

# RECRUITMENT GROUP AUSTRALIA

## Candidate Support



If you take nothing else away from this page, know that communication is critical to engaging effectively with your recruiter and working towards a potentially positive outcome.

### Application FAQ

#### Help us to help you.

If you are dealing with a recruiter, do your best to maintain communication and be professional at all times.

When you have been shortlisted for a role:

- cooperate and collaborate with your consultant
- reply to emails
- return phone calls
- prepare for interviews, and
- be a proactive candidate who is reliable, on time and on message.

## WE ARE IN THIS PROCESS TOGETHER

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Candidates, Employers & Consultants.



The recruitment industry is fast-paced, competitive, and at times, challenging for many jobseekers. For some candidates, finding a new job is exciting - they look forward to whatever doors may open to them in their pursuit of their next career role. For others though, sourcing their next role may be a tough, and at times, very deflating experience. For many jobseekers, it may be an activity that has been thrust upon them due to circumstances beyond their control, and it can be a very difficult and frustrating process to secure a new job. No matter what brings you to your job search, giving and receiving respect is paramount to a positive experience.

## WHAT IS OUR APPROACH?

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We get it.



We know that the communication processes between some agencies and their candidates can be very transactional and impersonal. We also know this can affect how jobseekers might engage with the recruitment process overall. Our aim is to communicate as effectively as we can with our candidates because we respect and appreciate the time they take to apply to our open roles or reach out to us as part of our valued network. It takes two to make a relationship work though, so it's important that you know how we will communicate with you, and what our expectations are in return.



## WHAT HAPPENS ONCE YOU APPLY?

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We contact all candidates, not just our shortlisted applicants. There are a few exceptions which we've listed.



We will generally follow up within 1- 4 days (depending on our workload) to advise on the status of your application or how long we expect our shortlisting to take. Here are the exceptions where we may not respond to your application:

- Candidates that apply repeatedly for the same position
- Applications that aren't in any way relevant to the position
- Applications from outside of Australia that bear little to no relevance to the role will most likely not receive a response
- Candidates who have submitted multiple applications on similar roles where we have previously responded

## HOW WILL WE CONTACT YOU?

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Our first point of call is often via email.



As soon as you submit your application you will receive an auto-email from our end confirming that we have received your application and to thank you for your time. Also contained in this auto email is a link for candidates who may be new to our network, to complete our online Candidate Support Form. This form is similar to our Candidate Registration Form and it allows you to enter your career, industry, location and salary preferences. We encourage all candidates to proactively complete this form online because it can give valuable context to your application and gives you the opportunity to chat directly to our team about what you are looking for.

If you feel we haven't responded to your application within 1-4 days, please check your emails, including your junk folder, first to ensure we haven't already reached out to you. Often emails from an unknown sender will land in your junk folder, particularly for candidates with Hotmail, Yahoo, and Outlook 365 email accounts. Or you have entered a typo on your email address or contact number, or you have forgotten to attach your resume - this happens a lot and will obviously hinder the process right from the start.

Candidates that don't include any address information whatsoever have a higher probability of early elimination\*. It's a competitive market and we work under strict time-frames. If we don't know where you are it is more likely that we will proceed with other candidates who better meet the role criteria. If you don't feel comfortable including your full residential address our suggestion is to include a suburb, state & postcode. Stating your address as a capital city is ambiguous and does not help to refine our selection.

\*note: candidates who feel they may be eliminated simply because of their location are wrong.

## WHAT ARE OUR COMMUNICATION PROCESSES?

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If we feel you might be relevant for the role you have applied for, we will contact you with minimal delay!



Communication is key to all recruitment stages, including post-application, shortlisting, interviews and offer processes. If we feel you are relevant for the role you have applied for, we will contact you with minimal delay. If you haven't already done so, we will contact you and ask that you complete our Candidate Support Form so we can finalise your application and get our shortlisting process underway. It is important that you give us as much info as you can about what you are looking for next. Many of the questions will only allow for yes or no, or have pre-filled multi choice answers but there is plenty of space on the form where you can add your own free hand comments to add variable or nuanced info.

It's important we can reach you in a timely manner. Candidates that don't have voicemail (or have 10 second voice to text voicemail) are difficult to contact. We know you are busy and we respect your time but we highly recommend you have voicemail activated on your mobile. Why risk making it harder for people to reach you in a timely manner. We encourage candidates to return our calls or emails within a reasonable time-frame. If not, we will simply move on with other relevant candidates who engage effectively with us. By not returning calls or emails, you are sending us a message about your reliability and your communication style.

## DO WE OFFER FEEDBACK ON UNSUCCESSFUL APPLICATIONS?

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The short answer is, generally no.



We deal with hundreds of applications every week. We aim to keep timely turnaround times in place and this commitment brings with it a high volume of applicant tracking and processing. Many non-shortlisted candidates ask us for reasons why they have not progressed further however we are unable to provide individual feedback. There are many reasons for this, and we are not trying to be unhelpful. Unless we have met with you in person, we cannot judge your individual situation and we do not feel in a position to provide relevant feedback. Although well-intentioned, comments can sometimes appear impersonal or judgmental and therefore we feel this is not constructive to your query.

## IS MY RESUME HOLDING ME BACK?

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It could be.



Your resume is usually your first and only chance at creating a great first impression. It's important that you have a professional document that clearly and accurately provides information on your qualifications, skillsets and career history. Many candidates are frustrated by constantly uploading online applications and/or dealing with multiple recruiters or potential employers. We know it can be a never-ending circle of applications and rejections. Worse still, many recruiters and employers don't even bother acknowledging your application. If this is happening to you, there must be a reason. And finding the reason usually means changing something at your end to ensure you are giving yourself the best possible chance of success. You could consider changing your resume style and format to give your application process a bit of a reset.

## Candidate Support

Give your jobsearch a boost

### Resume

Get a little help to re-format and refresh your resume. Fast and affordable way to re-invigorate your current application processes or start out the right way with a great looking document. Interview & communication skills info is included. Access our resume support [here](#)

### Register

This form will take 5-10 mins to complete. Here you can tell us your preferences around location, industry, role, salary and hours. You will need a copy of your resume in Word format. Many of the questions will only allow for a yes or no answer or have pre-filled multi choice answers, but there is plenty of space on the form where you can add your own free hand comments to add variable or nuanced info. Register with us [here](#)

