

**ITCRA Certification improves
the skills that really matter.**



About Certification

ITCRA's purpose in establishing the Certified Recruitment Professional Program is for it to be an effective part of a meaningful strategy for upholding ethical work practices in the IT contract and recruitment industry. It is directed at ensuring that the industry maintains its credibility.

Working in the face of unethical behaviour is an ongoing challenge for ITCRA members. If a member signs on to the Association's Code of Conduct, but allows staff to represent their company in a contrary manner, ITCRA's strategy is nullified. Such a member is merely paying lip service to the Code.

Management may endorse the Code on behalf of their company, believing that they act in an ethical manner, but in fact be far removed from the coalface. Consequently, they may not be fully aware of the work practices of their staff, which may be impacting negatively on the reputation of their company and industry. Self-regulation is the most powerful means for correcting unethical work practices.

The goal of the ITCRA Certified Recruitment Professional Program is to take the commitment for ethical and professional behaviour to the coalface where recruitment consultants are representing their company as they interact with clients, candidates and competitors.

If ITCRA members work together to uphold the Code of Conduct, and have their staff trained in its values, it will become something of which they can be proud, knowing that it is building their credibility with their customers and thereby ensuring the future of their industry.

Benefits to Member Companies

One of the key aims of the *ITCRA Certified Recruitment Professional Program* is to further promote compliance with the Association's Code of Conduct. However, adopting the program for your staff will bring other benefits to your company.

They are that it:

- provides a powerful medium for inducting your staff into the requirements of your commitment to ITCRA Code of Conduct
- is a means for demonstrating to your clients that you are committed to the highest standards of professional practice
- enhances the value of your membership of the Association by demonstrating to the market that the Association takes compliance seriously
- provides a basic target for staff training and development that can be readily integrated into your performance appraisal system
- will be regarded as a differentiator in the market

Requirements

To be accepted as an *ITCRA Certified Recruitment Professional* a candidate must have met the following requirements:

- a. at least one year's experience as an IT recruitment professional
- b. twenty hours of training comprising:
 - the required **Basic Recruitment Skills** modules as listed in the *Appendix* here that are to be covered either online through the ITCRA eLearning environment or in a face to face setting by a recognised provider
 - the required **Legislative Compliance** modules as listed in the *Appendix* that are delivered online through the ITCRA eLearning environment
- c. four hours of training in the elective **Business Management and Consulting Skills** modules as listed in the *Appendix* that are delivered online through the ITCRA eLearning environment
- d. a two hour written examination of training outcomes conducted by the applicant's company under university examination conditions
- e. successful completion of the online **Code of Conduct Knowledge Test**
- f. sign on commitment by the applicant to practise as a recruitment professional in accord with the *ITCRA Code of Conduct*
- g. completion of a *Certification Learning Evaluation Form* by the applicant
- h. completion of a statutory declaration by the applicant's CEO (in respect to **a.** to **g.** above) specifying the date, the personnel involved (trainer or examiner) and the successful completion of each step

Basic Recruitment Skills- online or face to face mode

ITCRA Certification candidates now have an online option for completing the Basic Recruitment Skills course. They can now access this training through the ITCRA elearning environment, making the program more accessible and significantly less costly. Candidates can browse available courses at www.itcra.com and enrolments and payment can be made online at the same site.

Recognised External Training Providers

The ITCRA Professional Development Committee recognises the following External Training providers for the Basic Recruitment Skills modules of the ITCRA Certified Recruitment Professional Program.

- Barbara Hoadley Learning & Development
- Carman White
- Imagination Training

Members may wish to have courses delivered by other external training providers recognised by the Professional Development Committee. Provided that they cover the required basic recruitment skills modules, members may apply for such recognition by completing the Course Approval Application and forwarding it to the ITCRA secretariat for presentation to the ITCRA Professional Development Committee for approval.

Internal Training Courses

Members may elect to use their own internal training courses provided they can demonstrate that the material covers the modules listed in the Appendix here. Members wishing to use internal training courses for the completion of the Basic Recruitment Skills modules should complete the Course Approval Application and forward it to the ITCRA secretariat for presentation to the ITCRA Professional Development Committee.

