resources management**.
1.2. How AI can be applied throughout the **human resources lifecycle**.
1.3. The **benefits** of AI for human resources practice.

2. Understand artificial intelligence (AI) in recruitment and talent acquisition.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge to understand artificial intelligence in recruitment and talent acquisition.

The learner must understand:

2.1. How AI can be applied to **recruitment and talent acquisition**.
2.2. How AI can **support candidate matching, screening**, **and communication.**
2.3. The **benefits and risks** of using AI in recruitment**.**

3. Artificial intelligence in human resources analytics and workforce planning.

Delivery content:

The aim of this learning outcome is to provide learners with knowledge to understand artificial intelligence in human resources analytics and workforce planning.

The learner must understand:

3.1. How AI can support **human resources analytics and workforce planning**. 3.2. How AI can be used for **forecasting, retention insights**, **and benchmarking.** 3.3. How AI can improve **planning and decision-making.**
4. Artificial intelligence in learning, development, and performance management.
Delivery content: The aim of this learning outcome is to provide learners with the knowledge to understand artificial intelligence in learning, development, and performance management. The learner must be able to: 4.1. How AI can support human resources **service delivery** and **operations.** 4.2. How AI can be used to **automate** routine human resources tasks**.** 4.3. The impact of AI on the **efficiency** of human resources operations.

Scope of Training The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.	
Requirements	
1.1. The use of AI in **human resources management**.	• **Recruitment** – Screens CVs and shortlists candidates. • **Job Advertising** – Creates and targets job adverts. • **HR Chatbots** – Answers employee and applicant queries. • **Performance Management** – Tracks and analyses performance. • **Workforce Planning** – Forecasts staffing needs. • **Retention** – Predicts employee turnover. • **Payroll & HR Admin** – Automates routine HR tasks.
1.2. How AI can be applied across the **human resources lifecycle**.	• **Attraction** – Targets and promotes job vacancies. • **Recruitment** – Screens and shortlists candidates. • **Selection** – Supports assessments and interviews. • **Onboarding** – Guides new employees. • **Performance Management** – Monitors and evaluates performance. • **Retention** – Identifies employees at risk of leaving. • **Offboarding** – Automates exit processes and analyses exit data.
1.3. The **benefits** of AI for human resources practice.	• **Saves time** – Automates routine HR tasks. • **Improves efficiency** – Speeds up HR processes. • **Reduces costs** – Lowers administrative workload. • **Improves recruitment** – Identifies suitable candidates faster. • **Personalises learning** – Tailors training to employees.

	• **Increases employee engagement** – Provides faster support and insights. • **Improves accuracy** – Reduces human errors. • **Provides 24/7 support** – AI chatbots assist employees anytime.
2.1. How AI can be applied in **recruitment and talent acquisition**.	• **CV screening** – Filter and rank applicants. • **Candidate sourcing** – Find suitable candidates online. • **Job advert creation** – Write and optimise job adverts. • **Interview scheduling** – Automate interview bookings. • **Recruitment chatbots** – Answer candidate questions. • **Skills matching** – Match candidates to job requirements.
2.2. How AI can **support candidate matching, screening, and communication.**	• **Candidate matching** – Matches skills and experience to job requirements. • **CV screening** – Reviews and ranks applications. • **Skills assessment** – Evaluates candidate abilities. • **Candidate communication** – Uses chatbots for updates and queries. • **Interview coordination** – Automates scheduling and reminders. • **Application tracking** – Monitors candidate progress.
2.3. The **benefits and risks** of using AI in recruitment.	**Benefits:** • **Faster hiring** – Speeds up recruitment processes. • **Reduced workload** – Automates administrative tasks. • **Improved candidate matching** – Identifies suitable applicants. • **Cost savings** – Reduces recruitment costs. • **Data-driven decisions** – Supports evidence-based hiring. **Risks:** • **Bias** – AI may reinforce unfair decisions. • **Lack of transparency** – Decisions may be difficult to explain. • **Data privacy concerns** – Candidate information may be misused. • **Over-reliance on technology** – Reduces human judgement. • **Poor accuracy** – AI may reject suitable candidates.
3.1. How AI can support human resources **analytics and workforce planning**.	• **Data analysis** – Identifies workforce trends and patterns. • **Workforce forecasting** – Predicts future staffing needs. • **Skills analysis –** Identifies skills gaps. • **Turnover prediction** – Highlights retention risks. • **Performance insights** – Analyses employee performance data. • **Resource planning** – Supports workforce allocation decisions. • **Decision support** – Provides data-driven HR recommendations.
3.2. How AI can be used for **forecasting, retention insights**, and **benchmarking.**	• **Forecasting** – Predicts future workforce needs and trends. • **Retention insights** – Identifies employees at risk of leaving. • **Benchmarking** – Compares HR performance against industry standards. • **Trend analysis** – Highlights patterns in workforce data. • **Skills forecasting** – Predicts future skills requirements.
3.3. How AI can improve **planning**	• **Data-driven decisions** – Provides insights from HR data. • **Workforce planning** – Predicts future staffing needs.

and decision-making.	• **Resource allocation** – Helps assign people effectively. • **Risk prediction** – Identifies potential workforce issues. • **Scenario planning** – Models possible future outcomes. • **Improved efficiency** – Speeds up decision-making processes.
4.1. How AI can support human resources **service delivery and operations.**	• **HR chatbots** – Provide instant employee support. • **Automated processes** – Streamline routine HR tasks. • **Employee self-service** – Helps employees access HR information. • **Case management** – Tracks and resolves HR queries. • **Document automation** – Creates and manages HR documents. • **Payroll and benefits support** – Assists with employee requests. • **24/7 availability** – Provides continuous HR assistance.
4.2. How AI can be used to **automate** routine human resources tasks.	• **Payroll processing –** Automates calculations and updates. • **Leave management** – Handles holiday requests and approvals. • **HR queries** – Uses chatbots to answer common questions. • **Document creation** – Generates HR letters and forms. • **Employee records** – Updates and manages data. • **Onboarding tasks** – Automates new starter processes. • **Meeting scheduling** – Arranges interviews and HR meetings.
4.3. The impact of AI on the **efficiency** of human resources operations.	• **Faster processes** – Reduces time spent on HR tasks. • **Lower costs** – Reduces administrative workload. • **Improved accuracy – Minimises errors.** • **Increased productivity** – Allows HR teams to focus on strategic work. • **Better employee support** – Provides quicker responses. • **Data-driven insights** – Improves operational decisions.

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