TALENT ENGINEERING ACADEMY

Recruitment Process and Service Design

PRACTICE WORKBOOK

Map candidate and client journeys, repair handoffs and build a service that handles exceptions.

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 service blueprint with service promises, controls and recovery routes.

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/recruitment-service-design

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

Users and desired outcomes

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

YOUR WORKING NOTES

WORKSHEET 02

Frontstage journey and backstage work

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

YOUR WORKING NOTES

WORKSHEET 03

Inputs, outputs and handoff acceptance

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

YOUR WORKING NOTES

WORKSHEET 04

Service promises and measures

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

YOUR WORKING NOTES

WORKSHEET 05

Failure scenarios and recovery

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

YOUR WORKING NOTES

WORKSHEET 06

Pilot scope and 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

Map the experience and the work

YOUR PRACTICE TASK

Map five touchpoints for application to first interview, with visible and backstage work.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A fictional applicant uploads a CV, repeats its content in a form and waits without a timeframe. The internal team sees a complete record; the applicant experiences duplicated effort and silence. The blueprint identifies both data collection and communication changes.

SELF-REVIEW GUIDANCE

Include confirmation, review, questions, scheduling and preparation. At each point state what the candidate knows, who acts and what can fail. Do not omit waiting periods because nobody is actively working.

LESSON 02 / 04

Specify handoffs and service promises

YOUR PRACTICE TASK

Specify a shortlist handoff and a realistic communication promise for a fictional team.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

Recruiters send shortlists on Friday, but managers cannot review until Wednesday. The new handoff requires evidence against agreed criteria and an agreed review slot. Acknowledgement confirms receipt, not acceptance of every candidate.

SELF-REVIEW GUIDANCE

Define required evidence, review owner, acknowledgement, feedback deadline and escalation. Explain how candidates will be updated if the deadline slips. Avoid claiming a universal response-time benchmark.

LESSON 03 / 04

Design for exceptions before scale

YOUR PRACTICE TASK

Create three failure cases for your blueprint, including one ambiguous system result.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A scheduling integration times out after creating an interview. Retrying blindly could create a second event. The recovery checks the event identifier before retrying and puts uncertain cases into a coordinator queue.

SELF-REVIEW GUIDANCE

Specify detection, pause, owner, communication and reconciliation for each. For the ambiguous event, confirm state before repeating the action. A useful fallback preserves commitments and avoids inventing success.

LESSON 04 / 04

Test the service with people

YOUR PRACTICE TASK

Run a tabletop walkthrough with two roles and record three observations and fixes.

YOUR RESPONSE

FICTIONAL WORKED EXAMPLE

A walkthrough reveals that an interview location change updates the ATS but not the candidate email. The fix connects the change event to a confirmation task and verifies the person received the new instructions.

SELF-REVIEW GUIDANCE

Report what happened, why it matters and how the proposed fix will be verified. Include one communication check and one recovery check. A polished diagram alone is not evidence the service works.

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.