



# Working With APSO Members

promoting professionalism

## Partner with Leaders

Save time. Save money. Expect higher levels of professional and ethical service.

That's what clients do when they work with APSO member agencies.

# Protecting your Business Interests

Ensuring good governance of the recruitment industry

APSO, as a member and affiliate of several international recruitment associations, is committed to professionalizing the recruitment industry in South Africa.

All members are vetted according to strict criteria and are monitored in respect to compliance and best practices to ensure the highest levels of service are provided to clients and candidates.

The APSO Code of Ethical and Professional Practice is aligned to global best practice standards and has been approved by Ethics Institute of South Africa, of which APSO is a member.

APSO continues to work towards improving the recruitment sector for the benefit of all by working together with CAPES, Services SETA, Department of Labour and other key stakeholders.



The Association of Personnel Service Organisations (APSO) promotes legal, ethical and professional practices for the labour recruitment industry.

When it comes to your business, dealing with an APSO member makes sense:

- Access to advice and information about the recruitment sector
- Dealing with accredited recruiters who have access to the latest information to ensure best service to you, the client
- Assistance with fee dispute resolution (between two member agencies)
- Recourse in the event of unprofessional business practices via Ethics Arbitration

## BENEFITS:

- APSO follows international trends and all Codes of conduct are aligned with global best practice
- APSO continues to work towards professionalizing the industry and cooperates with various key stakeholders to achieve this goal
- APSO is a member of various bodies to ensure good governance including, CAPES, CIETT and the Ethics Institute of SA
- APSO members are required to meet strict entrance criteria to ensure legislative compliance and that their operational practices meet our minimum standards.



is a proud member of:



# Ensuring Compliance

## Minimising your risk

All APSO members have to meet specific entry criteria before membership is approved.

In order to qualify for membership, the agency must be legislatively compliant, be registered with the Department of Labour and particularly in the case of Temporary Employment Services (TES) be compliant with all labour legislation, bargaining councils and other statutory requirements.

As a member of the Confederation of Associations in the Private Employment Sector (CAPES), APSO is actively involved in striving for regulation of the industry, to ensure legislative compliance and codes of good practice.

### BENEFITS:

- Temporary Employment Services (TES) that are appropriately registered to ensure compliance and minimize your joint and several liability risks
- Pre-vetting process that ensures compliance for all recruitment providers
- Access to information about latest developments in terms of regulation.
- Code of Conduct to ensure ethical and professional practices

# Enhancing Service

## Professionalising the industry to benefit clients and candidates

APSO members are provided with the opportunity to access top quality, industry-specific training to ensure that they're using the latest recruitment methodologies to provide their clients with the best candidates.

APSO also encourages continuous professional development (CPD) through regular seminars, member forums, networking opportunities and conferences. Clients can be confident that their recruitment provider has access to the latest industry information to successfully partner them in finding top talent.

### BENEFITS:

- APSO consultants are required to write an entrance exam to ensure minimum embedded knowledge
- APSO members have access to the latest information to ensure successful partnership with clients
- APSO consultants have ongoing access to quality training and CPD opportunities for improved service

# Driving Ethics

## and Best Practice

APSO is committed to promoting adherence to high ethical and professional standards of business.

All APSO members are bound by the Code of Ethical and Professional Practice. This code prescribes the minimum service levels required by APSO, to be given to clients, candidates and other stakeholders.

It sets clear guidelines on issues such as search and selection, recruitment practices, reference checking, interviewing and fee dispute resolution, in the case of dispute between two agencies.

Should a client experience a problem with an APSO member, they can refer the matter to APSO for dispute resolution at no cost to them.

### BENEFITS:

- APSO consultants are bound by a strict Code of Ethical and Professional Practice
- Set minimum service levels for both clients and candidates
- Access to FREE fee dispute resolution between two members
- Access to dispute resolution in the event of poor service from an APSO member



The Association of Personnel Service Organisations (APSO) was established in 1977 and continues to represent its members in their dealings with Government and related bodies. APSO promotes and ensures, for the benefit of both clients and candidates, the adherence to high ethical and professional standards of business.

APSO is focused on improving the professionalism of the recruitment industry, by providing training and continuous professional development for our members and their employees. APSO works closely with the Services SETA and other stakeholders to ensure that APSO members remain at the “top” when it comes to delivering recruitment services to their clients.

APSO is a fully constituted Section 21 company, governed by an elected National Executive Committee made up of volunteer members. In addition, each region is run by an elected Regional Committee who assist in rolling out APSO's strategic projects on a regional basis. Operational issues are handled by the full-time National Office team based in Gauteng

## Association of Personnel Service Organisations

1st Floor, 3 River Road, Morninghill, Bedfordview

PostNet Suite 232, Private Bag X4, Bedfordview, 2008

Tel: (011) 615 9417/8 Fax: (011) 615 9424

[www.apso.co.za](http://www.apso.co.za)