

Quality Standards for quality training in the temporary work sector

Overview



The member companies of the Gesamtverband der Personaldienstleister e.V. (GVP) have developed quality standards for effective training in the temporary work sector to ensure a high standard of training within the industry. By committing to comply with these quality standards, signatories go beyond the statutory requirements. They ensure that graduates of the training programme for personnel services specialists (PDK), as well as those of other training programmes such as office management assistants, can realise the full potential of their professional roles.

Key points of the Quality Standards:

- 1. Selection of apprentices:** In their non-discriminatory selection of candidates, recruitment agencies take applicants' personal qualities into consideration. Openness, empathy, a confident manner and organisational skills are more important than formal educational qualifications. Applicants must be capable of successfully completing the training programme.
- 2. Requirements for instructors:** Training instructors are the most important points of contact and, in addition to technical and methodological expertise, require a high level of interpersonal skills. They hold a training instructor's certificate, have several years' professional experience and undertake regular further education. They act as role models and trusted advisors for the apprentices.
- 3. Requirements for the training venue:** The company's training location must enable all core tasks to be taught in accordance with the training regulations. This includes having sufficient staff and being easily accessible to apprentices. Their workplace is fully equipped with modern facilities.
- 4. Transparency regarding development prospects:** Apprentices receive information regarding their future career prospects at an early stage. This includes the objective of offering them a permanent position upon completion of their apprenticeship and outlining career paths within the company. They are also informed about further training opportunities.
- 5. Quality assurance in training:** The quality of the apprenticeship is ensured through clear processes. Key measures include professional induction, integration into business processes, a timetable for delivering the training content, regular feedback sessions and remuneration equal to at least the current GVP recommendation. A fundamental requirement is that apprentices are not deployed as full-time staff.

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 quality training in the temporary work sector' is available here:

