



Change Recruitment

Change Academy R

The Change Academy R (R standing for recruitment) is a 21-step programme to recruit a specific level of staff across a dealer network. This can be managed and controlled through the Motor Dealer Group, a Supply Company or the Motor Manufacturer. This programme ensures that the quality of recruit is standardised and improved. It is made up of modules that can be chosen to personalise the programme to the Client's requirements. It is monitored through a Service Level Agreement that can be tailored to a Client's needs. Quite simply, this programme is the most comprehensive and more importantly, cost-effective recruitment solution for staff recruitment in the Motor Industry today.

Fee Structure

- An advertising budget per month is agreed in the SLA
- A fee per placement is agreed in the SLA
- A payment period is agreed in the SLA
- A free replacement period is determined and agreed in the SLA

Free Replacement Period

If the candidate leaves within the stated free replacement period we will provide a further shortlist, and if one of these candidates is subsequently selected, no further fee will be due.

Payment Terms

- Advertising / artwork costs are payable prior to booking
- If agreed, this is invoiced monthly in advance
- Payment within seven days of invoice
- If business expenses have been agreed, these will become payable at the conclusion of the process and will be supported by VAT receipts
- VAT charged at the prevailing rate

Notes

- The Academy R programme can be complimented by the Academy T programme to provide a full recruitment and training process for new staff



Academy Programme

- An advertising budget is agreed with the client based upon the current specific position staff level, the turnover and the anticipated number of vacancies per year. The full advertising program is then planned for a twelve-month period. We will provide all of the ad-copy and utilise our own and the client's logo's and artwork. The styles and layouts used will be confirmed prior to commencement
- A fee per specific position is agreed based the clients requirements and this fee becomes payable when a new person starts with the client company
- This fee can be paid within seven days, which provides a three-month free replacement. Alternately, this fee can be paid over a twelve-month period, which will increase the free replacement to twelve months. This is based upon the fee being divided by ten and multiplied by twelve effectively adding interest
- All candidates can either register online through www.iwantachangenow.com (or this can be tailored to www.clientname.iwantachangenow.com), through a tailored web page that will list all of the vacancies the client has or by telephone to a dedicated client phone number. This candidate data is received and marked with the client code
- The candidate is called within an agreed period by a Partner who conducts a telephone interview, amassing all of the basic CV details (to complete the candidate record)
- The candidate is then 'bull-penned' for the client and is identifiable by the client code
- If a candidate stands out then a Partner interview is conducted as a matter of course
- Working on a pro-active basis, any exceptional candidates will be communicated to the relevant client line manager so that good candidates are never missed
- When a specific position vacancy arises, the client can notify us by either a telephone call (to the dedicated client number), an email, by fax or through changeme.
- Within an agreed timescale, the relevant Partner calls the client to clarify the specific position vacancy details and to pre-book the client's Interview dates
- Within an agreed period, a shortlist is supplied to the client of 'bull-penned' candidates - If the client requires to see a pre-Interviewed candidate, this is arranged immediately and coordinated by the Partner, if a candidate has not been pre-interviewed then based upon the clients selection, the candidate will be interviewed within an agreed number of days and then put forward for Interview
- All line managers within the client will be offered a 'Recruitment Skills' one-day workshop - This can be paid for out of a central head office budget or by the site, the price, locations and frequency will be confirmed



Academy Programme (continued)

- The client will also be offered an interview service whereby we can interview potential specific positions that apply directly to the client for an agreed fee. If appointed, there will be no further fee payable
- We can provide a communication service to the client for all candidates that apply direct to the client who are deemed unsuitable for employment
- We can assist the client's line managers in their own Interview process – this can be anything from helping with the questioning to sitting in on the Interview
- If a specific position is successfully recruited then the Partner maintains the contact until the person has successfully started, this includes resignation and counter offer counseling
- If required, we can provide specific position job descriptions, joining letters and reject letters for the process
- If a candidate is 'bull-penned' and there is not an immediate opportunity for them, they may be considered for other vacancies that we have. If this is the case, and if this leads through to a successful placement then 10% of the fee is off set in the form of a credit to the client. This money could then be offset against either the advertising budget or against further placements
- If the client has a specific position that they are letting go, or that has resigned without a position to go to, their details can also be added to the client bull-pen, if they are subsequently placed with a another client then 10% is again offered in the form of a credit
- If necessary, we can offer a full candidate reference service
- The entire process can be managed through the changeme service available on the website

