

Quality standards for effective temporary agency work in the education sector

Overview



The member companies of the Gesamtverband der Personaldienstleister e.V. (GVP) have developed quality standards for good temporary agency work in the education sector in order to ensure transparency and quality and to take account of the specific requirements in this field. By committing to comply with these quality standards, signatories go beyond the statutory requirements. They promote close, professional business relationships between temporary employment agencies and clients, which are essential for the successful deployment of temporary staff.

Key points of the Quality Standards:

- 1. Quality of internal staff:** Staffing agencies are responsible for selecting agency workers. Internal staff must therefore be made aware of educational considerations, possess legally sound knowledge of human resources, and demonstrate social skills and empathy.
- 2. Selection and assessment of agency workers:** Staffing agencies check the original documents and personal suitability of agency workers. Flexibility and an open-minded approach are essential to ensuring consistent quality across a range of assignments.
- 3. Development of the workforce:** Temporary employment agencies ensure that their staff maintain a high level of skills through ongoing staff development and psychosocial support services.
- 4. Business relationship between the temporary employment agency and the client:** A professional business relationship requires transparency and cooperation based on partnership. Clients bear just as much responsibility as temporary employment agencies for the intended deployment of agency workers.
- 5. Specific requirements in the educational sector:** Agency staff are made aware of the need to respect the safe environment of educational establishments. Where there are specific requirements, agency workers are provided with comprehensive information in advance and made aware of any particular considerations.
- 6. Ensuring quality objectives are met:** Personal contact between the temporary employment agency and its clients is essential for achieving shared quality objectives, as the human factor is of crucial importance in the education sector. Recruitment agencies act as trusted partners in this regard and, amongst other things, regularly assess client satisfaction.

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 agency work in the education sector' is available here:

