

# The University of British Columbia Hiring Solutions Client Framework

## 1. PURPOSE

Designed to foster strong and mutually beneficial partnerships, this framework ensures effective communication, transparency, and alignment between UBC Hiring Solutions and our clients. Any prior agreements, understandings, or representations, whether oral or written, shall be superseded by this document.

Through the client framework, we aim to:

- **Clearly Define Client and Hiring Solutions Expectations and Responsibilities.**
- **Deliver Superior Service to Clients to Facilitate Effective Talent Acquisition.**
- **Enhance Communication and Collaboration.**
- **Mitigate Risks and Disputes.**
- **Foster Long-Term Partnerships.**

This framework shall be governed by employment standards in British Columbia and in accordance with the policies, collective agreements and terms & conditions of employment that govern employment within the University of British Columbia (“the University”).

## 2. RESPONSIBILITIES - HIRING SOLUTIONS

- a. Hiring Solutions is a full-service recruitment unit of UBC Human Resources offering a variety of cost recovery services for client departments across the UBC Point Grey campus, Robson Square, and hospital sites.
- b. Hiring Solutions acknowledges its responsibility to actively source and recruit qualified and competent candidates to fill the University's temporary staffing needs. Hiring Solutions also offers additional recruitment services when requested by clients on an agreed upon fee structure.
- c. Hiring Solutions shall employ best practices in candidate sourcing by leveraging its network, utilizing job boards, conducting targeted outreach, and engaging in other suitable methods to attract top talent.
- d. Hiring Solutions will maintain a database of qualified ready-to-hire temporary staff candidates, ensuring they possess the necessary qualifications, skills, and experience to meet the University's requirements. The database will be regularly updated and readily accessible for efficient candidate selection.
- e. Upon receiving requests from clients, Hiring Solutions will diligently match available temporary staff members from its database to the specific requirements of each work order. Hiring Solutions will consider factors such as skillsets, qualifications, availability, and any other pertinent criteria provided by the client to ensure optimal candidate placement.

- f. Hiring Solutions assumes responsibility for accurately calculating, processing, and disbursing the remuneration due to temporary staff members for their services rendered to the University. This includes adhering to applicable wage and hour laws, maintaining accurate records, and promptly addressing any payroll-related inquiries or issues that may arise.
- g. Hiring Solutions is committed to monitoring and managing the performance of temporary staff members throughout their assignments. Hiring Solutions will request feedback from clients regarding the performance of temporary staff members to continually improve the quality of service. Hiring Solutions will provide temporary staff with feedback, guidance and support as needed to ensure that the client's expectations are met.
- h. Hiring Solutions will handle leave requests from temporary staff members in a fair and timely manner, coordinating with the client as necessary to ensure seamless staffing continuity.
- i. In addition to the above, Hiring Solutions will proactively address any other relevant aspects of the temporary staffing process that may arise during this agreement. This includes compliance with employment laws and regulations, maintaining confidentiality, ensuring a diverse and inclusive candidate pool, and promptly addressing any concerns or issues raised by the Client regarding temporary staff placements or related matters.

### **3. RESPONSIBILITIES – CLIENT**

- a. For temporary placements, clients are responsible for providing detailed job work order details including:
  - Client name / Contact information / Billing Address / Billing Worktag information.
  - Start date / End Date / Hours of work / Address where work will be performed.
  - Position information / Salary / work description, duties and skills required for work order.
- b. For other recruitment services, the client will contact Hiring Solutions to discuss specific details.
- c. A work assignment begins on the first day the employee works for or receives training from a client. It ends based on the end date indicated on the original work order request or when the assignment is ended via mutual agreement of Hiring Solutions and either the employee or the client.
- d. Clients are responsible for providing a safe working environment for temporary staff, including compliance with health and safety regulations.
- e. Clients are responsible for providing the necessary tools, technology, software and any specific training for the placement.
- f. Clients understand and agree that temporary staff members are employees of Hiring Solutions and not directly employed by the Client.
- g. Clients should work with Hiring Solutions should there be any performance management issues.

- h. If through performance management, a temp does not improve and they still do not meet expectations of the client, you may request another temp or end a temp prior to the original end date.
- i. Clients agree to notify the Hiring Solutions Placement Team before hiring our temporary staff to their Faculty or Department. Hiring Solutions may waive the minimum 66 worked day requirement for a placement fee.
- j. Clients are encouraged to provide constructive feedback, including completing scorecards for temporary staff, and communicate any concerns or issues promptly to Hiring Solutions for appropriate action to be taken.

