

Introducing Australasian Talent Company

We have been working in the London recruitment market place since 1990 – starting life as the Australasian Temp Company and now, after six years as part of TMP Worldwide and the Hudson Highland Group, we have returned to the market as the Australasian Talent Company.

Returning to our original roots, we are a niche recruitment provider in Central London assisting candidates and clients with support roles for:

- Executive/Personal Assistants
- All levels of secretarial positions
- Front of house/reception
- Administration including HR, marketing and special project support
- Data entry
- Call centre operators
- General clerical (including post room, assisting with office moves and filing)

Why Talent and not Temp ...

Simple, we are not just a temporary provider but rather focus on assisting with all types of support recruitment. We have a strong base of clients and candidates who use our services for the following recruitment areas:

- Permanent
- Contract
- Temporary to permanent
- Temporary

We pride ourselves on a consistent and thorough approach in all aspects of the recruitment process. Overleaf we have provided detail on our:

- Candidate vetting/screening process
- Service standards
- Terms and conditions of business

We can personalise our services to meet your exact needs and should you require specific service criteria or more information on our services, please do not hesitate to contact your consultant.

We look forward to receiving an opportunity to work with you in the future and, of course, to you experiencing the Australasian difference!



Vetting and Screening Candidates

To ensure we have a current and up-to-date bank of skilled candidates available to clients, our recruitment process is managed by a dedicated recruitment team for temporary candidates and permanent candidates are interviewed by our specialist permanent consultants. Candidates are sourced using a variety of methods however, in the main we use London based advertising, online advertising and referral schemes.

Telephone Interviewing

At the outset, a thorough screening call is undertaken with each candidate to ascertain suitability. If the candidate meets our criteria regarding qualifications, skills, experience and availability, an interview will be arranged immediately.

Registration

This process typically takes approximately two hours. Candidates complete a registration form, provide any necessary relevant documentation (for example, in reference to the Asylum and Immigration Act 1996) and relevant skills are tested and assessed prior to interview.

Testing

Our testing procedures apply to all of our candidates. Clients can therefore be assured that every temporary recruit supplied will be fully skills tested.

Our clerical and administrative skill testing includes:

Spelling	Word Comprehension	Medical Spelling
Legal Spelling	Visual accuracy	Grammar
Mathematics		

Our computerised testing and training facility, Qwiz, covers:

Copy Typing	Numeric data entry	Shorthand
Audio Typing	Alpha numeric data entry	Software packages*

* Software packages include Word, Excel, PowerPoint and Access. Examples of tests can be provided by your consultant.

Our high standards require that the following minimum results must be achieved:

Secretaries/Word Processing/DTP Operators

- Typing – minimum of 50 wpm with an accuracy of 97% or more
- Shorthand – minimum of 70 wpm an accuracy of 97% or more
- Spelling and Grammar – minimum of 70% accuracy
- Word processing/software skills – minimum of 75% accuracy

General Clerical, Administrative and Ancillary Staff

- Relevant clerical/administrative tests – minimum of 70% accuracy
- Software skills – minimum of 75% accuracy
- Numeric data entry speed – minimum of 8,000 key depressions per hour (kdp) with an accuracy of 97% or more
- Alpha/numeric data entry speed of 5,000 kdp with an accuracy of 97% or more



Personal Interview

Each candidate is interviewed by a consultant, who discusses previous work history, skills acquired, industry and career preferences and assesses overall suitability. Candidates who meet our standards are interviewed a second time by a different consultant to ensure that we have more than one consultant familiar with each candidate.

Temporary candidates are assessed under the following criteria:

- Experience:** Candidates must have a minimum of two years' relevant work experience.
- Grooming:** Corporate grooming, for example, matching jacket and skirt/trousers for women, suit and tie for men.
- Attitude:** A lot of importance is placed on attitude. Each selected candidate must have a positive, flexible, 'can do' attitude.
- Proven Skills:** Minimum skill levels have been achieved, as per those listed above.

