

# Recruitment Selection Policy & Procedure for Casual Workers

## SCOPE

This policy and procedure applies to the engagement and use of all casual staff at QRS.

## ROLES AND RESPONSIBILITIES

- It is the responsibility of the Global Call Centre Training/Recruitment Supervisor for recruiting casuals to work in the Call Centre.
- It is the responsibility of the HR Director/Project Managers/Area Supervisors for recruiting casual workers in the call centre / field.

## GENERAL PRINCIPLES

- The term “casual” refers to circumstances where there is a clear understanding that the individual has no obligation to be available for work, and QRS has no obligation to provide work.
- Individuals will only be paid for the hours they work and for accrued statutory annual leave. They will have no service conditions nor continuity of employment.

## PROCEDURE

The following procedure applies to the engagement of all “**call centre**” casual workers:

- Submission of CV sent to specified recruitment email address.
- For all selected CVs, the Recruitment Supervisor will make an initial telephone call and an application will be completed which will be reviewed by the management team.
- Successful candidates will be invited to attend our Company Overview and Assessment day.
- If your CV is not selected then you have not been successful.
- It is company policy not to provide feedback to applicants.

The following procedure applies to the engagement of “**Field**” Casual workers:

- Submission of CV and application form sent to relevant regional Supervisor.
- An initial telephone call will take place with the potential interviewer/supervisor.
- Successful candidates will be trained by an area Supervisor or a member of the QRS Head Office Team.
- Employment is conditional upon the Company receiving at least two references which are satisfactory in the Company’s absolute opinion (where applicable).
- If your CV/Application form are not selected then you have not been successful.
- It is company policy not to provide feedback to applicants.

*These policies supplement your terms of employment but are not of contractual effect. Their purpose is to explain the Company’s current policies and procedures but they may be subject to change without notice if changes are considered appropriate by the Company or if there are changes in relevant legislation.*