



**WORKSOURCE**

A division of 4TH DIMENSION TRAINING CONSULTANTS (PTY) LTD

# COMPANY PROFILE

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## 1. COMPANY PROFILE

### 1.1 WHO ARE WE?

Established in 2005, Worksource is a recruitment consultancy dedicated to placing quality personnel with quality employers.

Driven by our passion for people, our philosophy is to develop close, long-term, people focused partnerships with clients and applicants in order to **provide complete staffing solutions across industry**. Comprising several specialist divisions, we recruit across the spectrum from management to entry-level positions; both nationally and internationally.

Renowned for our genuinely refreshing approach to recruitment, we value our clients and believe the only way to support them is by working in partnership to fully understand their culture, environment and objectives. This enables us to provide truly tailored consultative staffing solutions and be viewed as an extension of their business, no matter what size their recruitment needs may be.

#### Our areas of specialisation include, amongst others:

- ✓ Secretarial & Office Support
- ✓ Banking & Finance
- ✓ Contact Centres
- ✓ Public Sector
- ✓ Pharmaceutical and Healthcare
- ✓ Retail
- ✓ Sales and Marketing
- ✓ Hospitality, Tourism & Leisure
- ✓ Human Resources
- ✓ Information Technology
- ✓ Technical, Production and Electronics
- ✓ Manufacturing and Engineering
- ✓ Motor Industry and Transport

#### Service Offerings

We supply a wide range of customized, innovative staffing solutions. Each solution is made to measure and built for the specific demands of our client's business. These can include:

#### Recruitment Solutions

- ✓ Permanent Placements
- ✓ International Strategic Alliance Partner
- ✓ Recruitment Campaign Management
- ✓ Advert Response Handling
- ✓ Retrenchee Placement Service

#### Associated Value Added Services

- ✓ Payroll Solutions
- ✓ Assessment Services
- ✓ Training Solutions
- ✓ HR Policy and Documentation



## 1.2 **OUR TEAM**

We like to keep our own staff happy, skilled and motivated too. It starts with us being particular about who we hire. If they're not passionate about people and have a customer service focus they are not right for us.

We make a major investment in our consultant's growth and success, and expect them to do the same for their clients. From the outset, they understand it is their job to meet you regularly and build up a thorough understanding of your company. This means we can make more accurate recommendations and fill your requirements in less time. Your needs constantly evolve as you strive to keep ahead of the competition - You're much better off supported by someone who understands and is committed to your business.

## 2. **PORTFOLIO OF SERVICES**

### 2.1 **Staffing Solutions**

We supply a wide range of customized innovative staffing solutions. Each solution is made to measure and built for the specific demands of our client's business. These can include:

#### 2.1.1 **Permanent Placements**

The Employment Equity Act and other current legislation has made it imperative that all recruitment organizations and their clients involved in the recruitment and selection of staff, follow a procedurally fair and non-discriminatory process of identifying the best possible candidates for any position.

Worksource is one of only a few leading agencies dedicated to following a process of Competency Based Job Analysis and Interviewing. This process focuses on applicant's productivity and our clients' required outcomes for a position. Through a thorough brief, which identifies and analyses our clients' unique requirements and after a focused screening and behavioral interviewing process, Worksource is able to source and identify that set of characteristics and experience of an applicant that will ensure long-term results.

We can confidently assure our clients of the highest possible placement success of candidates at all levels.

#### 2.1.2 **International Strategic Alliance Partner**

South African skills are in demand worldwide. Worksource knowledge of the marketplace and proven ability to attract high caliber applicants has proved invaluable to our international client base. Worksource is able to offer a truly customized solution, which covers the entire spectrum of recruitment. Additionally, we can offer a full service relating to travel arrangements, work visa applications, medical and criminal clearances, to name a few.

#### 2.1.3 **Recruitment Campaign Management**

Worksource can be retained to handle an entire recruitment campaign customised to your specific requirements. This can vary from one single position to multiple positions for the opening of a new department or company.

This can incorporate advert response handling, competency based interviewing, designing and running assessment centers, compiling a short-list of candidates, reference checking and negotiating offers of employment with successful candidates.



#### 2.1.4 Advert Response Handling

Worksource offers a multi-level advert response handling service, which can be structured in a variety of ways and customised to your exact requirements. This may include compiling the advert, recommending the most appropriate media, receiving and short-listing CV's.

All candidates responding to an advertisement are exclusive to you and those unsuitable for the positions are handled with professionalism and diplomacy, thus saving you the administrative demands of processing applications and rejecting unsuccessful candidates.