Accessing the Required and Elective Online Components

To gain access to the online environment for the completion of the *Legislative Compliance, Business Management and Consulting Skills* and the *Code of Conduct Knowledge Test* components of the Certification program, the member company needs to register the candidate with the ITCRA secretariat. Simply phone +613 8622 4773 (or email info@itcra.com) and provide the name of the candidate's member company, the name of the candidate and the credit card details for the payment of the relevant charges. Payment by cheque will be facilitated by the sending of an invoice. On the completion of registration, the candidate will be provided with a user name and password which can be used to access ITCRA's eLearning environment at www.learningseat.com/public/itcra. The candidate then has three months to complete the online components.

Examination of Training Outcomes Paper

An examination of training outcomes is to be completed by the candidate under university examination conditions. The examination is of two hours duration and is to be conducted at the candidate's workplace within three months of completing the online components. Compliance with examination conditions requires that the applicant company arranges to have the candidate sit alone and without interruption in a separate room without any aids other than a table, a chair, the question paper and answer booklet and a pen. The commencement and concluding time are to be recorded and reported on the answer booklet.

Charges

1. Any fees for the required online or face to face **Basic Recruitment Skills** training modules are to be met by the applicant member company in its relationship with the supplier of those modules. The online Basic Recruitment Skills course is available to members through the ITCRA eLearning platform for the cost of \$440 (inclusive of GST). There is no charge by ITCRA in respect to those modules.
2. The total cost for the Certification Program (excluding the cost of the *Basic Recruitment Skills* modules) per consultant is \$610 + GST.
3. **BULK DISCOUNT:** If a company enrolls 5 or more consultants in the *Certified Recruitment Professional Program* on the same invoice, a discount of 10% applies. This takes the total cost of the program to \$549 + GST per consultant.
4. An additional fee of \$60 + GST will be charged for the marking of a re sit of the **Examination of Training Outcomes Paper**.
5. The fee for additional elective **Business Management and Consulting Skills** online modules is approximately \$100 (inclusive of GST).

Appendix

REQUIRED 'BASIC RECRUITMENT SKILLS' AND 'LEGISLATIVE COMPLIANCE' MODULES

Basic Recruitment Skills (online or face to face mode)

- Characteristics of a successful recruiter
- Fundamentals of a good job order
- Controlling an assignment
- Planning an assignment
- Search methods (locating candidates)
- Qualifying candidates
- The interview process
- Negotiating with candidates
- Closing deals and making offers
- Resignations and counter offers
- Ensuring commencement
- Taking a complete job description
- Reverse marketing candidates
- Winning new business
- Negotiation terms and conditions
- Winning retained assignments
- Principles of account management
- Commencing and building client relationships

Legislation and Compliance (online mode) Approx 1 hr each

- Occupational Health & Safety
- Privacy
- Equal Employment Opportunity

ITCRA Code of Conduct Knowledge Test (online mode) Approx 1 hr

ELECTIVE 'BUSINESS MANAGEMENT AND CONSULTING SKILLS' MODULES (2 online modules of approx 2 hrs each)

Understanding IT for Recruiters (online mode)

- Understanding IT for Recruiters (1)
- Understanding IT for Recruiters (2)

Contract Management (online mode)

- Contracts – the Essentials
- Plan Procurement
- Request and Receive Offers
- Award Contracts
- Manage Contracts

Professional Development (online mode)

- Business writing skills
- Essential communication skills
- Meetings – the essentials
- Conflict management
- Key account management

Frontline Management (online mode)

- Manage Personal Work Priorities and Professional Development
- Manage Effective Workplace Relationships
- Manage Operational Plan
- Manage Workplace Information Systems
- Manage Quality Customer Service
- Facilitate Continuous Improvement
- Ensure Team Effectiveness
- Ensure a Safe Workplace
- Manage People
- Manage Projects
- Identify Risk and Apply Risk Management Processes
- Implement Effective Workplace Relationships
- Implement Operational Plan
- Promote Team Effectiveness
- Develop Work Priorities
- Monitor a Safe Workplace
- Coordinate Implementation Customer Service Strategies

