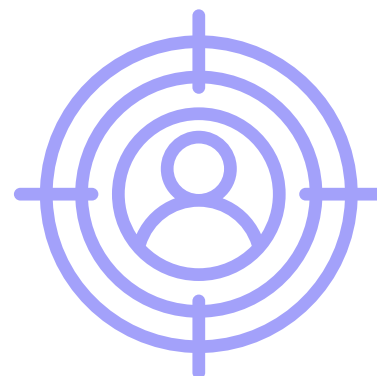


# DEVELOPING EXCEPTIONAL RECRUITERS

## Recruitment Jargon cheat sheet

### Intro to recruitment language

- **Client** - The companies you recruit positions for
- **Candidate** - The people you place in the roles you recruit
- **Placement** - When you successfully match a candidate to a client
- **Job Brief/Specification** - A detailed description of the role you are recruiting for your client
- **Prospect** - An identified company who we would like to make into a client
- **Sourcing** - The process of finding candidates who will be suitable for the roles you are hiring for
- **Temp/Temporary/Contract recruitment** - Working with a client to find them a short term or temporary employee who will be employed through your agency to work at that company.
- **On costs** - the costs we have to pay to have temporary employees working through our agency- for example, payroll tax, super, insurances
- **Margin** - Typically the agency will charge the client an hourly or daily rate for that Candidate to work for them. The difference between the candidates pay rate plus the on costs and what is charged to the client is how the agency makes money. This is called the margin
- **Permanent recruitment** - Working with a client to find them an employee who will work for them directly in a permanent role. Typically the agency charges the company a % of the candidates first year annual salary as a fee for the introduction of that candidate.
- **Temp to perm** - When a candidate moves from a temporary position through the agency to be hired into a permanent position with a client.
- **JD/PD**- Job description or Position description- the formal description of a position provided by the client- typically created by HR
- **CRM/ATS** - Customer relationship management system/Applicant Tracking System- the databases we use to store all of our client and candidate information.
- **Fair Work Australia** - the governing body for employment within Australia
- **NES** - The national employment standards
- **Modern Awards** - Industry specific employment legislation
- **Salary package** - Refers to the employees salary, plus super, plus any other bonuses/commissions
- **Remuneration** - another word that refers to how a candidate is paid
- **Onboarding** - Refers to how a candidate starts their role with a business, ie how they are hired through to how they are trained
- **Induction** - Typically the first 1-2 weeks of a candidates employment. Includes training, development and introductions.
- **EVP** - Employee Value Proposition- what a client offers candidates to join their business- includes culture, benefits, development, career development etc



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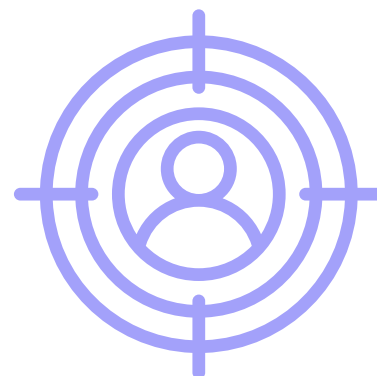
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## Recruitment Jargon cheat sheet

### Acronyms and terms used internally

- **RFL (Reason for leaving)** - used as shorthand to detail why a candidate has left their previous position
- **FOJ (Found own job)** - for when a candidate has secured a role not through your agency
- **LMTCB (Left message to call back)** - typically an acronym we use on a candidates record
- **IA (Immediately available)** - an acronym used when a candidate is available to start work straight away
- **NA (Not Available)** - typically an acronym we use on a candidates or clients record when we cannot get hold of them
- **VM** - typically an acronym we use on a candidates or clients record when we leave them a message
- **SDS (Same day start)** - an acronym typically used when a client requests a temporary candidate who can start that same day
- **PSA (Preferred Supplier Agreement)** - an agreement between your agency and a client which contracts you to be the preferred agency they work with. Typically lower rates are negotiated for exclusivity
- **KIT (Keep in touch)** - an acronym typically used on a candidate or client message as a prompt that it is worth staying connected with that client or candidate
- **Fall out** - The term used when a candidate accepts a role and then decides not to go ahead
- **Reverse Marketing** - The process of proactively presenting candidates to your clients or prospect clients to see if we can create an opportunity to place them in that business. This is regardless of whether there is an active vacancy there.
- **Candidate Speccing** - See reverse marketing- just a different term
- **Ad Chasing** - Follow up with companies who have roles advertised on a job board.
- **Intro Call** - An introductory call to a prospect client



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