#### 2.1.5 Retrenchee Placement Service

For companies who are in the unfortunate position of having to retrench staff, we will assist by trying to place staff in alternative employment. This is a FREE service. Where possible, contact us well ahead of termination date and be assured of our confidentiality at all times.

### 2.2 Associated Value Added Services

#### 2.2.1 Payroll Solutions

Worksource is able to offer a totally outsourced payroll function suitable for organizations that do not have, or do not want, expensive, labour intensive and highly specialized payroll facilities of their own.

Our payroll division provides a totally reliable service using the latest systems. We offer a service from timesheet through to payment encompassing all manner of payment and deductions including: hourly wages, salaries, weekly, fortnightly, monthly and annual payments, bonuses, etc. Payments are made directly into bank accounts. We are also able to produce a variety of reports and departmental analysis.

#### 2.2.2 Assessment Services

As part of the selection process Worksource is able to set-up and manage customised assessment centres for the evaluation of all categories of personnel. These help our clients to enhance their own recruitment processes and supports activities as diverse as volume recruitment for the establishment of a new company/department to the evaluation of short-listed candidates.

Psychometric testing and assessment centres form an integral aspect of the selection process that inform acquisition and placement decision making as they serve as predictors of work behaviour provided they are conducted professionally and ethically. Only instruments and methods approved by the Health Professions Council of South Africa (HPCSA) as reliable and valid measures are administered. Only qualified, HPCSA registered psychologists conduct Worksource assessment services.

Profiling potential candidates provides an indication of:

- Person-job fit
- Strengths and training needs
- Learning and development potential
- Organizational fit



### **Staff Selection and Development Assessments**

Assessments centres are customised according to the category and level of staff required , serving to quickly and economically capture suitable candidates in the case of volume recruitment or provide a more comprehensive evaluation of short-listed candidates for specialized or senior positions.

### **Leadership Assessments and Development**

Aimed at junior to senior management level employees, assessment centres are administered to evaluate psychological and behavioral competencies and potential relative to the organization's strategy and objectives. Identifying developmental needs then form the basis for career management, succession planning and other interventions such as mentoring and coaching. The leadership development programme is an additional option to facilitate effective behavioral skills and enhance impact.

### **Organizational Diagnosis and Development**

As the strategic direction of the organisation evolves, its structure, process and resource need to be aligned and be supportive of its intentions. Inefficiencies can prevent the achievement of set objectives but as the size and complexity of the organisations functions increase, these inefficiencies tend to be elusive yet seriously impact on productivity. Using action research methodology, a systematic diagnosis can be made and areas for intervention and support can be identified.

**General psychological services** at work are provided at hourly or daily rates and include career counselling, workplace counseling (general, HIV, trauma) stress management and well-being.

#### 2.2.3 Training Solutions

Through our association with a leading Training Provider we are able to offer customized world-class learning solutions thereby making people the key competitive advantage of the economy and improving the quality of life for all. Through our associate training company we are able to offer customized training solutions within the contact centre, retail, telecommunications, financial services, hospitality, labour recruitment and public sector industries.

#### 2.2.4 HR Policy and Documentation

As a further service, Worksource is able to assist you in drawing up essential staff documentation, e.g.

- ✓ Letters of Appointment / Contracts of Employment
- ✓ Restraint of Trade Agreements
- ✓ Employee Handbooks
- ✓ Disciplinary and Grievance Procedures



3. **RECRUITMENT PROCESS**

3.1 **Introduction**

We acknowledge the diversity of today's workforce and embrace a non-discriminatory approach to recruiting.

Our dedicated Consultants will obtain a thorough brief, which identifies and analyses our clients' unique requirements together with core competencies and outcomes for the position. When we take a brief we want to find out not only what the position means on paper, but also in practice.

After receiving the brief our Consultants will design a solution that will deliver the right person in the shortest possible time.

3.2 **Recruitment Procedure**

<b>Sourcing of Candidates</b>	<p>Our candidate resourcing strategies are continuously evaluated to ensure the highest caliber of candidates are always available. Some of the methods used are:</p> <ul style="list-style-type: none"><li>✓ <b>Database Search</b> - we provide a shortlist of suitable candidates from our extensive database of active applicants all of whom have been evaluated and interviewed in depth.</li><li>✓ <b>Referrals from friends or colleagues</b> - a considerable number of candidates are exclusively registered with us, in particular for temporary assignments. This means that we have a pool of reliable candidates whose performance has been proven.</li><li>✓ <b>Advertising</b> - Dependant on the nature of the position, Worksource will run an advertising campaign in specific targeted media. All advertising responses will be screened and our standard recruitment procedure followed.</li><li>✓ <b>Networking</b> - we are in constant contact with key institutes and industry specific forums to source appropriate candidates.</li><li>✓ <b>Website</b> - candidates can apply directly on line through our website.</li></ul>
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## Registration of Candidates

- ✓ **Preliminary Screening** - our success stems from our thoroughness in finding out as much as possible about each person and what they are looking for. This means that candidates submitted to clients have been fully vetted to ensure the best possible match saving valuable time and money.

