



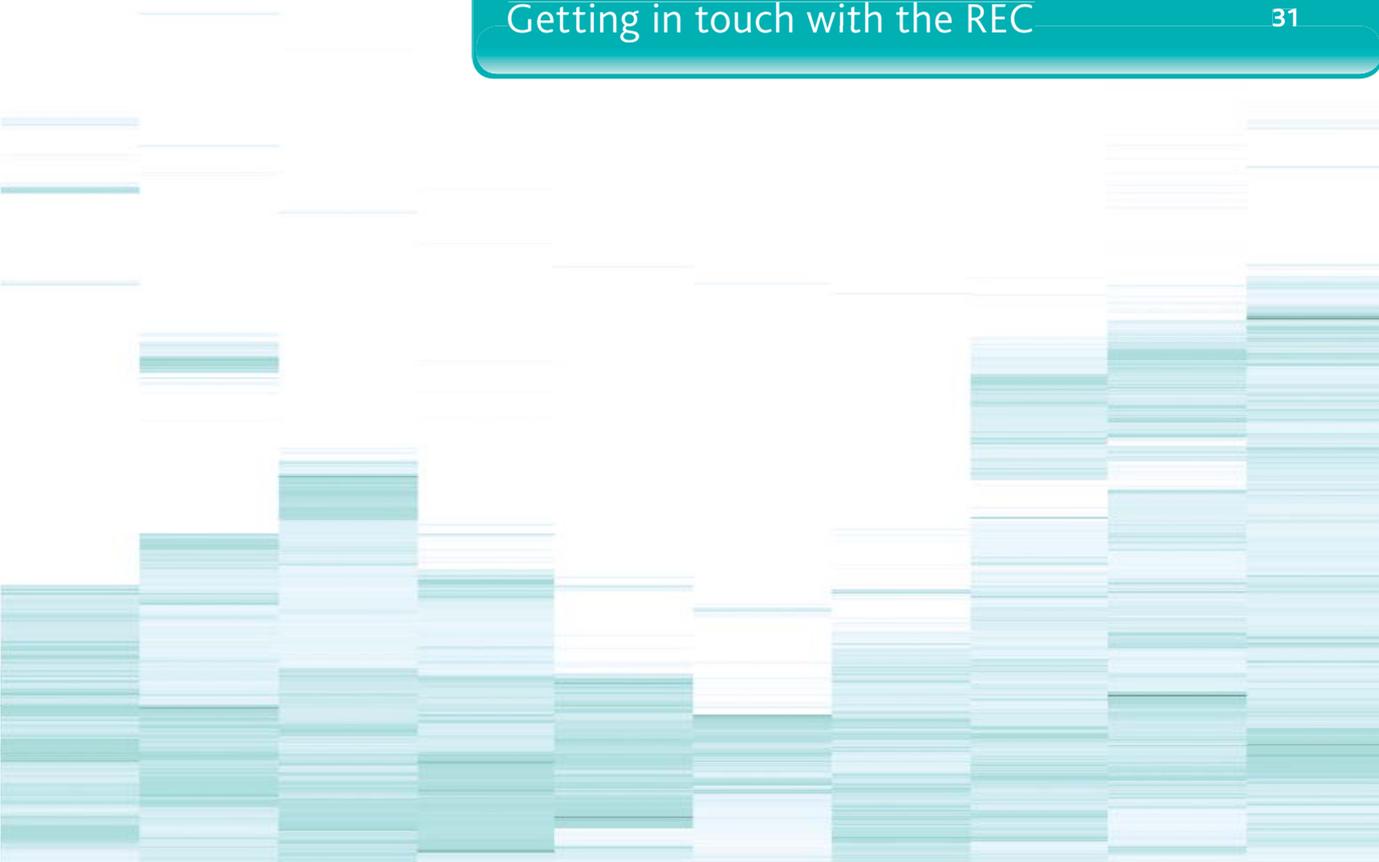
Report & Accounts 2010 and 2011 Trading Update

Recruitment &
Employment
Confederation



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Chairman's foreword



Neil Smith

Dear Members...

