



# **Terms & Conditions**

**Invision Solutions Group** is a level 1 BBBEE multi-disciplinary service providing company comprising of recruitment, Business Consulting as well as Training and Development related service professionals who are driven by a common Purpose: “To help you find the best staff member for the company and to make strategic desirable business decisions” as well as having a passion to help people make the right choices concerning their careers.

**Our Mission** – To engage with companies and job seekers, in a manner that reveals their authentic character and abilities and strategically align these with favourable business decisions being made and fulfilling ideal careers, creating a positive impact and difference in the world of work.

**Our Vision** – To embrace and manage change in the market, by providing the most efficient, innovative and highest quality of solutions all within a professional environment. By developing and nurturing client relationships which helps companies and candidates realise their full potential.

To discuss our Search, Recruitment & Placement, Business Consulting Service or Training and Development offerings, please do not hesitate to get in contact with us.

### **Fees, Terms and Conditions**

Our main focus is providing the highest quality, personalised services through efficiently communicating. Our aim is to align the right candidate with both the culture and skills required by your organization.

All of our Consultants are skilled professionals who strive to deliver exceptional results time and time again. They are trained to reflect and implement the Traditional and Modern processes needed to source and match the right candidate for your company.

Our commitment to developing and nurturing the relationships we have with our clients and candidates is backed by more than 30 years in business.

Our standard services include:

1. Recruitment & Placements both Permanent and Contract
2. Temporary Employment Service (TES)
3. Contract Staffing Service (CSS)
4. Business Consulting
5. Training and Development

Our services are explained below in more detail together with fees and associated conditions for the various services:

## **1. Recruitment & Placement Process: What Invision Solutions Group does**

- » Developing a thorough understanding and need analysis of the company and vacancy available
- » Obtain a detailed job specification from you as the client as well as relevant information
- » Assigning of consultants to access the market at the prescribed level and identify and procure potential and suitable profiles of candidates.
- » Screening candidates on paper as well as telephonically
- » Conducting Interviews and short-list selection process
- » Candidate introduction to client through submission of suitable CV's and briefs
- » Feedback follow up with Client and setup of first interviews
- » Detailed pre-appointment reference and educational verification (including finger print check on request) This happens at the point the client is interested in making a final offer to a suitable candidate. It is the duty of the client to notify Invision Solutions Group accordingly after the final interview to conduct this process. Once the results are made available we will notify you as the client where we will obtain a final letter of offer and employment contract from you to present to the successful candidate
- » Invision Solutions Group assists with the final stage of Placement facilitation and on boarding

We screen all the applications received and the candidates selected for further consideration are invited to attend personal interviews. On completion of this stage of the process our client is given a short-list selected from the candidates interviewed for their further consideration. This short-list is provided together with CV/s outlining career and achievements record and a brief comment containing our considered opinion in respect of each candidate presented. All pre-appointment reference checking and educational verification is completed prior to the presentation of any final offer made by you as the client.

On client's insistence National newspaper advertisements (e.g. Sunday Times) might be facilitated, in which case the cost thereof will be for the client's account.

Note that for senior level appointments above R800 000 per annum package we recommend that clients make use of our associate psychometric assessment services. This service will attract an additional cost for clients account and is estimated to be around R7000 + VAT per assessment.

### **Fees, Terms and Conditions**

- » Our recruitment & placement service fees are based on the gross annual income package (cost to company) payable to the successful candidate in the first year of employment to which VAT is added as follows:
- » 15% of gross annual income package for placements at salary levels up to R800 000 per annum
- » 17.5% of gross annual income package for placements at salary levels above R800 000 per annum
- » Clients are invoiced when our recommended candidate commences employment.

This is unaffected by the source of such candidate and includes candidates sourced from within the clients organisation and those offered to us for inclusion by the client.

- » Payment terms are 7 days net of invoicing.
- » Interest at the rate of 2% above the South African prime lending rate is levied against account Balances exceeding 20 days.
- » Invision Solutions Group carries all networking, e-Recruitment and local to appointment area media advertising costs.
- » All national media advertising is for the client's account and payable upon approval and publication of the advertisement.
- » Should the candidate assessment process require travel to other centres to conduct interviews, the client will be notified in advance thereof and subject to the client's prior approval of the travel, the client will be billed at cost for all direct travel, accommodation and subsistence expenses.

### **Our Guarantee**

All placements are guaranteed for a period of:

- » 90 days (i.e. 3 months) for placements at salary levels of up to R800 000 per annum, cost to company package
- » 180 days (i.e. 6 months) for placements at salary levels above R800 000 per annum, cost to company package
- » 360 days (i.e. 12 months) for placements at salary levels above R1 500 000 per annum cost to company package.
- » Our guarantee has no hidden clauses and operates on a pro-rata refund / replacement basis rather than a credit system.

The guarantee is validated if payment is made within 7 days of the date of invoice. If the guarantee has been validated, and in the unlikely event, within the guarantee period, the candidate resigns from service, or proves unsuccessful in terms of competence, capacity or character, and as a result his/her services are terminated after being given a fair hearing, Invision Solutions will provide the client with either a replacement candidate free of charge or cash refund equal to:

- » 75% of the Placement Fee if the termination occurs within the first quarter of the guarantee period
- » 50% of the Placement Fee if the termination occurs within the second or third quarters of the guarantee period
- » 25% of the Placement Fee if the termination occurs within the final quarter of the guarantee period

Note our guarantee does not cover resignations stirred by internal restructuring or retrenchment.