All applications are dealt with in confidence. A preliminary screening of candidate's skills and experience is undertaken based on specific competencies to ensure that only our consultants interview the most suitable candidates.

- ✓ **Candidate Registration Forms** - as part of the registration process all candidates are required to complete and sign a registration form detailing information on education, professional qualifications, and career history. This also gives us consent to check references and credit history.

- ✓ **In-depth Face to Face Interview** - during a face-to-face interview all candidates are assessed on:

- Career history
- Measurable past performance
- Role suitability and career requirements
- Organizational fit
- Appearance and presentation
- Personality and communication skills
- Current remuneration and salary expectations

Interviewing is conducted in a manner, which is fair, objective and job related. Work records as well as reasons for leaving are established and as far as possible, skills verified.

- ✓ **Obtain Telephonic References** - comprehensive telephonic reference checks are undertaken and only those candidates with the most suitable skills and abilities to perform the required duties will be registered and referred.

We ensure adherence to all levels of referencing required by our clients and are able to adapt any process to meet client requirements.

- ✓ **Other Background Checks** - we will perform credit and criminal background checks on candidates at our client's request and with the consent of the candidates.



<p><b>Compilation of Short-list and Submission of CV's</b></p>	<p>After intensive screening a shortlist of candidates is drawn up. A comprehensive Curriculum Vitae is compiled for each suitable candidate. These applicants will be contacted and the job will be discussed with them to ascertain their interest and availability.</p> <p>A final selection will be made and our recommended applicants CV's will be sent to you. Our highly trained consultants are able to provide additional comment on each candidate's suitability in terms of your job specification.</p>
<p><b>Co-ordination of Assessment Centers</b> <i>(optional)</i></p>	<p>As part of our value added service we are able to set-up customized assessment centers for the evaluation of candidates. A full range of psychometric tests are available to objectively assess competencies and facilitate judgments regarding potential career success and future training needs.</p>
<p><b>Co-ordination of Interviews</b></p>	<p>Once you are completely satisfied with the Curriculum Vitae, which have been submitted, interviews can be arranged at a convenient time and location. This will provide you with the opportunity to personally evaluate each candidate and make the final decision with regard to job suitability.</p> <p>For temporary positions, candidates whose skills match the job specification are placed without interviews with the Client; the Consultant will confirm this with the client upon receiving the order.</p>
<p><b>Negotiation of Offer</b></p>	<p>Once you have chosen the successful applicant we will negotiate offers on your behalf.</p>
<p><b>Follow-up</b></p>	<p>Once you have selected a candidate, Worksource will continue to maintain monthly contact to ensure placement success.</p>



4. **TERMS OF BUSINESS**

Our standard terms and conditions for the placement of permanent staff are attached. Exclusive rates can however be negotiated.

For the placement of temporary staff our fees are based on the skills and experience of each candidate as well as the nature of the job required. These are determined for each assignment and in agreement with you.

Our fees for any other service are based on client requirements and quotations will be submitted on request.

5. **WHY CHOOSE WORKSOURCE?**

- 5.1 **Long Term Client Partnerships** – we value our clients and are interested in building long term people focused partnerships, not short term gain.
- 5.2 **Tailored and Flexible Approach** - we recognize that all clients are unique and strive to develop innovative tailored solutions to meet specific requirements. After all “your business is our business”.
- 5.3 **Specialist Divisions** - through our numerous specialist divisions we are able to supply a comprehensive staffing solution which negates the need for Clients to source from numerous specialist suppliers.
- 5.5 **Value Added Services** – we are always attentive to our client needs and have expanded our portfolio of services to include a range of associated services.
- 5.6 **Our Team** - are selected for their extensive experience, customer service focus and enthusiasm. Ongoing training ensures that remain proficient and up to date with changing legislation and human resource best practices.
- 5.7 **Recruitment Process** - we follow non discriminatory recruitment and selection processes. All candidates are thoroughly interviewed by our experienced consultants and background checks are completed prior to placement.
- 5.8 **Database of Candidates** - our extensive and continually expanding database of candidates, provides our clients with immediate access to top quality candidates.
- 5.9 **Peace of Mind** – we provide a written indemnity contract and accept full liability in terms of Section 198 (4) of the Labour Relations Act.
- 5.10 **Financial Stability** – we are financially secure so clients can be assured that all temporary staff will be paid promptly.

