

# TO BLACKLIST OR NOT TO BLACKLIST

*...that is the question?*



APSO regularly gets calls from members who, frustrated in their dealings with clients, candidates, or other recruiters, ask if APSO can create a 'Blacklist' that will alert other members. We appreciate the frustration felt by members in dealing with people who 'use and abuse' our industry so this matter has been debated vigorously and thoroughly investigated. Unfortunately, it is not feasible. There are many practical challenges in setting up such a system which is also fraught with legal difficulties.

To assist members, we've covered the most common issues and some ideas on how to mitigate your risk and avoid the stress.

## *Unreliable Candidates*

Most recruiters will, at least once in their career, experience a candidate failing to arrive at an important client interview or providing inaccurate information. If this seems to be happening regularly, it's time to take a closer look at your recruitment processes.

Ensure that you educate your candidates at the outset, explaining what you expect from them in terms of communication, reliability and honesty and remember that this goes both ways – live up to your promises to create a mutually beneficial relationship. Talk to your candidates about the importance of being honest and maintaining their reputation and yours by behaving appropriately throughout the recruitment cycle.

If you're being stung by counter-offers then you need to assess your process of handling this with candidates. APSO has a range of tools and information, including a pre-recorded interview and templates, to assist. Simply drop us an email asking for it.

Of course, you should also conduct the necessary verification checks to assess the candidate against criminal records and/or adverse credit history. These databases exist as they are based on factual information that is verified before being included. Just make sure that you only utilise this information in accordance with applicable legislation.

## *Problem Clients*

When times are tough it's tempting to accept any job spec that comes our way without properly vetting the new client. Remember that you need to discuss your service offering and agree to the terms of business by signing on the dotted line before you start recruiting. Unlike other product-based businesses, we cannot retract our service (or the candidate) if the client refuses to pay after you've made the placement.

Consider running a credit check on the company ahead of time to assess their ability to pay and ensure that any payment terms are agreed up front and reduced to writing to ensure that if necessary, you can take action against the client for any breach.

## *Poor Performers (Recruiters)*

It amazes me that many recruitment owners recruit for their own businesses without following due diligence. They simply rely on "gut feel" and wonder why they get caught out. Always conduct reference checks to ensure that you're not employing someone who has proven to be unsuccessful in this industry or worse still, run off with their previous employers' database. And, if you're worried about restraints of trade, remember to respect any agreement entered into as you would expect of someone working for you.

## *Unscrupulous Agencies*

Whether APSO members or not, there are agencies out there who will cut corners, including forwarding CVs of candidates direct from job portals without their permission. Whilst there isn't much anyone can do to stop this type of poor recruitment, we can all do our bit to educate clients and candidates about their rights.

Let candidates know that they have a right to be asked permission before their CV is sent anywhere, and then practice what you preach. Explain to candidates that it isn't actually beneficial to them to give permission to more than one agency for the same position. Why not utilise a letter of representation to clearly record that the candidate has only given you permission for that specific role at that specific client? APSO has a template available on request.

And, if you come across an APSO member who is not following the Code and meeting the expected levels of professionalism, report them. APSO cannot be in each member's office and so relies on reports of non-compliance to investigate and to take the necessary action. In addition to investigating these reports APSO is continuously working towards educating clients and candidates about their rights and what they should reasonably expect in terms of service from our industry.

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