

Quality standards for effective temporary staffing in the care and healthcare sectors

Overview



The member companies of the Gesamtverband der Personaldienstleister e.V. (GVP) have developed quality standards for good temporary staffing practice in the care and healthcare sectors in order to fulfil their special responsibilities in this sensitive area. By committing to comply with these standards, signatories go beyond the legal requirements and promote close, professional business relationships, which are essential for the successful deployment of temporary staff.

Key points of the Quality Standards:

- 1. Quality of internal staff:** Internal staff must possess a high level of professional and interpersonal skills. This includes nursing and medical knowledge, experience in candidate management, and a sound understanding of the legal aspects of temporary agency work and human resources.
- 2. Selection of temporary staff:** In addition to training and professional experience, a high degree of flexibility, empathy and discretion are essential to ensuring the quality of care within constantly changing teams. Original documents (certificates, references, qualifications) will be checked.
- 3. Employee development:** To ensure a high standard of skills, recruitment agencies support the ongoing professional development of their staff.
- 4. Business relationship between the recruitment agency and its clients:** Work with customers is conducted in a spirit of partnership and fairness, without price gouging, dumping or aggressive poaching. Pricing is based on the sector in which the service is used, supplemented by a flexibility surcharge.
- 5. Specific requirements for medical professions:** Health and safety at work, accident prevention and occupational health are top priorities. Recruitment agencies and clients work together to fulfil their dual duty of care. This requires close coordination.
- 6. Transparency towards customers:** Services based on trust require transparency. Clients are provided with clear information regarding the qualifications, further training, language skills and certificate of conduct of temporary staff.
- 7. Securing quality objectives:** Personal contact between the service provider and the customer remains the most important prerequisite for achieving the objectives. Binding contracts and performance assessments carried out by customers ensure the quality of the entire service process.

These standards strengthen trust between the parties and promote successful, long-term cooperation.



GVP members may undertake in writing to comply with the quality standards. Members who do so are obliged to adhere to them. A badge identifies them as signatories to the quality standards.

The full version of the 'Quality standards for effective temporary staffing in the care and healthcare sectors' is available here:

