



## PRIVATE EMPLOYMENT AGENCY INFO PACK

**APSO | Federation of African Professional Staffing Organisation**  
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[www.apso.co.za](http://www.apso.co.za)

**apso**  <sup>TM</sup>  
federation of  
african professional staffing organisations



# APSO Background

## APSO – The Federation of African Professional Staffing Organisations is committed to the professionalisation of the Staffing industry.

APSO has been in existence since 1977, establishing and managing professional standards for all stakeholders. A proud member of the World Employment Confederation (WEC), APSO is also a member of the Confederation of Associations in the Private Employment Sector (CAPES), the South African Chamber of Commerce & Industry (SACCI), and the Ethics Institute of South Africa.

### We are driving Professionalism on Four Business Pillars:



**Staffing Law & Advocacy:** - Whether it's being heard at NEDLAC and forums on national policies affecting the staffing industry, commenting to the news media, or developing strategies to promote professionalism, APSO works hard to expand business opportunities, promote a positive image to a wide range of publics and protect members from legal liability.



**Professional Development:** - APSO has been registered by SAQA as a Professional Body. In addition to the three Professional designations, APSO offers the APSO Entrance Exam, Training Workshops, e-Learning as well as a National Conference and Indabas. APSO offers quality, affordable Continuous Professional Development (CPD) opportunities to expand and improve recruiter performance.



**Knowledge & Support:** - APSO provides regular communication about relevant matters that is accurate, timely and trustworthy. While you concentrate on running your business, APSO will keep you informed on the latest developments affecting your business. APSO provides guidance, consulting services, toolkits, preferred suppliers and resources to help your business remain profitable.



**Ethics & Best Practice:** - APSO supports members to ensure legal compliance, professional standards of operation and adherence to the APSO Code of Ethics and Codes of Best Practice. Membership is contingent on compliance, and as a result, many client companies choose to work only with APSO members.



# APSO Represents

APSO represents more than **700 individual PrEA businesses** with offices across South Africa

Our PrEA members offer a variety of staffing services from permanent recruitment, to advertising response and temporary employment services (TES) and operate in **all sectors of the economy**

We are proud to say that nearly **80%** of our membership is made up of SME businesses, many of whom are black-owned

The Private Employment Sector, including **Temporary Employment Services (TES)**, is a significant contributor to the South African economy. In addition to facilitating smooth transitions for workers between jobs, and assisting employer companies to remain competitive in tough economic times, it is also one of the largest contributors to skills development in the country

APSO members introduced 5.4 million people to the world of work since 2000

Agency workers spend less time looking for work, 90 days, compared to a staggering 806 days (2 years 3 months) for the average South African job-seeker

Gateway to the world of work: Profile of work seekers/candidates

- Never previously employed: 50%
- Youth aged 18 – 35: 75%
- Previously disadvantaged: 82%

Average of 994 000 people deployed (via TES) on a daily basis

Of those initially employed as a temp, each year significant numbers are permanently deployed:

- 30% within 1 year
- 42% within 3 years

One of the largest contributors in to skills development – R 450 million paid over in skills levies

APSO are well respected internationally, and hold the seat for Africa and the Near East on the Board of the **World Employment Conderation (WEC)** actively involving ourselves in international initiatives to drive professionalism for our industry.

APSO is a proud member of the **South African Chamber of Commerce & Industry (SACCI)** and regularly participates on various committees and initiatives.

[www.sacci.org.za](http://www.sacci.org.za)

Since 2008, APSO has been a member of the Ethics Institute of South Africa, who have vetted our Code of Ethics procedures. Regular contact with them ensures that our internal procedures for managing best practice and ethics amongst members is on par with local and international best practice standards.

[www.ethicsa.org](http://www.ethicsa.org)

As a founding member of the Confederation of Associations in the Private Employment Sector (CAPES), APSO is actively involved in lobbying and advocating industry initiatives through forums including Business Unity South Africa (BUSA), NEDLAC, Services SETA and National Skills Authority (NSA).

We are members of: | SACCI | WEC  
Ethics Institute of SA



# PROFESSIONAL DESIGNATIONS

Each of these designations is aligned with various levels of experience gained in the industry.

