



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