Reference Checking

It is our company policy to gain at least two references covering a two year period, prior to placing a candidate in a temporary assignment with a client.

Setting Standards

Each selected temporary candidate receives an information pack. This includes information on payroll, our administration procedures and general advice on working in London. In addition to this, we profile the minimum standards expected in relation to:

- Personal presentation
- Using the telephone at work
- Completing personal projects at work
- Using a client's equipment (i.e. the computer)
- Going the extra mile on assignment

Prior to every assignment, we verbally reiterate these standards and ensure the temporary candidate is aware of each client's standards. For selected clients we also forward a client specific briefing document, profiling their business, philosophy, culture, work practice and standards.

Permanent candidates receive an information pack on our services that includes interview tips and information on seeking a role through the Australasian Talent Company.



Managing Temporary Candidates

Each of our clients is appointed a dedicated Account Manager with industry/sector specific knowledge who would manage all temporary assignments, acting as a central resource and information point for line managers, human resources and procurement. A team of consultants provide expert cover in his/her absence. Upon receipt of an assignment we commit to the following response times:

Same Day Assignments

We will contact you with the name of the temporary recruit, a profile of their skills and their expected arrival time within 15 minutes of receiving the booking.

Next Day Assignments

We will contact you with the name of the temporary and a skills profile:

- Within one hour of receiving the booking, if placed before 2.00pm.
- Within 30 minutes of receiving the booking, if placed after 2.00pm.

Forward Assignments

We agree a mutually acceptable time to respond, reconfirming the temporary details on the Thursday prior to the week the assignment commences.

Every temporary would be fully briefed on your business, the job description as provided by you, working hours, expected assignment duration and key performance criteria.

We telephone both the client and the temporary recruit at the following points throughout an assignment:

- At the end of the first morning to ensure the assigned temporary is settling in well.
- For positions over a week in duration, every Thursday, to check on progress and towards the end of the assignment to reconfirm the finish date.
- For positions less than a week in duration, on the last day to reconfirm the finish date.

For every temporary assignment we forward a survey questionnaire to the relevant contact, asking them to rate the temporary's performance together with our service. If you would prefer not to receive this questionnaire, please let your consultant know.

Questionnaire feedback, together with your verbal feedback, is recorded on our integrated computer system for future reference. This allows us to accurately recognise and reward our temporaries' performance. When receiving assignments, in the first instance, we always approach those temporary recruits who have successfully worked with you previously.



Managing Permanent Candidates

Your dedicated permanent consultant would be responsible for ensuring we have a full job description, selecting and briefing candidates, submitting short-listed candidate profiles and co-ordinating interviews and placements.

Our clients can expect to hear from us within 24 hours of receipt of a permanent job assignment with an update on a candidate sourcing strategy and/or short listed candidates.

When submitting a candidate's curriculum vitae, they are supplemented with a consultant summary report that includes:

- Relevant test results
- Summary of skills
- Comments on why we have selected the candidate for the position
- Salary expectations
- Eligibility to work in the UK
- Availability for interview
- Notice period

All candidates submitted will have:

- Received a copy of the job description, as available
- Been briefed on your company
- Been referred to your website
- Full details of the salary and benefits available
- Been briefed on your location and how best to commute to your office

When co-ordinating interviews we will:

- Confirm interviews with candidates, both verbally and via e-mail.
- Ensure that candidates have reviewed the job description and reviewed your website.
- Ask the candidate to contact us immediately after an interview to gather feedback.
- Pass all candidate feedback to you, usually that same day.
- Upon confirmation of a job offer being accepted, we will confirm the placement details in writing to both the client and successful candidate within 24 hours.

It is our standard to contact both the client and candidate at regular intervals once a candidate commences a permanent position. Usually this contact is made on the first day and in their fourth and eighth weeks. This level of communication enables us to identify issues and queries, before they turn into problems, as well as working with both parties in resolving them.



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