As the recently appointed Chairman of the REC, I consider it a real privilege to lead the UK's premier trade association for the recruitment industry. The REC Council plays a critical role in working alongside management and staff, to continually improve the REC's services to its members. This is the key to us achieving our future goal of becoming a world class organisation.

This annual report highlights the achievements and performance of the REC in 2010. A year in which, despite the fact that we were still emerging from the worst recession since the 1930s, the organisation delivered on all of its strategic objectives, implemented an ambitious business plan, exceeded our budget and sustained consistently high member satisfaction levels*. In 2010, we welcomed 737 new Corporate Members into the REC, we continued to lobby on the key issues affecting our members, and we generated record levels of media coverage and awareness for the REC and our industry. Our key achievements in 2010 included:

- ▶ launching our Manifesto to Government prior to the May 2010 General Election, rallying our members and championing the role that the recruitment industry plays in creating prosperity and delivering job opportunities
- ▶ partnering with JobCentre Plus, creating unique insights and opportunities for REC members to provide specific advice to professional job-seekers, from across the private and public sector
- ▶ completing the roll out of our specialist sector representation model with 21 distinct sector groups put in place, supporting the entire recruitment industry
- ▶ delivering our 'Public Sector Resourcing' campaign to defend the use of flexible resource in the Public Sector
- ▶ creating a coalition of employers, professional recruiters and welfare providers through our Youth Employment Taskforce, which outlined practical solutions to address the issue of youth unemployment
- ▶ meeting thousands of our members face-to-face via our 'On the Road' and 'Big Conversation' event series across the UK
- ▶ completing our comprehensive Qualifications Review to develop new professional qualifications and standards for our industry
- ▶ continuing our ten year campaign surrounding the implementation of the AWR
- ▶ receiving over 1.7 million visitors to the REC website
- ▶ publishing over 50 research reports through our Industry Research Unit.

[CONTINUE >](#)

*The REC ranked within the top third of all service-based organisations measured in Europe, TNS TRIM Index 2010



Our Vision

“To lead a successful and respected recruitment industry that is recognised for its positive contribution to UK plc.”

In addition to delivering even more benefit to our members, the REC beat its 2010 budget and returned a £50,000 surplus, a tremendous accomplishment following a difficult financial year in 2009.

I would like to extend my sincere thanks to Angela Masters, who was Chair of the REC for the past three years. She led the organisation through an incredibly difficult economic period, while working with the Executive team to modernise the organisation, champion the recruitment industry, and ensure that members were placed at the centre of everything the REC does.

We have a very capable Executive and a wonderful team of staff who do a sterling job everyday on behalf of our members. I've seen the REC make giant strides in the last year and together with my fellow Council members I am keen that we continue to speak with authority on the importance of our industry – driving the future of the UK labour market.

We will build on our success in 2010 and have included here an update on our progress in 2011, both financial and against our major objectives.



Neil Smith

Chairman

Recruitment & Employment Confederation

About the REC

What we do

The Recruitment and Employment Confederation is the representative body dedicated to representing the interests of the UK's £19.7 billion recruitment industry in Parliament, Whitehall, the European Commission and to Press and opinion formers.

The REC represents over 3,750 Corporate Members, with more than 7,700 branches, and 5,550 Individual Members within the Institute of Recruitment Professionals. All members must abide by a Code of Professional Conduct and Ethics.

Formula for Success

Voice of the Industry



Professionalism



World Class Products & Services

Strong relationships with key audiences & influencers

Setting Standards and helping people achieve

Improving what we do every day



WHAT WE DELIVERED IN 2010

100,000

The number of members we helped through our 24/7 self-service Online Legal Guide

1,400

The number of media hits across the trade press, national press, television, radio and online

240

The number of compliance inspections and audits we performed in 2010

What we delivered in 2010

During a time of unprecedented economic uncertainty, 2010 required the recruitment industry to pull together and remain strong. Committed to representing our members, and the industry, we continued to lobby and campaign on the key issues surrounding the UK's employment landscape. Here are 2010's highlights:

- ▶ We launched our **Manifesto to Government** in the lead up to the May 2010 General Election, clearly articulating our industry's position around the debate on jobs, the creation of prosperity, the requirement for less regulation and the overall impact of the labour market on the UK's economic growth.

We called on our members and key stakeholders to target Parliamentary candidates across the UK – by writing to, or meeting with, their local MPs to discuss the Manifesto, reinforce the value and positive impact that the industry has on the economy, and the vital role that our members play in delivering real job opportunities.



Manifesto, Creating Opportunity and Jobs

What we delivered in 2010

- ▶ We delivered our **Public Sector Resourcing** campaign – positioning the recruitment industry and our members as the key solution to supplying flexible labour at affordable rates, enabling the Public Sector to continue to deliver against a backdrop of major spending cuts.



Public Sector Resourcing

We spearheaded this campaign by working with Heads of Government, the Buying Solutions Office, the CBI and key Public Sector employers – creating a shared voice around this agenda. We held a Public Sector Summit for recruiters and employers; we published 'Hire Power' – a compelling research report focusing on the future of Public Sector resourcing; and we provided our members with a practical guide to navigating the Public Sector tendering process with our 'Tendering Toolkit' and 'Winning Tenders' workshops.

- ▶ We launched our specialist **Sector Representation** model, establishing a total of 21 distinct sector groups, reflecting and representing the specialism's of our Corporate Membership base and the entire recruitment industry.



21 distinct sector groups

We consulted heavily with our members to ensure that individual sectors had clarity, focus, direction and support. A comprehensive set of support tools were developed – including Sector Manifestos; policy, PR and research plans; and a regular programme of meetings and events for each sector group. Chairs and Executive teams were recruited from our membership base, to ensure that our Sector Groups are member-led and that our members' interests remain at the forefront of the REC's sector agenda.

What we delivered in 2010

Other highlights in 2010 included:

- ▶ Delivering over **240 compliance inspections and audits**
- ▶ Providing more than 180 national **events and training courses**, with over 3,200 Members attending
- ▶ Publishing over **50 research reports**, including specialised Sector Profiles
- ▶ Helping in excess of **1.7 million visitors** through the REC website
- ▶ Achieving more than **1,400 media hits** across the trade press, national press, television, radio and online
- ▶ Handling over **16,000 enquiries** through our world class Legal Helpline
- ▶ Guiding more than **100,000 Members** through our 24/7 self-service Online Legal Guide
- ▶ Conducting over **70 bespoke business consultations**, with businesses of all shapes and sizes
- ▶ Successfully resolving over **99% of all complaints** received against recruitment agencies who are members of the REC.



21

The number of distinct sector groups supporting the entire recruitment industry

99%

The number of successfully resolved complaints against REC member agencies

70+

The number of bespoke business consultations, with businesses of all shapes and sizes

Audited Accounts

The Recruitment and Employment Confederation (Company Limited By Guarantee With No Share Capital)

Company Registration No. 3895053 (England and Wales)

Directors' Report and Financial Statements

The directors present their report and financial statements for the year ended 31 December 2010.

Principal activities and review of the business

The principal activities of REC are:

- ▶ Representation of members' needs and views in Whitehall, Brussels, and to influential organisations and individuals in UK and overseas.
- ▶ Provision of members services and benefits to businesses and individuals able to meet strict entry criteria, and to conform to the REC Code of Best Recruitment Practice, including offering legal advice helplines.
- ▶ Provision of vocational qualifications and training courses for those who work in the industry, or wish to find employment within the industry.
- ▶ Research and distribution of information demonstrating the social and economic contribution of the recruitment industry to the UK economy.

Directors

The following directors have held office since 1 January 2010:

A Gunn	S Gallagher
A I Masters	T Evans
P W Searle	P Westwood
T M Swann	K Maughan
J Brooks	D Martyn (Appointed 24 June 2010)
C Kenny	S Ankrett (Appointed 24 June 2010)
J Rowley	H King (Appointed 24 June 2010)
H Keillar	M Cooper (Appointed 10 August 2010)
N C Smith	G Smith (Resigned 24 June 2010)
S Noakes	B Wilkinson (Resigned 24 June 2010)
M Evans	P A Cullimore (Resigned 24 June 2010)
K Smith	F Van Der Tang (Resigned 24 June 2010)
K Green	K Freeston (Resigned 9 March 2011)

Auditors

In accordance with the company's articles, a resolution proposing that Arram Berlyn Gardner be reappointed as auditors of the company will be put at a General Meeting.

Reserves policy

The directors have adopted a reserves policy.

This recognises that it is prudent to hold appropriate reserves to enable the company to properly plan its activities and to protect itself against business risks including the loss, or serious curtailment of, one or more income streams and of serious business interruption. In addition it is felt necessary to maintain a "fighting fund" to employ expert advisors to protect the interests of members as and when the need arises.

It is the intention of the Board to build reserves over a five year period representing the equivalent of four months overhead expenditure. To achieve this it will be necessary to achieve surpluses on average of 3% of turnover over these years.

The Board reviews the reserves policy and the level of reserves at least once a year in the light of current and anticipated levels of income and the company's planned activities.

Statement of directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing these financial statements, the directors are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ make judgements and accounting estimates that are reasonable and prudent;
- ◆ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to auditors

So far as the directors are aware, there is no relevant audit information of which the company's auditors are unaware. Additionally, the directors have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

By order of the board

A handwritten signature in black ink, appearing to read 'D. Vallance', with a long horizontal stroke extending to the right.

David Vallance

Secretary

23 March 2011

Independent Auditors' Report

To the Members of the Recruitment and Employment Confederation

We have audited the financial statements of The Recruitment and Employment Confederation for the year ended 31 December 2010 set out on pages 17 to 22. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the directors and auditors

As explained more fully in the Directors' Responsibilities Statement set out on pages 13 - 14, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- ▶ give a true and fair view of the state of the company's affairs as at 31 December 2010 and of its surplus for the year then ended;
- ▶ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- ▶ have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- ▶ adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- ▶ the financial statements are not in agreement with the accounting records and returns; or
- ▶ certain disclosures of directors' remuneration specified by law are not made; or
- ▶ the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report.

Paul Berlyn (Senior Statutory Auditor)

for and on behalf of

Arram Berlyn Gardner

Chartered Accountants

Statutory Auditor

30 City Road

London

EC1Y 2AB

Income and Expenditure Account

For the year ended
31 December 2010

	Notes	2010 £	2009 £
Turnover		5,643,286	5,308,853
Cost of sales		(1,386,482)	(1,520,335)
Gross surplus		4,256,804	3,788,518
Administrative expenses		(4,209,475)	(4,376,069)
Operating surplus/(deficit)	2	47,329	(587,551)
Other interest receivable and similar income	3	3,933	13,145
Surplus/(deficit) on ordinary activities before taxation		51,262	(574,406)
Tax on surplus/(deficit) on ordinary activities	4	-	9,028
Surplus/(deficit) for the year	10	51,262	(565,378)

Balance sheet

As at 31 December 2010

	Notes	£	2010 £	£	2009 £
Fixed assets					
Tangible assets	5		168,023		177,596
Current assets					
Debtors	6	795,179		766,597	
Cash at bank and in hand		1,399,887		1,044,728	
		2,195,066		1,811,325	
Creditors: amounts falling due within one year	7	(1,742,593)		(1,434,687)	
Net current assets			452,473		376,638
Total assets less current liabilities			620,496		554,234
Provisions for liabilities	8		(42,895)		(27,895)
			577,601		526,339
Capital and reserves					
Income and expenditure account	10		577,601		526,339
Members' funds	11		577,601		526,339

Approved by the Board and authorised for issue on 23 March 2011

P W Searle
Director

Notes to the Financial Statements

For the year ended
31 December 2010

1 Accounting policies

1.1 Accounting convention

The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

1.2 Compliance with accounting standards

The financial statements are prepared in accordance with applicable United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), which have been applied consistently (except as otherwise stated).

