

# A charter for disability-smart recruitment service providers



Organisations who work with Business Disability Forum want to ensure that they are attracting and accommodating job seekers with disabilities and long-term conditions. This includes ensuring your recruitment process is as inclusive and barrier-free as possible.

There are ten key competencies that disability-smart recruitment service providers ensure they are equipped to deliver:

1. Seek and welcome applicants with disabilities and long-term conditions.
2. Review processes and methods to ensure they are attractive and barrier-free for groups of disabled people and individuals with disabilities or long-term conditions (this includes reviewing marketing and attraction strategies).
3. Have processes to ensure adjustments or accommodations that are reasonable are made for individuals to enable them to effectively complete the service provider's recruitment processes.
4. Provide disability-specific training to all employees on their legal obligations as a supplier of recruitment services.
5. Check all job adverts to ensure they focus on output rather than process so that they do not indirectly discriminate against groups of people with disabilities.
6. All assessments, questionnaires, and interview formats undertaken by the recruitment service provider have been equality analysed to ensure they are inclusive and barrier-free.
7. Support alternative ways of doing assessments and interviews (such as extended interviews or facilitating work trials).
8. Engage with external organisations and schemes (such as Access to Work) to help further support candidates with disabilities or long-term conditions.
9. Wherever possible, provide feedback to unsuccessful candidates on their performance during the recruitment process.
10. Monitor the number of candidates who say they have a disability or long-term condition, how successful they are in securing work through the recruitment service-provider, and actively work to improve the attraction and selection of people with disabilities and long-term conditions.

## Further information

### Business Disability Forum

Nutmeg House | 60 Gainsford Street | London | SE1 2NY

Tel: +44-20-7403-3020

Email: [advice@businessdisabilityforum.org.uk](mailto:advice@businessdisabilityforum.org.uk)

Web: <http://businessdisabilityforum.org.uk>

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