

Candidate Rights & Responsibilities

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Recruitment agencies will have their own specific requirements when it comes to what they expect of the candidates who are interviewed by them. However, it is important to note that you have specific rights, as a candidate, and that you should choose to deal with APSO registered agencies that practice recruitment in a legal and ethical manner.

APSO registered agencies operate according to a strict Code of Ethics and part of this refers specifically to the service extended to the Candidates. You can expect the following:

- **Respect & Confidentiality** – APSO members are required to treat their candidates with respect and to ensure that their personal information is treated confidentially.
- **Professionalism** – you are entitled to be interviewed by a consultant of appropriate seniority and training who fully understands the search assignment she is working on and who can take adequate notes during the course of the interview and who can then present you to the client in an accurate and professional manner.
- **Efficiency** – APSO members are responsible for ensuring that they gather all appropriate information including copies of certificates, reference letters etc. If any doubt exists, as to the authenticity of these documents, the member is required to undertake investigation to verify the relevance of this information.
- **Permission for Submission** – it is NEVER acceptable for an agency to forward your CV or personal details to a company without first getting your express permission to be submitted for that particular job. The member is required to provide you with all relevant information including name of the company, job title, salary on offer, location and any other pertinent information.
- **Confidential Referencing** – reference checking is a crucial part of the recruitment process. Members however, are only entitled to take references from those referees provided by the candidate. In the case of criminal or credit check references, the member is required to get express permission, in writing, from the candidate in this regard.
- **Communication** – members should provide candidates with ongoing feedback concerning the recruitment process. Candidates should be informed of their success or failure in each vacancy.

Recruitment Consultants are extremely busy and are often juggling more than one search assignment at once. In order to assist them in providing you with acceptable levels of service you should always remember to be:

- **Positive and cooperate with the consultant.** You should accept that you are equally responsible for securing a new job, even though you're dealing through an agency.
- **Polite and friendly.** A consultant is likely to work harder if she likes dealing with you.
- **Open and honest.** You need to provide the consultant with all relevant information including other positions under consideration and if your sense of urgency changes.
- **Understanding.** You should always identify yourself to the consultant. She is working with many people and may in fact have more than one "Peter" on her books. Provide her with all the information so that she can service you effectively.
- **Patient.** The consultant will do her best to get you an interview and to provide feedback but remember that she is at the mercy of her client and cannot always get back to you as quickly as you'd like. Whilst it is always good to keep in touch with the consultant it is never a good thing to call incessantly – this will just cause a major irritation!

Not all agencies are registered with APSO so we recommend that you make a point of dealing only with APSO registered agencies that pride themselves on providing a professional service with high ethical standards.

Should you not receive this level of service you should make a point of expressing your concern with the consultant, agency management or with APSO directly. You can find more details on the APSO website.