



BEST PRACTICE

Certification helping industry leaders stand out in a competitive recruitment marketplace

WHAT IS BEST PRACTICE CERTIFICATION?

Similar in concept to Quality Assurance, yet simpler and recruitment specific, Best Practice Certification helps quality recruitment firms stand out in an increasingly competitive recruitment marketplace.

Driven by employer demand for quality service, certification provides leading recruitment firms with a credible point of difference in an industry with low barriers to entry and limited regulation.

Best Practice Certification supports firms to maintain quality service delivery while sending a clear message to clients and candidates that recruiters are serious about moving towards industry-leading best practice.

WHAT DOES BEST PRACTICE CERTIFICATION COVER?

The audited Best Practice Certification process addresses many essential standards for recruitment firms striving to stand out as a quality provider of people.

Recruitment industry specialist business advisors, Navigator Consulting, audits this program via a checklist covering:

- Client care
- Recruitment Process
- Operations
- Financial Management
- Candidate care
- Staff Management
- Legal & Ethics

FOR EMPLOYERS/CLIENTS

Why choose a company with Best Practice Certification?

Recruitment firms which display Best Practice Certification have guaranteed:

- A signed commitment to superior client and candidate service
- Audited quality of operations
- Awareness of legal & ethical issues
- A commitment to staff training & development
- Continual commitment to business improvement.

By selecting a Best Practice approved recruitment firm you can be assured that you are working with industry leaders.

FOR CANDIDATES

Why would candidates choose a recruitment consultancy with Best Practice Certification?

When deciding which recruiter to use in their job search, research shows candidates are keen to receive:

- A guarantee they will be treated professionally
- Fast response
- Post employment follow up and relationship management
- Privacy and confidentiality
- Access to interview and job search advice.

FOR RECRUITMENT CONSULTANCIES

Why recruitment firms should apply for Best Practice Certification?

A survey by Chandler & McLeod reported that 80% of HR managers feel that they can recruit better than recruitment firms.

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CERTIFICATION WILL ASSIST RECRUITERS:

- Quickly move towards industry best practice
- Provide a unique marketing tool to clients and candidates
- Stand out from non-certified competitors, especially in Preferred Supplier Agreements
- Motivate recruitment staff to continuously improve their service.

Most importantly, Best Practice Certification will assist recruitment firms to boost productivity and long-term business value.



For further information and for recruitment firms who would like to apply for Best Practice Certification contact us: