

**Sample form, not for offline completion.**

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# Excellence in Client Service - New Zealand

**This award will recognise an organisation that has demonstrated outstanding leadership and commitment to excellence in client service.**

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## Start here

Nominee's Name (Organisation or Individual)

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## Eligibility

**RCSA Terms and Conditions** I have read, understood and agree to the Terms & Conditions listed under the Important Information tab [here](#).

I understand that the Chair (or Deputy Chair, should a conflict of interest arise) of the relevant RCSA Region Council will review the names of entrants who have applied for the Award with the purpose of identifying any areas of concerns for further investigation.

What is the nominee's **Corporate** Membership number (if applicable)? (optional)

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## Nominator Details

Please enter details for each person who is contributing to the entry **and** who may need to be contacted by RCSA throughout the verification and judging process.

Please click on 'Add contributor' to add the relevant contact details.

### Nominator Details

Name

Job Title

Organisation Name

Best Contact Number

Email Address

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## Demographics

What year was the nominee organisation established?

In what region(s) does the nominee organisation operate in?

- Auckland
- Bay of Plenty
- Canterbury
- Gisborne
- Hawkes Bay
- Manawatu-Whanganui
- Marlborough
- Nelson
- Northland
- Otago
- ...

Enter the number of FTE customer-facing employees (income producers) employed by the nominee organisation

If the number of staff have fluctuated throughout the year, please calculate the average number of FTE for the year 1 July 2023 to 30 June 2024.

Please note that this number is only for internal staff only, on-hire staff should not be counted in this number.

Enter the number of other FTE employees (non-income producers) employed by the nominee organisation

If the number of staff have fluctuated throughout the year, please calculate the average number of FTE for the year 1 July 2023 to 30 June 2024.

Please note that this number is only for internal staff only, on-hire staff should not be counted in this number.

Enter the number of permanent vacancies filled in the year between July 2023 and June 2024 by the nominee organisation

Enter the number of temporary/on-hire/contract vacancies filled in the year between July 2023 and June 2024 by the nominee organisation

Please provide an outline of the nominee organisation. Include information such as their specialisations, (optional) 100 words whether they manage mainly temporary or permanent candidates, or any other details that make the nominee organisation unique.

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## Criterion 1

**Before you start:** Have you checked out the [Guiding Principles for completing your entry?](#)

**Criterion 1: Describe what your agency does to deliver an outstanding service to clients.** In your answer we recommend you cover the distinct roles played by technology, client-facing employees, leaders, other employees and suppliers (if applicable). **25 Points** 500 words

**Your entry should cover information relevant to the period from July 2023 to June 2024.**

Any information relating to previous years may be included to demonstrate longevity of success however please ensure you distinguish what year(s) the data pertains to.

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## Criterion 2

**Criterion 2: List the corresponding documentary evidence** uploaded below pertaining to templates, policies, processes, training, and anything else that demonstrates consistency in client service delivery excellence across your company. **15 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Documentary Evidence 1 of 6



Upload Documentary Evidence 2 of 6 (optional)



Upload Documentary Evidence 3 of 6 (optional)



Upload Documentary Evidence 4 of 6 (optional)



Upload Documentary Evidence 5 of 6 (optional)



Upload Documentary Evidence 6 of 6 (optional)



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## Criterion 3

**Criterion 3: List up to 5 pieces of relevant objective evidence** that are uploaded below such as performance metrics or measures that demonstrate the high level of your client service (eg volume of jobs filled per client, market share of client's total vacancies, percentage of jobs filled, data on top ten clients as a percentage of total revenue and frequency of repeat business, time-to-fill data and any relevant feedback from feedback aggregators such as Recruiter Insider or Sourcr). **5 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Objective Evidence 1 of 5



Upload Objective Evidence 2 of 5 (optional)



Upload Objective Evidence 3 of 5 (optional)



Upload Objective Evidence 4 of 5 (optional)



Upload Objective Evidence 5 of 5 (optional)



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## Criterion 4

**Criterion 4: List up to 5 pieces of relevant subjective evidence** that are uploaded below, such as testimonials (videos are acceptable). If these testimonials contain detail of length of relationship, type, and volume of vacancies filled over a nominated time period, it will strengthen your submission. **5 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Subjective Evidence 1 of 5



Upload Subjective Evidence 2 of 5 (optional)



Upload Subjective Evidence 3 of 5 (optional)



Upload Subjective Evidence 4 of 5 (optional)



Upload Subjective Evidence 5 of 5 (optional)



Principal Partner

