

Enigma HR Training Policy

Enigma HR conducts both in-house and external training for all of its employees. Ensuring that employees are well trained is critical in providing the best possible level of service to clients, applicants and employers alike, and that the workplace is a safe, happy and enjoyable environment.

For all Consultants

In house Training

Two Week Induction and Training Program on Recruitment for New Consulting staff:

A solid two week induction and training program in all aspects of the recruitment process , including existing processes and procedures is a prerequisite for all consulting staff. Conducted by the Recruitment Manager with the help of Senior Consultants, the program comprises theory and practical sessions to assess the application of theory. The following is covered in the induction process and is documented on the Consultant Training Manual:

- Ad Response Screening
- Taking Ad response
- Ad Writing
- Use of Internet Advertising
- Preference Based Interviewing
- Competency or Behavioural Interviewing
- Shortlisting Applicants and Resume Profiling
- Briefing and Debriefing Applicants
- Handling Counter Offers
- Extending the Offer
- Reference Checking
- Recruitment Policies and Legislation: Privacy Legislation, Occupational Health and Safety, WorkCover Legislation and Claims procedures, Company Terms of Business, EEO and Anti Discrimination
- Running a Temporary Desk
- Marketing from the Desk
- Conducting Site Visits
- Insurance and Accounting Terminology

- Activity Levels and Targets
- Recruitment Procedures and Processes
- Who are our Clients (Client Database)

Duration and Resources: The Induction is a two week program conducted by the Recruitment Manager in conjunction with a Senior Consultant.

On going Mentoring Program

- All Consultants are given one on one coaching and mentoring on the job by senior consultants and the Recruitment Manager on an operational daily basis, but more formally on a weekly basis in a brief meeting scheduled.

The meeting would cover: weekly marketing plans, training needs, target planning, statistics and activity levels.

Duration: One hour weekly with the Manager.

- All consultants participate in a monthly training session organized by the Managing Consultants with their team to address specific recruitment consulting training gaps identified by the team. The sessions are a maximum half day sessions depending on the topic and structure and would include scenario and simulated activities. The sessions are compulsory and are facilitated by Consultants on a rotational basis to give all an opportunity to sharpen their presentation skills as well as their research skills.

The Sessions would cover: Time Management, Current Market Trends, Project and Account Management, How to Handle Objections, Marketing and Sales. Features and Benefits Conversion, Selling Client Paid Ads, How to Sell Enigma HR, Writing Creative ads, Pricing and Price Objections to name a few.

Duration: At least three hours monthly conducted by the Consultants under the Guidance of their Managing Consultants and Director.

External Training

Enigma HR is an active member of the Recruitment Consulting Services Association and as such participate actively in Workshops and Industry functions.

Industry Breakfasts and Lunches are dependent on Topics and average 2 hours of consultant's time.

Workshops are full or half day workshops available at any given time of the month.

Some Workshop Topics include :

Introduction to Recruitment Consulting
RCSA Temporary Award Variation
Conflict Resolution and Negotiation
Competency Based Behavioural Interviewing Levels 1 and 2
Workers Compensation Changes
How to win Preferred Supplier Arrangements

Other External Courses:

- Ad writing
- Conflict Resolution
- Recession Proof Recruitment
- How to be an Effective Team Leader
- Computer Based Applications: Word, Excel, Access and Outlook

For all Administration Staff

All Administration Staff are required to undertake an induction and training program covering the policies, procedures for a period of a week conducted by the Director.

For all Staff

All Staff are inducted on company policies and procedures including the following:

- Occupational Health and Safety
- Privacy Legislation
- Use of Information Technology
- EEO and anti discrimination policies
- Workers Compensation

External Training Providers: The following are a listing of External Training Providers whose Programs and Courses have been recommended to all staff regardless of their role in the company.

RCSA

Barbara Hoadley

Navigator Consulting

Institute of Company Directors

CEO Institute

Macquarie Graduate School of Management

Institute of Chartered Accountants

CPA Australia

Institute of Actuaries

Tax Institute of Australia

Financial Services Institute of Australia

Professional Development Associations

All Consultants are involved as a team or as individuals in a series of talks and presentations with keynote speakers and relevant and controversial professional services and industry topics.

AMCHAM (Chamber of Commerce)

National Insurance Brokers Association

Australian Society of Certified Practising Accountants

Australian Life and Underwriters Association

Women in Insurance

Study Leave Provisions

Enigma HR have provisions for Study leave for courses relevant to the industry.

Other External Courses:

The RCSA Professional Certificate in Human Resource Consulting is a two unit part-time off campus learning program developed in association with the Faculty of Business and Economics at Monash University. The program focuses on contemporary HR Consulting and Management.

Course Structure

- Off campus learning (anywhere in Australia and New Zealand)
- Students can complete one unit per semester.
- On average it requires approximately 12 hours study per week per unit.
- 2 assignments per unit and an exam at the end of the Semester.