## ISP INDIVIDUAL STAFFING PRACTITIONER

**Workplace Experience** minimum 6 months  
**Academic Qualification** Matric/ NQF 4 (or equivalent) **Industry Knowledge Assessment** Entrance Exam (75% pass)



## ISP<sub>r</sub> INDIVIDUAL STAFFING PROFESSIONAL

**Workplace Experience**  
minimum 5 years  
**Academic Qualification**  
NQF 4 (or equivalent)  
**Industry Knowledge Assessment**  
Board Exam (75% pass)



**Workplace Experience**  
minimum 3 years  
**Academic Qualification**  
NQF 5 (or equivalent)  
**Industry Knowledge Assessment**  
Board Exam (75% pass)

## ISM INDIVIDUAL STAFFING MASTER

**Workplace Experience**  
minimum 10 years  
**Academic Qualification**  
NQF 6 (or equivalent)  
**Industry Knowledge Assessment**  
Research Report and Panel Interview





## APSO MEMBERSHIP

APSO membership is dependent on confirmed compliance and runs on an annual subscription fee basis. Membership is **not guaranteed**, irrespective of previous membership tenure, and is based on the applicable membership application and approval processes.

Fees are payable in advance and the full schedule is included hereunder:

### FULL MEMBER

A Full Member is considered to be the Head Office of the business and includes the core staffing activity of the business, i.e. permanent or Temporary Employment Services (TES).

### ADDITIONAL BRANCHES

A Branch Member is considered to be any branch office of the Full Member and includes any office that operates staffing services, even if these are simply to collect timesheets for a national client.

According to section 7.2.5 of the APSO Constitution: "Members shall be required to register all branches as Branch members." All branches are therefore required to be registered with APSO.

### ADDITIONAL SERVICE FEE (TES)

If your company operates in more than one area of staffing, i.e. permanent and Temporary Employment Services (TES), you are required to pay the annual section fee. This fee is payable only once per year and covers the Head Office and all branches.

## Application Cycle



If you fail to renew your membership after the first year, you will be required to re-apply and all formal application processes, site inspections and associated application fees will become enforceable.

## Application Fee

APSO levies an application fee to cover the costs associated with ensuring full compliance by the applicant company. This includes assessment of relevant company documentation and an on-site inspection.

As all members receive access to the same benefits including long standing goodwill and advocacy paid for by members over the last decades, a graded fee is applicable based on the applicant company's time in operation as a staffing business.

The non-refundable application fee is payable in advance. Once your application has been received by the APSO Head Office, an invoice for the application fee will be generated and sent to you. The application process will not continue until the application fee has been paid in full.

Please note this fee is non-refundable if your application is unsuccessful or you withdraw for any reason.

- The first year's subscription is payable in advance and must be paid on presentation of the invoice, ahead of the approval of the membership at the APSO Board meeting. Should the member be refused, the subscriptions will be refunded in full.
- From the second year of membership you have the option to pay your subscriptions via debt order, for a small administration fee, over a 2 – 10 month period. Contact APSO Head Office and our Accountant will explain the process to you.
- Subscription fees are calculated on the structure of your business to ensure equitable fees across members of differing sizes. Depending on your company's expansion/contraction, these may alter from year - to - year. Subscription fees are non- refundable should you decide to cancel your membership during the course of a membership period.
- Your subscription will be invoiced to you on the anniversary month of you joining APSO each year.

# COMPLIANCE CHECKLIST

## Who qualifies for membership?

Staffing companies that wish to apply for membership must meet all the following criteria:

Key:  View only  Provide Copy

COMPLIANCE REQUIREMENTS	EVIDENCE REQUIRED	
<b>LEGAL &amp; STATUTORY COMPLIANCE</b>		
These requirements are clearly established within existing legislation. They are non-negotiable.	<ul style="list-style-type: none"> <li>• Company registration documents (CK)</li> <li>• Annual Return issued by CIPC</li> <li>• Tax Clearance Certificate issued by SARS</li> <li>• Letters of Good Standing from:               <ul style="list-style-type: none"> <li>◦ Compensation Commissioner</li> <li>◦ UIF</li> </ul> </li> <li>• Valid PEA Certificate issued by Dept of Labour</li> <li>• BBBEE Certificate*</li> <li>• Employment Equity plan (for past 12 months)</li> <li>• Annual Training Report ( for past 12 months)</li> <li>• Workplace Skills Plan (for coming 12 months)*</li> <li>• Proof of PAIA manual on your website</li> </ul> <p>*Note: Not required if you are exempt as defined within legislation</p>	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<b>REGULATED SECTORS</b>		
These requirements are applicable to companies that operate in regulated sectors, i.e. Bargaining Council, under Sectoral Determinations or the Nursing/ Health Professional Council.	<ul style="list-style-type: none"> <li>• Confirmation, via Affidavit that you operate in accordance with the BCEA or applicable regulated sectors*</li> <li>• Proof of registration with the appropriate Council/s</li> <li>• Evidence of good standing in respect to payments via Letter of Good Standing (or affidavit if not audited)</li> <li>• Audit reports issued by the Council/s (if applicable)</li> <li>• Or if appropriate, the Action Plan you've created to address issues contained within a Compliance Order</li> </ul> <p>*Note: Non-negotiable. The rest depend on the sector you operate in</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<b>APSO MEMBERSHIP INFORMATION</b>		
This information must be completed at the outset and updated annually to ensure that you receive the full benefit of membership.	<ul style="list-style-type: none"> <li>• Successful completion of profile update on APSO website – this will take place once your application has been processed</li> <li>• Latest copy of your Company Profile indicating services</li> <li>• List of all branches including primary contact per branch</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>
<b>ETHICS COMPLIANCE REQUIREMENTS</b>		
All members are bound by the APSO Code of Ethical & Professional Practice. These requirements are clearly stipulated therein.	<ul style="list-style-type: none"> <li>• Confirmation, via Affidavit, that your recruitment methodology/processes are aligned to the APSO Code and that your staff members have read &amp; signed the Code</li> <li>• Submission of contact information for the person responsible for handling any complaints that may be lodged with APSO</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>
<b>PROFESSIONALISATION</b>		
Professionalisation of the industry is imperative. All members are bound by the APSO Constitution that clearly stipulates that all members' staff are required to write and pass the Entrance Exam within 6 months.	<ul style="list-style-type: none"> <li>• Employee Details List including current embedded knowledge compliance information</li> <li>• If you have utilised an outside source for accredited alternative embedded knowledge programmes, please include details/accreditation certificates</li> </ul>	<input type="checkbox"/> <input checked="" type="checkbox"/>



# BENEFITS OF PROFESSIONALISM

In order to assist you in determining your eligibility for APSO membership, please find hereunder a series of Frequently Asked Questions. If you have any questions that are not covered, please don't hesitate to give our National Office a call on 0861 42 62 82.

## What is the Department of Labour registration?

According to the Skills Development Act, Employment Services section, all companies that offer recruitment services for gain are required to be registered with the Department of Labour (DOL). This is a free-of-charge registration that should be made with your local DOL office. You should complete the DOL application form, available from [www.labour.gov.za](http://www.labour.gov.za) or the APSO National Office, and should be delivered to your local DOL office. Ensure that you get your copy stamped as proof of application.

Once the DOL has received your application an inspector will make arrangements to visit your premises for an inspection. They will be checking to see that you operate within the labour legislation and that you are not charging candidates for recruitment services.

## Can I register for APSO membership if I have a home office?

**This depends on the nature of the "home office". APSO cannot accept any members who operate from home unless:**

- You have a separate office set up professionally, i.e. in the garden cottage for example
- You conduct your administration from home but have proof of a rented boardroom that is used for candidate interviews and client visits

The APSO inspection visit needs to take place at the office from which you operate your interviews etc. If you're in any doubt as to your home office suitability, please don't hesitate to contact us.

## How long does the application process take?

Depending on when the next APSO Executive Committee meeting is scheduled, the application process takes on average 3 to 6 weeks. Once your application form has been received, and you've paid your application fee, our Business Development Consultant will call to arrange an inspection visit.

Once the visit has been completed successfully and all compliance documentation has been submitted, you will be invoiced for the full subscriptions and only once these have been paid in full, will your application be tabled at the Executive Committee meeting for approval.

Your APSO membership certificate will be issued within 1 week of the approval of membership and can be collected from our offices, or posted to you. An electronic version will be emailed to you immediately.

## What happens if I need confirmation of application to APSO for tender purposes?

APSO will provide a letter confirming your application, but not approval, to APSO provided we have received a completed application form (that meets all requirements) and you have paid, in full, both the application fee and the first year's subscription fees. Should you fail to continue the application process, after the letter has been issued, all fees paid will be forfeited.

The full application process will continue with applicants who require proof of application for tender purposes. APSO reserves the right to confirm with client companies who are tendering that applicants have not yet been approved as members.

## What can I expect when APSO comes to do the inspection visit?

APSO conducts the inspection to ensure that information provided on the application form is accurate and that the operations of the applicant company are in compliance with the legislation, APSO Code of Ethical and Professional Practice and the standards required by the association.

The Business Development Consultant will coordinate the visit at a time convenient to you and will provide guidance on what documentation will be required during this meeting. At the same time, she will provide more information on APSO and how the applicant company can get the most from their membership.