



Candidate Charter

The rpc Group of Companies is committed to providing an exceptional candidate experience and to working with Candidates in a partnership of honesty and trust. We are **committed** to:

- ✦ Providing a service which is both impartial and non-discriminatory
- ✦ Building a partnership based on mutual trust and honesty
- ✦ Treating you with respect and listening to you
- ✦ Making every effort to understand your requirements and aspirations
- ✦ Informing you, whenever possible as soon as new opportunities arise where you meet our Client specification
- ✦ We will do our best to find you a suitable opportunity, however we will never make any false promises either to you or to our Client
- ✦ Treating all information received with the utmost care and confidentiality
- ✦ Undertaking to uphold the data protection principles of good information holding practice
- ✦ Always obtaining your consent in advance of submitting your details to one of our Clients
- ✦ Promoting your interests as favourably as possible based on the information provided
- ✦ Offering you CV construction advice and tips on interview techniques
- ✦ Endeavouring to deal with your telephone calls immediately. In any event to respond to telephone messages and e mails from Candidates within 24 hours
- ✦ Providing you with a thorough briefing before attending any Client interview
- ✦ Obtaining Client feedback wherever possible and to provide such feedback on a timely basis to help you learn and grow after the interview
- ✦ Not contacting your Referees for a reference without your prior consent
- ✦ Updating you even when there is no news where you have been submitted by us for a specific vacancy with one of our Clients
- ✦ Never pressurising you into a position.
- ✦ Supporting you every step of the way to finding your new position.
- ✦ Ensuring our recruitment practices are refined in accordance with best practice and any change in legislation and taking into account Candidate feedback
- ✦ Acting in a courteous, helpful and professional manner at all times
- ✦ **If you feel at any point that we have not kept our promises to you, please contact our Company Secretary Anita Searle by e mail to anitasearle@therpcgroup.co.uk**

What we require from you!

- ❖ Always be honest with us. Under no circumstances should you artificially inflate your achievements or misrepresent your work history. Also, be genuine about your interest (or lack of it) in the position under discussion. Complete and accurate disclosure by you is an essential element in our process. Trust and integrity really do matter.
- ❖ Be flexible. Make every effort to fit interviews within your schedule. Honour any commitment made to attend an interview with a Client company
- ❖ Always provide us with as much notice as possible should you be unable to attend a Client interview or if you decide to withdraw your interest and therefore not intending to attend a Client interview
- ❖ Treat any Client information received in a discretionary and confidential manner
- ❖ Act in a courteous and professional manner whilst dealing with a Client company
- ❖ Provide us with constructive and honest feedback after attending a Client interview
- ❖ Have realistic expectations. Understand that the recruitment process takes time and that you may well be one of several qualified Candidates.
- ❖ Negotiate with us in good faith. Do not lead us to believe you are in discussions only with us if you are at the same time considering offers from elsewhere. Anything you say to us will be treated as confidential