

# keynotes

Human Management Recruitment & Training



**Wow, this year is flying.** We are all being asked to do more with less given the strength of the economy here. We are now seeing the “War for Talent” getting worse. At DLA, we are the experts in helping you whether that is:

- **Talent Attraction** - Building a pool of candidates as part of an organisational succession planning and skill attraction;
- **Succession Planning** - The importance of aligning skills and competencies of the Strategic and Business plans affecting quality, service and bottom line profits;
- **Skills Shortage** - There is an unprecedented demand for Assistant Account Executives/ Junior Brokers with experience. Consider and be prepared to train new staff and use Traineeships which attract Government funding.

## Inside This Issue

- Pre-Employment Screening
- Winning the “Second” Interview
- Temp Offer for May

I recently met with a very successful Broker who has built his team with “Trainees” very successfully. Pick candidates with the right attitude and aptitude and they will quickly become valuable employees;

- **Employee Retention** - The risks to your business of regretted turnover. Do you have a “Risk Plan” in place?
- **Claims Management** - With strong customer service/negotiation/relationship management skills, candidates can be quickly cross-trained to succeed.

With our networks both locally and overseas, including our database and experience, DLA is ideally positioned to work with you to achieve your desired outcomes. Together we can be “Partners in Productivity”.

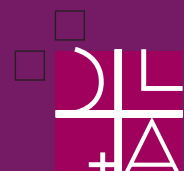
Looking forward to hearing from you soon.

Best wishes,

### Denise Lock and the DLA Team

Member of **NPA/CML** which promotes and ensures the highest standards of Ethics, Quality and Professionalism. Offices in 64 countries.

Corporate member **RCSA**-Recruitment and Consulting Services Association, Australia and New Zealand.





## Pre-Employment Screening?

In Australia, as in the USA and Europe, employment screening has now become a major part of risk management best practice. Pre-employment screening is a term used for the checking of an applicant's employment history and other relevant information and is instigated by the employer with the candidate's permission as part of the recruitment process.

Pre-employment screening is also known as background checking, probity checks and security checks and differs from a reference check.

**“...up to 40% of all job applicants put false information on their resumes or applications and “exaggerate” their qualifications during interviews.”**

Academic and professional qualifications are checked with the appropriate institutions and dates of employment are checked with payroll departments. Other checks that take place can include: criminal history checks, credit checks, bankruptcy checks and Directorships and Company affiliations.

It is generally used as part of the pre-employment process but many companies are now using this to check current employees prior to promotion.

Recent studies have shown that up to 40% of all job applicants put false information on their resumes or applications and “exaggerate” their qualifications during interviews. There are many examples of companies that have lost millions of dollars by having one rogue employee who may never have commenced work had they been properly screened. A new Australian Standard for employment screening, APRA's “fit and proper persons” standards for the financial industry and an increasing risk of “negligent hiring” legal claims, reinforce the case for employment screening.



We are now finding that many financial and insurance companies have embraced pre-employment screening under the new APRA guidelines.

There are various points of view in making comparisons between pre-employment screening done with the employee's knowledge and without. As pre-employment screening is relatively new to Australia, some employers are shy about requesting information from the candidate. In our experience, we have never had an employee refuse to complete a pre-employment screening form. Quite simply, it will assist a business in verifying a prospective employee's credentials. Furthermore, a pre-employment screening report that is completed with the candidate's written consent gains much more practical information about the candidate. It may contain details that have been omitted from their Curriculum Vitae. In Australia, due to Privacy Law the candidate must authorise a pre-employment screening before it can proceed.



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## Why do we need to verify a candidate's details?

The simple answer is that there are many websites that provide false documentation. The unscrupulous can obtain a “degree” from just about any Institution in the world for a fee. False passports, false driver's licences, false academic qualifications and false resumes can all be obtained. That is why academic and professional qualifications need to be checked with the original source to verify that they are genuine. Experience has shown that the most consistent fraud that people commit in their resumes is embellishment or faking their academic qualifications. Some people have also been found lying about previous work history in order to hide unsatisfactory work backgrounds.

There are a number of ways that pre-employment screening can fit into your current policies and procedures:

**Probation Period** - If your company has a probationary period for new employees, add an additional clause to the probation requirements. The clause can stipulate that the appointment will be finalised on satisfactory completion of the pre-employment screening process;

**Letter of Offer** - The “Letter of Offer” stipulates that the offer is dependent on achieving a satisfactory result in the pre-employment screening process;

**Temporary/Contract Position** - The employee takes up the position as a temp employee and the position is made permanent on the successful completion of the pre-employment screening process.

For further details, please contact DLA Consulting on 1300 666 762. We are equipped to expertly advise you on the pre-employment screening process.

## Winning the “Second” Interview

### You have just been selected for second interview. What now?

Making it to the next round of the job selection process means that in a nutshell, the line of questioning will deepen and the claims that you made in the first interview will probably be tested.

After the first interview is conducted, the focus will be on checking your academic background, salary base and experience to see if what you say ties in with your resume. A second interview is likely to include your future direct report and maybe their Manager. You should do additional research before the second interview and be prepared to answer both the same questions again, as well as new questions. Also, you should have your own questions ready.

Build on the information you researched the first time about the company. Learning about the potential employer will help you understand the importance of the role in relation to the company's success and how to talk about your own skills, experiences and interests that highlight how they meet those needs.





## Winning the “Second” Interview *cont’d*

What questions were asked in the first interview? Be prepared to be asked more intensive questions this time around but also be ready to answer those same questions again. Prepare stronger responses. This demonstrates your communications skills.

Remember to answer questions consistently as the interviewer will be taking notes. A second interview gives you a chance to be innovative with new examples and information when talking about your achievements rather than just providing the same answers again. Do not let yourself become distracted. Focus and listen carefully to the interviewer at all times.

Other second interview tips include remaining calm-it's okay to take a moment or two to think about a question, be brief and to the point so avoid “yes” and “no” answers and know your skills and strengths and express them in a confident way.

In a second interview, asking questions shows initiative, enthusiasm and that you are interested in the position. Some of these questions may include:

- What am I expected to achieve in the first six months?
- How and where does this position fit into the structure of the department?
- What is the next step in the selection process from here and when should I expect to hear from you next?

Use the second interview to clarify any of your doubts about the organisation such as salary, learning & development and location.

Remember that the second interview is also a two-way process. They may like you, but what is your impression of them? Use this opportunity to

meet individuals, view facilities, review company philosophies and gain information.

Finally, after the interview, remember to give immediate feedback to your recruitment consultant if you are working with an Agency. Include any areas you felt you may have fallen down on-perhaps you have a nagging doubt about a specific answer you gave, or forgot to press home a certain point about a special skill you have. Your consultant can assist with this for you in their call to the employer.

Good luck!

For further information please call a DLA Consultant on 1300 666 762.

### Temp Offer for May



**Book a Temp for two days or more (per assignment) in the month of May and get the first two hours FREE!**

We have experienced Temp staff available on-call to meet all your needs.

We can also assist you with finding Permanent and Contract staff as well. With 22 years experience, DLA is the recruitment partner of choice to assist your business in finding the right staff first time, every time!

(Temp Offer from 1<sup>st</sup> May 2011- 31<sup>st</sup> May 2011. Conditions Apply).



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