TALENT ENGINEERING ACADEMY

Quality Standards and Operating Cadences

PRACTICE WORKBOOK

Set observable quality standards, audit a useful sample and run meetings that lead to decisions.

PATHWAY	Talent Engineering Practitioner
LEVEL	Practitioner
EDITION	2026.09
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Free learning. Practical work. Better recruitment.

An education initiative by Vitae.

WORKBOOK GUIDE

Build something useful as you learn.

This workbook turns the course into a practical piece of work you can review, refine and adapt. Print it, annotate it digitally, or use the prompts in your preferred notes tool.

YOUR COURSE DELIVERABLE

A quality scorecard and weekly, monthly and quarterly review calendar.

How to use this workbook

01 Work through the course lessons in order, then complete the matching workbook prompts.

02 Use fictional or properly authorised information. Do not add candidate or client confidential data.

03 Compare your decisions with the self-review guidance. Revise assumptions, gaps and unclear ownership.

04 Keep the finished workbook as evidence of your learning and as a starting point for real work.

BEFORE YOU START

Talent Engineering Fundamentals, or equivalent recruitment experience.

Course page: https://talentengineering.org/courses/quality-operating-cadences

PART 1

Plan your course deliverable.

Use these planning pages to define what you are producing before you work through the lesson exercises. Return to them as your thinking develops.

WORKSHEET 01

Quality dimension and observable standard

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 02

Sampling method and exclusions

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 03

Defect severity and correction owner

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 04

Weekly decisions and inputs

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 05

Monthly trends and root causes

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

WORKSHEET 06

Quarterly policy and service review

Capture the evidence, decisions, assumptions, owners and next actions that make this section usable.

YOUR WORKING NOTES

PART 2

Apply each lesson.

Each exercise is designed to turn the lesson into evidence of practice. Complete the task, then use the guidance to challenge your first answer.

LESSON 01 / 04

Define quality in observable terms

YOUR PRACTICE TASK

Define four standards for a shortlist, each with a pass example and a defect.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

Two reviewers disagree on whether a summary is complete. The standard now requires evidence for three essential criteria, candidate-confirmed interest and clearly labelled unknowns. Length is no longer used as a proxy for quality.

SELF-REVIEW GUIDANCE

At least one standard should concern factual accuracy and one should concern handling or access. Label missing evidence as an explicit gap rather than demanding that a recruiter invent completeness.

LESSON 02 / 04

Sample work without hiding failure

YOUR PRACTICE TASK

Design a weekly sample for 100 fictional candidate summaries with a separate risk review.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A team reviews five randomly selected summaries and every complaint case. It reports the random sample separately from the complaint review, avoiding a misleading combined defect rate.

SELF-REVIEW GUIDANCE

Specify selection, reviewers, severity rules and handling of disputed findings. Explain the sample’s limits. Do not compare individual recruiters on tiny, differently selected samples.

LESSON 03 / 04

Use cadence to make decisions

YOUR PRACTICE TASK

Create a review calendar with one decision and required evidence at each cadence.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A weekly meeting repeatedly notes late feedback. The revised agenda presents affected searches, elapsed time and available decision slots. The manager chooses a recovery action and assigns an owner rather than merely acknowledging the dashboard.

SELF-REVIEW GUIDANCE

Weekly: clear a live blocker. Monthly: investigate a repeated pattern. Quarterly: reconsider service design. Each agenda should show who can authorise the proposed change and how follow-through is checked.

LESSON 04 / 04

Correct causes and verify improvement

YOUR PRACTICE TASK

Write a corrective-action record for a repeated attachment error.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

Wrong-company attachments are contained by pausing sends and correcting affected records. The durable change separates storage by record identifier and adds a recipient preview. A later sample checks whether the control actually prevents the mix-up.

SELF-REVIEW GUIDANCE

Separate containment, cause investigation, design change and effectiveness check. Name who decides it is safe to resume. Attendance at training is an activity measure, not proof that the failure has stopped.

FINAL REVIEW

Strengthen the work before you use it.

Review the completed workbook as one connected piece of work. The strongest deliverables are internally consistent, explicit about limitations and clear about who decides what happens next.

- [ ] The work distinguishes facts, evidence, assumptions and open questions.
- [ ] Decisions have named owners, dates and review points.
- [ ] Measures connect to the outcome rather than activity alone.
- [ ] Risks, accessibility needs, privacy considerations and limitations are visible.
- [ ] The next action is specific enough for another person to follow.
- [ ] The finished deliverable can be explained in plain language.

FINAL CHANGES AND NEXT ACTIONS

FURTHER READING

Continue with trusted sources.

These sources support further study. A reference does not imply endorsement. Check the current official rules and obtain appropriate professional advice for real legal, financial or regulated decisions.

CIPD: Recruitment

Professional context for the recruitment lifecycle.

https://www.cipd.org/uk/knowledge/factsheets/recruitment-factsheet/

ABOUT THIS WORKBOOK

Original educational scenarios. Practical work is self-directed and is not independently assessed. Adapt any method to your context with appropriate review.

Talent Engineering Academy is an education initiative by Vitae.