

RCSA Service Delivery Standard - Readiness Survey

The RCSA Service Delivery Standard (RCSA SDS:2010) establishes a benchmark for excellence in recruitment services. This self-assessment survey will give you an indication about how ready your business is for assessment against the Standard. Please print this survey, then complete each question by circling your preferred response. You can send the completed survey through to us so we can discuss how you can proceed.

“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 clear understanding of the services and benefits your customers receive from dealing with you? (service promise)	1 2 3
4	Is this service promise consistently reflected in all marketing materials?	1 2 3
5	Is this service promise consistently expressed by all consultants when speaking to clients and candidates?	1 2 3
6	Are all clients required to agree to written terms and conditions?	1 2 3
7	Does the business regularly check that the service provided matches what was agreed in the service agreement?	1 2 3

Section 2: Service Delivery		Your Response
8	Does the business have a manual, or a set of policies and procedures, which sets out how the business functions?	1 2 3
9	Are these policies and procedures regularly reviewed and updated?	1 2 3
10	Has the procedure for recruitment services been documented?	1 2 3
11	Does this procedure cover key aspects of recruiting including screening candidates, filling job orders, managing the candidate on placement etc?	1 2 3
12	Do all consultants, whether in the same office or across offices, follow this recruitment procedure?	1 2 3
13	Does management regularly check that the recruitment procedure is being followed, and proper records are maintained?	1 2 3
14	Has the procedure for managing payroll and invoicing been documented?	1 2 3
15	Is there an effective OHS system in place?	1 2 3
16	Are regular internal workplace safety checks conducted?	1 2 3
17	Are regular client site workplace safety checks conducted? (on-hire only)	1 2 3
18	Do all internal staff and candidates receive relevant safety training?	1 2 3
19	Are important documents such as policies, procedures and templates, effectively document controlled?	1 2 3
20	Does the business keep records of contact with clients and candidates? (paper and/or electronic records)	1 2 3
21	Do staff receive regular and relevant training updates to ensure their competency?	1 2 3

Section 3: Feedback		Your Response		
22	Does the business collect client feedback regularly?	1	2	3
23	Does the business collect candidate feedback regularly?	1	2	3
24	Does the business record all complaints and suggestions?	1	2	3
25	Does the business regularly analyse all feedback and complaints?	1	2	3
26	Does the business meet with major clients regularly to build relationships, discuss overall service levels etc?	1	2	3
27	Does the business regularly review services and procedures to explore opportunities for improvements?	1	2	3

Section 4: Benefits	
28	<p>What would you believe you will achieve by becoming certified in the RCSA SDS? Number the following statement in order of priority, with 1 being top priority.</p> <p>_____ Improve and clarify business systems</p> <p>_____ Certification for tender applications</p> <p>_____ Raise standard of performance for the business</p> <p>_____ Improve customer service</p> <p>_____ Recognition for service excellence</p> <p>_____ External validation of business processes</p> <p>_____ Improve industry's standing through self-regulation</p>

Section 5: Comments	
29	If you have any comments or questions please write here:

Name:	Company:
Telephone:	Date:
Email:	

Thank you for taking the time to complete this survey. You are welcome to send this through to Fathom Business Architects by fax to 61 3 9685 8241 (please call us beforehand), or mail to PO Box 268, Sandringham Vic 3191. We will contact you to discuss your results and how to proceed. We would love to hear from you if you just have some questions – please call us on 61 3 9585 8241 or email to info@fathombusiness.com.au.