

Candidate Care Programme

We realise that our candidates are a vital ingredient of plum appointments and that without them we do not exist. With that in mind we have a successful on-going Candidate Care Programme.

Our Candidate Care Programme is designed to provide our candidates with the best service possible, listening to their needs, communicating important information to them and reacting promptly and professionally to any questions or queries that they may have. We will strive to build a long term relationship with them to win the loyalty of our temporary workforce and the satisfaction of our permanent candidates

We are committed to improving our service to our candidates as we are here to listen to their views and opinions. As part of an on-going Quality Assurance Programme we will invite them to complete a service evaluation form. This gives our candidates a chance to comment on service and to add their own comments and suggestions. Our candidates will receive a form one month after their registration, after a six month period of working with us, also when they leave us.

For our Permanent Candidates we guarantee that we will work with them to secure suitable employment, improve their skills where applicable, provide a psychometric profile and maintain regular communication with them. We will provide:

A detailed registration and interview process, guidance and assistance to help produce an effective C.V., an extensive database of current vacancies, a 'Recommend a Friend' scheme, a Candidate Care Booklet with useful employment guidance and helpful tips, full access to our interactive website, Professionals on the Move™ and SkillsNow services, the latest relevant skills training and information and feedback on all submissions of your C.V. for vacancies and interviews attended within 48 hours.

For our Temporary Candidates we guarantee that we will not require them to work more than 48 hours in a week on average unless they agree to do so in writing, they will always be treated in a professional and ethical way. We will pay our candidates on time every week following the submission of their timesheet and we respect their right to turn down the offer of an assignment, not allowing that to prejudice future opportunities. Temporary Candidates are supplied with:

Long or short term assignments, competitive pay rates, payment weekly on a Friday into your bank account or building society and weekly emailed payslips, statutory holiday pay, statutory sick pay (where applicable), statutory maternity pay (where applicable), statutory paternity pay (where applicable), overtime payments, latest relevant skills training and information, personal references, Temp of the Month awards, regular communication, Candidate Care Booklet with useful employment guidance and helpful tips, access to our interactive website, an assigning details form at the beginning of each assignment, psychometric profile (where applicable), 5 Star Staff programme and 'Recommend a Friend' scheme

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www.plumappointments.co.uk

Working together with plum appointments

“It is unlawful for any agency or employment business to charge you a fee for providing work finding services” REC

There are some limited exceptions to this rule, for example, within the entertainment and modelling sectors. In addition, it is possible for a recruiter to charge a fee if you are a self-employed work-seeker providing your services through a limited company.

- If **plum appointments** offers you an incentive or gift to use our services, you will be given information as to the terms of such an offer.
- You will be informed of any charges that we may make for any additional services or goods we provide.
- **plum appointments** cannot and will not offer work-finding services on the condition you use a chargeable service such as a CV writing service.
- We will confirm whether you are looking for temporary or permanent work, the type of work you are looking for and the terms which apply between us. For example, if you are to be supplied to a hirer as a temporary worker you will be given a contract setting the the terms of your work with the **plum appointments**
- If you carry out work on an assignment as a temporary worker but are unable to obtain a signed timesheet, you are entitled to be paid for the hours you worked. However the **plum appointments** is permitted to delay payment for a reasonable period to check whether you have worked the hours claimed.
- Before you start work on an assignment you will be given information on an assigning details form, this will include:
 - Start date,
 - Likely duration of the work,

- Type of work,
 - Name of Company,
 - Location,
 - Hours,
 - Any risks to health and safety and steps the hirer has taken to prevent or control such risks,
 - The experience, training and qualifications required for the role,
 - Any expenses applicable,
 - The actual rate of remuneration to be paid.
- As a temporary worker on a contract for services **plum appointments** will not penalise you for ending an assignment.
 - In the case of permanent recruitment the minimum rate of remuneration and length of notice will be confirmed to you by **plum appointments**. Such information should be confirmed verbally and in writing.
 - We owe you a duty of confidentiality and may not disclose information about you without your consent, except for particular circumstances. For example, information may be disclosed for the purposes of providing work finding services and for the purposes of complying with obligations towards the hirer regarding your suitability.
 - When working with **plum appointments** you will automatically be placed on our Candidate Care Programme please see our Candidate Services section of the website for more details.

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