

# First Class HR Solutions

## Our Candidate Promise

Effective Date: 1st July 2023 (V2.2)

At First Class HR Solutions we are committed to providing an engaging candidate experience. We are on a mission to shake up the way that HR is viewed by both employers and employees. We believe in upholding these principles to ensure fairness, professionalism, and a positive experience for all candidates engaging with our services.

### Our Commitments To You

#### Equal Opportunity

We commit to providing equal opportunities to all candidates, regardless of their race, colour, religion, gender, sexual orientation, national origin, age, disability, or any other protected status. We will ensure fair and unbiased recruitment processes.

#### Confidentiality

We will handle all candidate information with the utmost confidentiality. We will only share candidate details with relevant stakeholders involved in the recruitment process and obtain candidate consent before sharing any sensitive information.

#### Transparency

We will provide clear and transparent communication throughout the recruitment process. Candidates will be informed about the selection criteria, interview stages, and any other relevant information pertaining to their application.

#### Timeliness

We understand the importance of time in the recruitment process. We will strive to provide timely updates to candidates, informing them about the progress of their application, interview outcomes, and next steps.

#### Professionalism

Our team will maintain a high level of professionalism in all interactions with candidates. We will be respectful, courteous, and responsive to candidate inquiries, ensuring a positive candidate experience.

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### **Feedback**

We believe in providing constructive feedback to candidates, even if they are not selected for a position. We will offer feedback on application materials, interview performance, and areas for improvement, helping candidates in their professional growth.

### **Candidate Engagement**

We will actively engage with candidates, keeping them informed and engaged throughout the recruitment process. We will promptly respond to candidate queries and provide necessary support.

### **Candidate Well-Being**

We will prioritise the well-being of candidates throughout the recruitment process. We will ensure that interviews are conducted in a respectful and non-discriminatory manner, considering any specific needs or accommodations requested by candidates. We will work with our clients to ensure that our candidates are treated with respect and the dignity they deserve.

### **Compliance**

We will adhere to all relevant laws, regulations, and best practices related to recruitment and selection. We will stay updated on changes in employment legislation and ensure our processes align with the legal requirements of the jurisdictions we operate in.

### **Continuous Improvement**

We are committed to continuously improving our recruitment processes. We will regularly evaluate our practices, solicit feedback from candidates, and implement necessary changes to enhance the overall candidate experience.

### **Diversity & Inclusion**

We recognise the value of diversity and inclusion in the workplace. We will actively seek candidates from diverse backgrounds and promote inclusivity in our recruitment efforts.

### **Partnership**

We strive to develop a strong partnership with our client organisations. We will work collaboratively, understanding their unique recruitment needs, and tailor our services to meet their requirements effectively.

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