### **General**

- » If your employment decision is deferred, but you decide within 12 months of the referral date to employ an Invision Solutions candidate, our normal fee will apply.

» Unless otherwise agreed upon, our fee will also apply if a Invision Solutions candidate is used in any other capacity other than full-time employment, i.e. on a contractual basis, temporary basis, consultant basis or in any other capacity whatsoever agreed upon between the client and the Invision Solutions candidate.

» No additional costs to those stated above will be incurred without the client's prior approval.

» Invision Solutions Group will, wherever possible, endeavour to ensure the suitability of candidates placed with clients and on request of clients, carry out pre-employment reference checks in order to verify competencies, character, identity, education, etc. However, we cannot and do not accept any liability for any loss or damage, whether consequential or otherwise and howsoever arising, caused by or through the actions or negligence of the individual/Candidate placed and therefore under the direct management and control of the employer.

» In any event the client accepts that Invision Solution's entire liability in respect of any assignment shall not exceed its charges for the provision of services for that assignment.

## **2. Temporary Employment Service (TES)**

» Our Temporary Employment and Contract staffing services provide clients with the freedom to bring in additional or specialist skills as and when they are needed.

» TES contracts are ideal for client's who want a clean cut solution to their temporary staffing needs. Invision Solutions Group will conduct the recruitment process and present the shortlisted candidates to the client for the temporary position. It is the onus of the client to take the temporary employee on their payroll and ensure that the temporary staff member is paid the agreed upon rate. As Invision Solutions Group will only charge the recruitment fee

TES contracts are individually managed and rates are usually quoted on inquiry.

» TES rates are affected by the availability of the skills required, the number of people required and the expected duration of contracts. For once off short-term contracts (+/- 3 months) of no more than 5 people, clients can expect to pay rates at cost + 25% (+ VAT). Rates decrease generally as numbers and contract duration increases.

## **3. Contract Staffing Service (CSS)**

» Our fee for the placement of CSS assignees is based on 20% of the gross income package (+ VAT) determined over the contract period for which the person is placed, recurring.

» CSS placements are guaranteed. The provisions of our standard guarantee as mentioned in Paragraph 1 above, apply fully to all CSS placements except that for contract periods of less than 12 months the guarantee period is reduced on a pro rata basis.

**If the TES / CSS is shorter than a month (< 4 weeks) the following terms will apply:**

- » For once off short-term contracts ( $\leq 2$  weeks) clients can expect a recruitment fee totaling 85% of the total cost of the contract (+ VAT).
- » For once off short-term contracts ( $\leq 3$  weeks) clients can expect a recruitment fee totaling 75% of the total cost of the contract (+ VAT).
- » For once off short-term contracts ( $\leq 4$  weeks) clients can expect a recruitment fee totaling 65% of the total cost of the contract (+ VAT).
- » For once off short-term contracts ( $> 1$  month) clients can expect standard TES / CSS rates

**The Buy out process:**

Clients may take over the full-time employment of either TES or CSS assignees. Such appointment will attract a normal placement fee. However, provided that our invoice is settled within 7 days, of such appointment we will discount our standard fee, determined on the basis of 15% or 17.5% (as applicable) of gross annual income package, by 5% for each full month the TES or CSS assignee has been engaged under the provisions of the related contract.

**4. International Permanent and Contract Placement**

As a recruitment Services Company rooted in South Africa, we recognise the incredible talent that we have in our country. This often leads to international businesses with off shore locations seeking our services for the placement of South Africans into their establishments. In amendment to our standard terms above, our International terms are as follows:

**International Terms:**

- » Our service fee for sourcing and facilitating such international personnel placements is billed at 20% of the gross annual income package (+ VAT if the invoiced entity is a South African registered company) for each of the individual candidates placed.
- » We offer a guarantee period on all of our international placements of 120 days (i.e. 3 months) which covers one free candidate replacement if the contract is terminated within the guarantee period.
- » We offer a refund of 25% of the placement fee if our client does not wish to have a replacement candidate and they have terminated the contract, across all months of the guarantee period.
- » We require 50% of the fee payment upon the candidate formally accepting and signing the employment contract. The remaining 50% is to be paid within 7 days of the candidate's arrival in the client's country.
- » We required that clients refund the candidates directly for costs incurred by them to pay for their visa application and relocation travel costs.



**Terms & Conditions ACCEPTED BY:**

**(Please ensure you have initialled each page)**

Company Registered Name	
Company's Vat Number (If Applicable)	
Company Physical Address	
Contact Person	
Contact Number	
Contact Email Address	
Alternative Contact Person	
Alternative Contact Person Contact Number	
Alternative Contact Person Email Address	
Postal Address	

Person of Authority Full Name \_\_\_\_\_

Person of Authority Signature \_\_\_\_\_

Date & Place of Signing \_\_\_\_\_