1.3 Turnover

Turnover represents subscriptions receivable from corporate members, subscriptions received from individual members, fees from professional training and qualifications, insurance commissions, sales of literature, event fees and grant income, net of VAT.

Subscriptions from individual members are recognised on a receipts basis.

Income from grants for specific projects is matched against related expenditure.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Land and buildings Leasehold	Over the term of the lease
Fixtures, fittings & equipment	20% to 33% straight line

1.5 Pensions

The company operates a defined contribution scheme for the benefit of its employees. Contributions payable are charged to the income and expenditure account in the year they are payable.

1.6 Taxation

The company is liable to taxation on its investment income and other income derived from non-members.

2 Operating surplus/(deficit)	2010	2009	
	£	£	
Operating surplus/(deficit) is stated after charging:			
Depreciation of tangible assets	99,863	132,156	
Auditors' remuneration	13,400	14,401	
Directors' remuneration	193,715	189,997	
	<u> </u>	<u> </u>	
3 Investment income	2010	2009	
	£	£	
Bank interest	3,933	13,145	
	<u> </u>	<u> </u>	
	3,933	13,145	
	<u> </u>	<u> </u>	
4 Taxation	2010	2009	
	£	£	
Domestic current year tax			
U.K. corporation tax	-	(14,836)	
Adjustment for prior years	-	5,808	
	<u> </u>	<u> </u>	
Total current tax	-	(9,028)	
	<u> </u>	<u> </u>	
5 Tangible fixed assets	Land and buildings	Plant and machinery etc	Total
	£	£	£
Cost			
At 1 January 2010	72,699	642,218	714,917
Additions	-	90,290	90,290
	<u> </u>	<u> </u>	<u> </u>
At 31 December 2010	72,699	732,508	805,207
	<u> </u>	<u> </u>	<u> </u>
Depreciation			
At 1 January 2010	42,216	495,105	537,321
Charge for the year	17,184	82,679	99,863
	<u> </u>	<u> </u>	<u> </u>
At 31 December 2010	59,400	577,784	637,184
	<u> </u>	<u> </u>	<u> </u>
Net book value			
At 31 December 2010	13,299	154,724	168,023
At 31 December 2009	30,483	147,113	177,596
	<u> </u>	<u> </u>	<u> </u>

6 Debtors	2010	2009
	£	£
Trade debtors	462,994	331,584
Other debtors	332,185	435,013
	<u>795,179</u>	<u>766,597</u>

7 Creditors: amounts falling due within one year	2010	2009
	£	£
Trade creditors	299,552	195,795
Taxes and social security costs	300,563	237,464
Other creditors	1,142,478	1,001,428
	<u>1,742,593</u>	<u>1,434,687</u>

8 Provisions for liabilities and charges	Other
	£
Balance at 1 January 2010	27,895
Income and expenditure account	15,000
Balance at 31 December 2010	<u>42,895</u>

9 Pension costs

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund.

10 Statement of movements in members funds

	Income and expenditure account
	£
Balance at 1 January 2010	526,339
Retained surplus for the year	51,262
Balance at 31 December 2010	<u>577,601</u>

11 Reconciliation of movements in members' funds

	2010
	£
Surplus for the financial year	51,262
Opening members' funds	<u>526,339</u>
Closing members' funds	<u>577,601</u>

12 Financial commitments

	2010	2009
	£	£
At 31 December 2010 the company was committed to making the following payments under non-cancellable operating leases in the year to 31 December 2011:		
Operating leases which expire:		
Between two and five years	<u>259,440</u>	<u>259,931</u>

13 Limited liability

Each member of the company undertakes to contribute to the assets of the company in the event of a winding up, such amount as may be required not exceeding £1.

