

# Recruitment Agency Etiquette

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Many companies these days make use of recruitment agencies when hiring new staff members. In the same way that you would make an effort to impress when meeting a potential employer, you should make the same effort when attending an interview with a recruitment consultant.

The consultant is expected to interview a range of candidates on the client's behalf and will be responsible for short-listing candidates to be submitted to the client for consideration. Whilst skill set and experience are most important, candidates should remember that soft skills are equally important. If you don't look or act the part then you may be looked over at the short-listing process.

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.

What Recruiters expect of their candidates:

- **Punctuality** – it is never acceptable to be more than 10 minutes late for an appointment and it is especially rude to not turn up at all! If you're running late, or need to reschedule your appointment, simply call the agency and inform them. Recruiters automatically become very nervous about candidates who are tardy because they become afraid that you'll be late for their client's appointment too.
- **Presentation** – you should attend an interview with a recruiter dressed as neatly as you would when interviewed by a potential employer. Whilst it is not always necessary to wear a suit, you should ALWAYS be neatly dressed, washed and wear clothing that is appropriate for your particular industry. Untidy hair, dirty fingernails, bad breath and body odour are always noticed and could be detrimental to career opportunities.
- **Preparation** - despite already submitting your CV to the agency you should always attend an interview with neat copies of your CV, your ID and any reference letters and certificates. In addition, the recruitment consultant will ask you for the names and contact numbers for at least 2 references – ensure that you have this information available.
- **Honesty** – it is NEVER acceptable to embellish your CV or to lead the recruitment consultant to believe that you have skills that you don't. In some cases the agency will require you to undertake a variety of tests including typing, computer literacy and bookkeeping ability. It never pays to lie and you will always be caught out!
- **Communication** – the recruitment consultant cannot guarantee to find you a job but they will certainly market you effectively to their clients when they have a vacancy that meets your skill set. In order to assist the consultant in her job you should be sure to keep her informed of any other positions under consideration, tell her if you've already been submitted for this particular position already so that she can respect your right to use other agencies too, changes in your requirements or details. Without an open channel of communication the recruitment consultant cannot possibly be expected to assist you finding alternative employment.

Recruitment Consultants are primarily employed by companies to assist in finding staff but they are responsible to their candidates as well. You should always expect, especially from an APSO registered agency, respect and confidentiality in terms of your personal details. A recruiter is required to get your express permission for each vacancy they would like to submit your CV for, this includes giving you the name of the company, the position, the salary on offer and other relevant details of the position. You can also expect feedback whether you're successful or not.

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.