

## **Benefits of working with a registered agency**

The recruitment industry is not yet fully regulated although work is underway to ensure that, for the benefit of clients (businesses) and workseekers alike, all recruitment agencies are required to be registered and adhere to legal and ethical requirements.

In 2014 the Employment Services Act was promulgated and requires that all recruitment companies, whether offering permanent recruitment or temporary employment services, be registered with the Department of Employment and Labour.

Registration requires the agency to submit evidence of compliance with all prevailing legislation and to provide evidence of compliant operations. Certificates require renewal every two (2) years to ensure that the agencies remain compliant.

Currently there is no legislative requirement for agencies to be registered with a professional association, however lobbying is underway to drive compliant AND ethical behaviour from all in the industry. Association membership requires agencies to not only ensure full legal compliance but also the commitment to operate in line with local and global best practice and ethical standards.

In addition to the agencies being compliant, Association members are also required to ensure that their staff members are trained and operate in accordance with Codes of Conduct, ensuring ethical and professional services to workseekers and clients.

In 2012 the recruitment industry was recognized as a profession by the South African Qualifications Authority (SAQA) and recruiters are encouraged to work towards achieving one of three professional designations by undergoing training and experiential learning. CAPES continue to work with institutions like Services SETA and Wits to provide professional development opportunities to the industry to enhance performance and service levels.

Many of South Africa's leading employers choose only to partner with Private Employment Agency (PEA) and Temporary Employment Services (TES) who are members of an association. In the event of a dispute, or poor service, individuals who work with members of an association have access to free recourse via the Association. For more information, visit [www.capes.org.za](http://www.capes.org.za) – *(The article is part of an initiative by CAPES and department's Public Employment Services branch to jointly educate workseekers about their rights and to give some practical guidance for job seeking).*