Hiring Class Plan

Complete one plan per training class. Operations owns the production target, workforce management owns the capacity math, recruiting owns the funnel and training owns the class schedule. Replace bracketed figures with your own historical rates.

CLASS DETAILS

Class name or ID

Site / location

Line of business, program or client

Queue, skill or channel

☐ Inbound voice ☐ Outbound voice ☐ Chat / email ☐ Blended ☐ Back office

Work arrangement

☐ On site ☐ Work at home ☐ Hybrid

Languages required

Shift pattern(s) the class will be hired into

Hourly pay rate and any shift differential

Reason for class

☐ Backfill attrition ☐ Volume growth ☐ New program launch ☐ Seasonal peak ☐ Mixed

HEADCOUNT MATH (WORK BACKWARD FROM THE FLOOR)

Agents needed in production (graduated) by target date

Target production date

Expected classroom training attrition (%) [historical: 15-25]

Expected nesting attrition (%) [historical: 5-15]

Class size required at start = production need / ((1 - training attrition) x (1 - nesting attrition))

Expected day-one no-show rate (%) [historical: 10-20]

Accepted offers required = class size / (1 - no-show rate)

Maximum class size the room, trainer and systems can support

If the requirement exceeds the maximum, split into classes (list start dates)

RECRUITING FUNNEL TARGETS

Offer acceptance rate (%)

Offers to extend

Interview-to-offer rate (%)

Interviews or assessments to complete

Applicant-to-interview rate (%)

Qualified applicants needed

Sourcing channels and budget

Assessments used (typing, voice and accent, call simulation, background, drug test)

Weekly applicant target

Recruiter(s) assigned

TIMELINE

Requisition approved

Job posted and sourcing starts

Hiring event or interview days

Offer cut-off date

Background checks and pre-employment steps cleared by

Equipment shipped or workstations ready by

System access requested by (allow 5-10 business days)

Class start (day one)

Classroom training length (weeks)

Nesting start

Graduation to production

TRAINING RESOURCES

Lead trainer

Co-trainer or SME support

Training room or virtual classroom

Training schedule (hours per day, days per week)

Nesting coach ratio (coaches : agents)

Receiving team leads

☐ Pay during training confirmed with payroll

RISKS AND CONTINGENCY

Known risks (labor market, competing employers, pay gap, system readiness)

Over-hire buffer included (%)

Backup plan if the class starts under target (overtime, delayed launch, second class)

WEEKLY TRACKING (UPDATE EVERY MONDAY)

Applicants to date vs target

Interviews completed vs target

Offers extended / accepted

Pre-employment cleared

Status

☐ On track ☐ At risk ☐ Off track

Actions agreed this week

APPROVAL

Operations manager

Date

Workforce management

Date

Recruiting lead

Date

Training manager

Date

Date approved