2011 Trading update

The Recruitment and Employment Confederation

2011 Trading Update

With the economy remaining flat towards the end of 2010, and with fears over the impact of public sector funding cuts, REC put together a cautious budget for 2011.

Last year we achieved volume growth in Corporate Membership, ending the year with 110 (3%) more members than we started with. We therefore budgeted for further volume growth in 2011, based on an improved retention rates as well as new member acquisition. Other product and service revenue streams were predicted to remain flat, and we budgeted accordingly.

The Council approved our plan to make an investment in our people and capability, whilst containing other costs in line with 2010 spend. We therefore set a budget with the aim of implementing our stated Reserves policy, and returning 3% of Income (£180k) to Reserves in 2011.

Update on the position at April 2011

Overall, Revenue is in line with expectations, with our main Income streams of Corporate Membership retention and Corporate Membership acquisition performing to plan. There is also positive news on our Income from Training & Events, however, the market remains fragile so we are maintaining a cautious approach.

Costs are being well controlled, and are within budget, so our forecast is that we will deliver the budgeted surplus in 2011.

Our operating surplus at the end of April is more than £160,000 higher than at the same point last year.

50+

The number of Research reports we published, including specialised Sector Profiles

3,200

The number of members attending more than 180 national events and training courses

1.7 Million

The number of visitors through the REC website

The REC's pledge to you in 2011 – our progress to date



Kevin Green

In 2010, you told us what you wanted from us; we analysed how to add value to your business and below we've outlined our progress against the six key areas of delivery for 2011:

1. Member Engagement

You said you wanted a simplified, time-sensitive way of talking to the REC. To do this we are personalising and improving account management, providing a new customer contact centre and a better website interface to simplify communication.

Our progress to date:

Already, our efforts to enhance your REC membership through 24/7 access to vital information are proving successful. So far this year, we've received an unprecedented level of member enquiries with more than 20,000 incoming calls to our customer contact centre and free legal helpline year; the highest volume of hits to the REC & IRP websites (over 170,000 visitors to the REC site in March alone); and average response rates on REC & IRP member e-communications regularly exceeding 90% click throughs. This follows the launch of the REC and IRP AWR microsites, online Client Kits, regular CEO webinars, In The Round and AWR events.

2. Compliance

You said you wanted your membership to be an industry 'badge of trust'; with entry checks strengthened, a more robust compliance process, and a mechanism put in place to drive up standards.

Our progress to date:

We are undertaking a major review of Member Compliance, which started in January 2011, with member consultation on our proposals beginning in May. We are seeking feedback from members on how we improve the joining process so that the REC ensures applicants are compliant on entry; developing an easy "risk based approach" to keep existing members compliant; and reviewing our suite of best practice products and services, so that standards become a key differentiator to help our members retain and win more business.

3,750+

The number of
Corporate Members

5,500+

The number of Individual
Members within the Institute
of Recruitment Professionals

7,700+

The number of Corporate
Member Branches we
represent

The REC's pledge to you in 2011 – our progress to date



3. Client Agenda

You said client engagement is your highest priority. We will continue our campaign to increase client awareness of the REC and our professional standards, to reinforce added value and protect our industry's future.

Our progress to date:

Our Client Agenda focus is stronger than ever, building on the links we have formed with large employers through the Future of Employment Working Group; key relationships with stakeholders such as CIPD; issuing joint research aimed specifically at the HR community; helping members win new clients through client briefings and events; and in February we released the second phase of our 'Client Kit' – giving you easy access to our most effective and comprehensive set of tools to help you differentiate your business and develop the ultimate client relationship.

4. Agency Worker Regulations (AWR)

You said you wanted the REC to help you and your clients be fully prepared for implementation of the AWR in October 2011. We are increasing our activity and deploying our multi-faceted resources including webinars, toolkits and workshops, to ensure you are ready to face the most significant legislation ever to hit the UK's private recruitment industry.

