

## BASE Member Organisations Standards Charter



BASE member organisations have signed up to this Charter of Standards and agree to provide a service based on the following values;

- **BASE member organisations will** - engage with employers in a fair and unbiased manner to ensure that a consistent and professional service of employment support is offered and delivered to employers and their employees at all levels, encompassing clarity of purpose, equality and honesty throughout.
- **BASE (the Association) will** - monitor and review the effectiveness of the Charter by liaising with member organisations and the employers they engage with.

### ☆ **Confidentiality**

To treat data and information in a confidential manner and, where appropriate, in accordance with the Data Protection Act 1998 guidelines. This applies to BASE member organisations, employers and employees alike.

### ☆ **Employer research**

The BASE member organisation will conduct a fact finding exercise via visiting employer premises. The aim of this exercise is to inform the BASE member organisation of the employer's business activities, paying specific attention to; recruitment processes, job roles and responsibilities, recruitment and retention needs, workforce structure and culture of the employer organisation.

### ☆ **Candidate selection**

The BASE member organisation will offer an accurate 'client to job' selection and matching service. This will be based on information collected from the employer; on-site job analysis, skills and qualification requirements, motivation, interview preparation and support, plus a comprehensive appraisal of any necessary reasonable adjustments.

### ☆ **Employer support**

The BASE member organisation will offer a high quality service of individualised specialist support, training, advice and guidance for a mutually agreed duration necessary to ensure a successful outcome. This will include on-the-job support, problem solving and mediation (where necessary). The BASE member organisation will take a proactive lead in engaging with partner agencies to access additional services and where required financial resources that may be available.

### ☆ **Service performance**

To ensure the delivery of a professional service that is flexible, reliable, responsive, caring and trustworthy. Maintain effective communication and reporting standards between all parties, providing feedback and performing monitoring and review sessions at regular intervals.

*BASE wishes to thank the following organisations for their valued support in the development of the BASE Standards Charter.*

