

Service Delivery Policy

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This Service Delivery Policy applies to all employees of Plexus Medical Recruitment.

At Plexus, our medical and nursing background gives us a genuine understanding of the specific needs of clients and candidates.

We deliver results for our clients and candidates with absolute passion anchored in trust and respect.

We know that people place their future in our hands and we value this above all else.

Plexus Medical Recruitment will comply with the requirements set out in the RCSA Service Delivery Standard and all staff will comply with the RCSA Code for Professional Practice.

We will provide accurate and timely information to all candidates and clients regarding the progress of their applications.

We will respond to all correspondence within two working days.

We recognise the importance of privacy and the security of information and will abide by the Plexus Privacy Policy.

We are committed to providing quality candidates who are well screened and are appropriate for the role requested (does this cover marketing the candidate when there is no request?). The detailed screening interview will be used to insure identify is checked, experience and qualifications are reviewed and that detailed information on job preferences and locations are taken to ensure a “best” match is made.

We are committed to providing high levels of support to candidates throughout the registration and migration process

We recognise the importance of providing accurate processing time frames and start dates for both clients and candidates.

We recognise that all feedback can be used constructively and will gather information from all candidates and clients regarding improvements to the service we provide.

We understand that relocating from overseas can be a very stressful process and we will ensure that all candidates are collected at the point of arrival by a recognised Plexus representative and that contact is made with them within one working day of arrival by one of the recruitment/registration team. We will also provide a minimum of one nights accommodation for every candidate.

We will take a detailed job brief from clients so we have a clear understanding of the needs and requirements of the service and use this to match suitable candidates.

We understand that delays in processing are frustrating for clients and candidates and will ensure that all applications submitted via Plexus to the registration boards or assessment units are 100% accurate.

We will maintain regular contact with clients to ensure we have an accurate picture of their staffing requirements.

We aim to be the Recruitment Agency of choice for both clients and candidates across Australia and New Zealand and be recognised for providing a high quality professional service complimented by an eye for detail and a genuinely caring approach.