Client Benefits

- Recruitment is controlled across all sites in a more efficient and professional manner resulting in less 'down time'.
- All Candidates that approach a Client will as a minimum standard be telephone screened and will always receive follow up information regarding their application through our changeme web based system
- When Candidates are told that their details are 'put on file', they will be
- Candidates that are not selected will have a greater perception of the Client because of this process, heightening the 'word on the street' about the Client
- When good Candidates approach us, each Client site will be made aware of them so that there is more chance of the group as a whole appointing them
- The Advertising Budget could effectively be paid off by our successful placement of rejected Candidates
- The Interview Training will increase the skills of the line managers in running recruitment processes, this in turn will lead to greater staff retention



Change Service Level Agreement

Client Name	
Job Title / Turnover / Vacancies Per Year	
Fee Per Placement	
Advertising Budget / Payment Timing	
Fee Payment – Monthly / One Off	
Free Replacement Period	
Service Level 1 – Candidate Call	Hours
Service Level 2 – Vacancy Confirmation	Hours
Service Level 3 – Shortlist Supplied	Hours
Service Level 4 – Candidates Interviewed	Days
Recruitment Skills Workshop Y / N	Number / Fee
Interview Service Y / N	Agreed Daily / Hourly Rate
Job Description / Joining Letter Y / N	
Signed / Job Title	
Date	



Change Recruitment Terms and Conditions

1. The following Terms and Conditions (the Terms) constitute the entire contract between Change and any subsidiary, associated company or partner (the Company) and any person, organisation or company (the Client) who employs an applicant introduced by the Company (an Applicant). No variation of these Terms will be binding upon the Company unless such variation is in writing and is signed by a Director or Partner of the Company.
 2. The Company's fee for the introduction to the Client of an Applicant employed by the Client shall be as detailed. Notwithstanding, the minimum fee in respect of all placements will be £X unless otherwise confirmed in writing by the Company.
 3. Where a Client instructs the Company to find an Applicant, the Client shall pay at the time of instruction either any costs attributed to a specific advertisement or any agreed advance payment or payments whether or not it leads to an engagement. The instruction shall be deemed to exist until its withdrawal is confirmed to the Company in writing. This payment is not refundable.
 4. If an Applicant introduced by the Company is employed by an associated company or organisation of the Client or any one to whom the details of the Applicant have been passed by the Client the fee set out will be payable by the Client who shall, for the purposes of these Terms, be deemed to have actually employed the Applicant. Further, if an Applicant is employed by the Client in a position other than the initial position agreed then the Company would charge the Client in accordance with the level at which the Applicant has been employed as detailed in clause 2.
 5. If an Applicant is employed by the Client (or deemed to be employed by the Client for the purposes of clause 4) within twelve months of the date upon which the Company introduced the Applicant to the Client, a fee in accordance with clause 2 will be payable.
 6. The Company does not recognise trial periods for Applicants. If an Applicant leaves the Client's employment within the first ninety days then a shortlist of further Applicants will be provided. If the Client then subsequently employs one of these Applicants, then no further fee will become due. No such replacement will however be made unless the following conditions have been fulfilled.
 - a) The invoice has been paid within the specified period in full.
 - b) The Company has been notified in writing within seventy-two hours of the Applicant giving or receiving notice or of the employment actually terminating if no notice is given or received.
- Any further advertising placed at specific request of the Client will be invoiced separately and such invoices must be settled within seven days of the date of invoice irrespective of the date of insertion of the advertisement.
- If the Client re-engages the Applicant within twelve months of termination then a fee in accordance with clause 2 will be payable for the replacement Applicant.
7. These Terms shall apply in the event of a Client employing or being deemed to employ any employee of the Company.
 8. The Client is solely responsible for taking up an Applicants references and for satisfying itself as to the suitability of an Applicant for any vacancy. The Company cannot accept responsibility for any statement or representation made about an Applicant, whether or not in writing, nor can it accept responsibility for any loss, expense, damage incurred directly or indirectly by the Client in respect of any Applicant.
 9. For the purpose of these Terms an Applicant shall be deemed to be employed by the Client whether engaged under a Contract of or for Services.
 10. An Applicant shall be deemed to have been introduced to the Client by the Company notwithstanding the fact that the Client already knew the Applicant.
 11. The Terms shall be deemed to be accepted by and binding upon the Client upon any Applicant being interviewed by the Client or upon offer of employment being made by the Client to an Applicant which ever shall first occur.
 12. For work performed on behalf of UK registered companies all amounts invoiced will be subject to VAT payable at a rate of 17.5%.
 13. The fee becomes payable within seven days of an Applicant commencing employment with the Client. The Invoice will be submitted to the Client upon the Client making an offer of employment to and the Applicant accepting an offer from the Client. The Company reserve the right to charge interest on fees overdue by more than seven days at the rate of 3% per annum above the basic rate of HSBC Bank Plc accruing from day to day from the date payment is due until payment in full.