

RCSA Service Delivery Standard - Readiness Survey

The RCSA Service Delivery Standard establishes a benchmark for excellence in recruitment services. This self-assessment survey will give you an indication about how well your business may rate against the Standard. Please print this survey, then complete each question by circling your preferred response –

“1=Not at all”, “2=Somewhat but could be improved”, or “3=Yes, working well”.

Section 1: Service Promise		Your Response
1	Does the business have a common set of values which are documented and supported by all staff?	1 2 3
2	Does the business have a policy on customer service?	1 2 3
3	Does the business have a clearly defined target market?	1 2 3
4	Does the business have a clear view of the value and benefits your customers receive from dealing with you? (service promise)	1 2 3
5	Is this service promise consistently reflected in all marketing materials?	1 2 3
6	Is this service promise consistently expressed by all consultants when speaking to clients and candidates?	1 2 3
7	In relation to temporary or contract recruitment services, do you require all your clients to sign an agreement which describes the services you will supply in return for a fee?	1 2 3
8	In relation to exclusive permanent recruitment services, do you require all your clients to sign an agreement which describes the services you will supply in return for a fee?	1 2 3
9	Does the business regularly check that the service provided matched what was agreed in the service agreement?	1 2 3
10	Has the business stated that it supports the RCSA code of practice?	1 2 3
11	Comments:	

Section 2: Service Delivery		Your Response
12	Does the business have a clearly defined approach to how it undertakes recruitment services? Such an approach would include documented templates and may include process maps.	1 2 3
13	Does this approach cover all key aspects of recruitment from job order, to candidate search and advertising, to reference checking, to timesheets and invoicing?	1 2 3
14	Do all consultants, whether in the same office or across offices, follow this agreed approach?	1 2 3
15	Is this approach regularly reviewed and updated?	1 2 3
16	Are there regular checks by management or others that the approach is being properly adhered to and the right templates are being used?	1 2 3
17	Does the business always keep up to date on legislative and other changes which impact recruitment services and how business is conducted?	1 2 3
18	Does the business implement any necessary legislative changes in a timely manner?	1 2 3

19	Has the business identified risks to the business and its services (such as loss of data, key personnel, viruses etc) and monitor these risks regularly?	1	2	3
20	Have all new staff been inducted into the way the business operates?	1	2	3
21	Does the business actively support staff in gaining qualifications and further training?	1	2	3
22	Are all customer contacts and activities recorded in a commonly accessible system?	1	2	3
23	Does the business regularly check the database for accuracy and currency?	1	2	3
24	Comments:			

Section 3: Feedback		Your Response		
25	Does the business collect client feedback regularly?	1	2	3
26	Does the business collect candidate feedback regularly?	1	2	3
27	Does the business record all complaints and suggestions?	1	2	3
28	Does the business regularly analyse all feedback and complaints and document findings?	1	2	3
29	Does the business meet with major clients regularly to discuss overall service levels and to understand their future requirements (as opposed to discussing current jobs)?	1	2	3
30	Does the business regularly review services for effectiveness and the degree to which they meet customer needs?	1	2	3
31	Does the business allocate time to explore opportunities for potential enhancements to service delivery and new services?	1	2	3
32	Do you proactively keep up to date with current issues including client matters, local business, trends and developments in the recruitment industry etc?	1	2	3
33	Comments:			

Name:

Company:

Position:

Date:

Thank you for taking the time to complete this survey. Please return the completed survey to Fathom Business Architects by email info@fathombusiness.com.au , fax 61 3 9655 3910 or mail to Level 14, 150 Lonsdale St, Melbourne Vic 3000

Please provide your email address so we can forward you the results and your telephone number in case we need to call you.

Telephone:

Email:

If you would like to find out more about the RCSA Service Delivery Standard please contact us by phone on 61 3 9667 2495 or email info@fathombusiness.com.au.