

Quality standards for effective recruitment

Overview



The member companies of the Gesamtverband der Personaldienstleister e.V. (GVP) have developed quality standards for recruitment to ensure a fair, efficient and ethical service. These standards are based on the principles of good business practice and statutory requirements regarding equality, anti-discrimination and data protection. By committing to comply with these quality standards, signatories go beyond the legal requirements. They promote transparent processes and a high level of professionalism between recruitment agencies, companies and job applicants.

Key points of the quality standards:

- 1. Quality of the Recruiter:** Recruiters must possess sound technical and methodological expertise, continuously develop their skills and maintain a strong network in order to recruit successfully.
- 2. Relationships with Candidates and Clients:** Recruiters build trusting, long-term relationships based on openness and respect. They promote sustainable employment relationships and look after the well-being of candidates.
- 3. Transparent communication:** Open communication with clients and candidates is essential. Recruiters carry out needs assessments and provide regular updates on the progress of the recruitment process.
- 4. Careful selection of candidates:** The selection processes take into account not only professional qualifications but also individual potential and suitability for the organisation's culture. Acting independently and upholding ethical standards are essential in this regard.
- 5. Quality control and feedback:** Service quality is optimised through continuous quality control and feedback. Key performance indicators such as the acceptance rate and time-to-fill are used to drive improvement.
- 6. Data security and GDPR compliance:** The protection of personal data has the highest priority. Data is processed in accordance with data protection legislation and all data is treated as confidential.

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 Recruitment' is available here: