

# Quality, Compliance and Data Protection Policy

## Document Control

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- **Owner:** Kane Faulkner-Wild - Founder & Lead Consultant

## 1. Purpose

The purpose of this policy is to define the framework by which the organisation maintains consistent quality, regulatory compliance, and a commitment to continual improvement across all recruitment activities. This policy supports the delivery of a controlled, structured, and client-focused recruitment service aligned with recognised industry standards and recruitment sector best practice, including REC guidance.

## 2. Scope

This policy applies to all employees, contractors, and consultants engaged in recruitment activities. This includes all stages of the recruitment lifecycle such as candidate sourcing, assessment, selection, placement, and associated administrative and compliance activities.

## 3. Quality Management Approach

The organisation operates a structured approach to quality management based on the following principles:

- Customer focus and satisfaction (clients and candidates)
- Leadership, accountability, and defined responsibilities
- A process-based approach to recruitment delivery
- Evidence-based decision making
- Ongoing monitoring and improvement of performance
- Compliance with applicable legal and regulatory requirements

## **4. Recruitment Process Control**

A standardised end-to-end recruitment process is implemented to ensure consistency, fairness, and compliance. The key stages include:

### **4.1 Client Engagement and Role Definition**

- Structured consultation with clients to define requirements
- Validation and clarification of role specifications
- Agreement of scope, expectations, and recruitment criteria

### **4.2 Candidate Sourcing**

- Sourcing through approved and appropriate channels
- Application of fair, consistent, and non-discriminatory selection practices

### **4.3 Screening and Assessment**

- Structured candidate screening and interviews
- Skills and experience evaluation aligned to role requirements
- Objective assessment of suitability for client requirements

### **4.4 Compliance and Eligibility Checks**

- Right to work verification in line with UK legislation
- Completion of required compliance documentation
- Reference checks conducted prior to submission or placement

### **4.5 Submission and Placement**

- Only candidates who meet required criteria and compliance checks are submitted to clients
- All submission decisions are recorded within internal systems to ensure traceability and accountability

## **5. Systems, Documentation and Control**

The organisation utilises Salesforce as its primary recruitment and candidate management system.

The system is configured to support structured workflows and ensure:

- Consistent application of recruitment processes
- Completion of defined compliance checkpoints
- Traceability of recruitment activity from sourcing through to placement
- Secure storage of client and candidate information

All recruitment activity, documentation, and communications are recorded within the system to ensure a clear and auditable record of each assignment.

## **6. Data Protection and Compliance (UK GDPR)**

The organisation is committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Key principles include:

- Obtaining informed consent from candidates prior to submission to clients
- Maintaining a documented consent process as part of recruitment records
- Clearly communicating how personal data will be used during the recruitment process
- Processing personal data only for legitimate recruitment purposes

Appropriate technical and organisational measures are in place to protect personal data and ensure confidentiality, integrity, and availability. Access to data is restricted to authorised personnel only.

## **7. Performance Monitoring and Evaluation**

The organisation monitors service quality and performance through key indicators, including:

- Client satisfaction and feedback
- Placement success and retention outcomes
- Candidate engagement and experience metrics
- Adherence to defined recruitment processes

Any identified issues, complaints, or deviations from process are recorded, reviewed, and addressed through appropriate corrective actions to support service improvement.

## 8. Continuous Improvement

The organisation is committed to ongoing improvement of processes and service delivery. This is supported through a structured approach based on:

- **Planning** recruitment standards and objectives
- **Implementation** of defined processes and systems
- **Monitoring** performance and compliance outcomes
- **Review and improvement** of processes based on findings

Feedback, performance data, and operational insights are used to refine procedures and enhance service quality over time.

## 9. Training and Competence

All personnel involved in recruitment activities are required to maintain appropriate levels of competence through ongoing training in:

- Recruitment best practice
- Employment law and regulatory compliance
- Data protection and information security
- Internal systems, tools, and operational procedures

Training activity and completion records are maintained as part of internal compliance and quality records.

## 10. Governance and Responsibility

Overall responsibility for this policy and its implementation rests with senior management. All consultants and staff are responsible for adhering to defined procedures, maintaining accurate records, and ensuring compliance with internal processes and applicable regulations.