Our progress to date:

On 1st February, we launched our most extensive and exclusive member support programme – Your AWR Advisor (for Corporate Members) and AWR Implementation (for IRP Members). We have continued our lobbying and awareness-raising campaign with Government, convening regular meetings with Government Departments especially BIS, meeting both the Minister and Secretary of State with responsibility for implementing the regulations, inputting into the official BIS guidance through seven workshops, using bespoke research to support key arguments and promote the need to protect flexible staffing arrangements.

This year, we are delivering 25 national and regional AWR events involving over 1,100 members; 20 sector-specific events, involving over 300 members and covering sectors such as education, healthcare, drivers, technology, office administration and childcare; two AWR webinars open to all members and the successful AWR National Summit on 5th May, attended by over 400 delegates.

Next steps include the issue of new model contracts (by end June); working with leading law firms and HR practitioners on specific areas of the legislation; developing extra AWR support services including sector specific briefings, member briefings, open training and mentoring, continued delivery of regional workshops, plus the review and evaluation of AWR Advisor to ensure it provides the necessary support.

20,000

The number of incoming calls to our Customer Contact Centre and Legal Helpline to date in 2011

170,000+

The number of unique visitors to the REC site in March 2011 alone

1,100+

The number of members attending national and regional AWR events to date

The REC's pledge to you in 2011 – our progress to date

5. Qualifications

You said best practice qualifications and training are a major priority for your business. Following an extensive consultation process with over 500 members last year, we will deliver the biggest shake up of the industry's qualifications for a generation, to ensure our qualifications remain world-class and relevant.

Our progress to date:

We appointed a team of Chief Examiners in early January who with member focus groups have produced the syllabi for the new Certificate and Diploma in Recruitment Practice qualifications. New Subject Experts are currently writing the learner materials and we are putting the final touches to the revised distance learning and Fast Track programmes, having tested our thoughts and ideas with current learners and their employers. The official launch of the new Certificate and Diploma in Recruitment Practice will take place on 5th July and the first distance learning course leading to the new Certificate starts in late September followed soon after in late November by our new Diploma in Recruitment Practice. Feedback on the content has so far exceeded our expectations and we have been overwhelmed by the number of recruiters who have inputted into the review. This demonstrates the increasing importance for individual recruiters to show they are qualified members of a professional industry - it's the minimum that clients expect.

6. Transformation

You said you wanted the REC to be geared up to better support your business. We have entered the second phase of our internal transformation, and are improving our member database, deploying new processes and developing our capability to better support your business, your sector and the industry as a whole.

Our progress to date:

We are into the second phase of our transformation project with the objective of providing improved support to our members and the industry in a more efficient and effective manner. This year, we have implemented our new Customer Contact Centre facilitating one point of access for all inbound queries. We have also invested in automated workflow to reduce waste in transactional administrative processes as well deploying people development and training programmes to up-skill our people in handling the challenges faced by our members and stakeholders.



Getting in touch with the REC

If you have any queries about this Annual Report & Accounts please contact:

David Vallance
Company Secretary
Email: david.vallance@rec.uk.com
Tel: 0207 009 2126

- ▶ To contact the REC please call **020 7009 2144** or email info@rec.uk.com
- ▶ You can also download this report at www.rec.uk.com/annualreport2010



- **Recruitment's biggest lobbying voice**
- **The source of recruitment knowledge**
- **Raising recruitment standards**
- **Developing successful careers in recruitment**
- **Exceeding members' expectations through business support**

The Recruitment and Employment Confederation (REC) is the professional body dedicated to representing the interests of the recruitment industry in Parliament, Whitehall, the European Commission and to press and opinion formers.

The REC represents 3,750 Corporate Members, with more than 7,700 branches, and 5,550 Individual Members within the Institute of Recruitment Professionals. The REC is committed to raising standards and highlighting excellence throughout the recruitment industry.

The Recruitment & Employment Confederation

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**Recruitment &
Employment
Confederation**