#### 4. Cancellations:

- a. Clients may cancel a temporary staff assignment early with reasonable notice. Early temporary staff cancellation must be agreed upon between Hiring Solutions and the client; the standard early cancellation notice period is a minimum of 5 business days.
- b. If a cancellation occurs with insufficient notice, the client may be subject to a cancellation fee, as determined by Hiring Solutions.
- c. Hiring Solutions reserves the right to cancel a temporary staff assignment due to unforeseen circumstances or if the client's conduct or work environment poses a risk to the temporary staff member's safety or well-being.

#### 5. Fee Structure:

Effective October 8, 2025, the client agrees to the following fee structure for the following services:

Service	Fee
<b>Talent on demand (Temporary staffing)</b>	Pay rate of the job classification + 43% service cost (covers benefits, leave and admin fees).
<b>Application Review</b> - Have an experienced recruiter narrow down the applicant pool to a top 10 list (or as specified).  *Pricing is based on a pool average of 200 applications.	\$750 per competition.
<b>Targeted Shortlist</b> - Have an experienced recruiter conduct phone or video interviews with your top 5-10 candidates to narrow down the number of candidates for interview.	\$750 per competition.
<b>Managed Full-Service Recruitment</b> - From start to finish, including Workday job posting, candidate screening, shortlisting, interview, and reference check.	10% of the lowest end of the salary band for the position, paid 5% at the

	start and 5% at the close of recruitment.
<b>VidCruiter</b> – An online platform for video interviewing, reference checks and more. Pre-recorded video interviewing or automating reference checking can significantly increase your efficiency and reduce your time to recruit.	See Vidcruiter Pricing table below.
<b>Skills Testing</b> – Confirm your candidate’s skills and job readiness with targeted pre-employment testing, including Microsoft Office suite and more, to support confident hiring decisions.	\$50 per candidate for up to 4 subjects tested. Please inquire for pricing should additional subject testing be required.
<b>Candidate Sourcing</b> – Don’t just post your job — let us find you talent. Our experienced recruiters actively source and engage qualified candidates for your open role.	\$300 at onset credited toward total.  \$3,000 when sourced candidate is successfully hired.
<b>Other services not outlined - available upon request</b>	Fees to be negotiated and agreed upon before proceeding.

#### VidCruiter Pricing

Tier	Description	Price
Single User	Low volume pre-recorded video interviews/reference checks.	\$750 for each process OR \$3,500 annually for up to five processes.  Prices are for new Vidcruiter processes. For modifications of previous Vidcruiter processes, a discount can be applied.
Department-Managed	Unlimited processes, VP-level setup, up to 2 Admin.	\$3,000/year
Full-Access	Unlimited processes, VP-level setup, up to 5 Admin.	\$5,000/year

#### Fee notes:

- Fees are subject to change. The fees for services in the framework are subject to change.
- Active clients with temporary staff or are engaged in other services will be notified and provided with ten (10) business days prior to the effective date of any such change.
- Updated rates will be posted in the client framework posted on this [site](#).

## **6. Billing:**

- a. Clients will be billed at month-end to the worktag provided via pre-approved internal service delivery for the services provided by Hiring Solutions from the 24<sup>th</sup> of the previous month to the 23<sup>rd</sup> of the current month.
- b. Any discrepancies or issues with the invoice should be reported to Hiring Solutions within five business days of receipt.

### **Billing Chargeback for Wage Settlements:**

- If Hiring Solutions is required to increase the wages of temporary staff members for past years due to a new collective agreement, wage settlement or adjustment mandated by applicable laws or regulations, the client will be subject to a billing chargeback.
- The billing chargeback will cover retroactively the increased wage costs and margin incurred by Hiring Solutions for the affected temporary staff members during their assignment with the client.
- Hiring Solutions will provide the client with written notice of any billing chargeback and provide supporting documentation, such as the details of the wage settlement or adjustment.

## **7. ADDITIONAL CONSIDERATIONS**

### **Confidentiality:**

- Hiring Solutions recognizes the importance of maintaining the confidentiality of client information. All client data, including job descriptions, candidate profiles, and billing details, will be treated with the utmost confidentiality and will not be disclosed to third parties without the client's consent, except as required by law.

### **Union Engagement and inquiries:**

- Hiring Solutions will be the main point of contact for Union inquiries as it pertains to temporary staff members and their status.
- Should a temporary extension require Union approval, the client bears the responsibility to consult with the Union and provide the response to Hiring Solutions after it has been received.

### **Client Dispute Resolution:**

- Hiring Solutions values client feedback and aims to resolve any disputes or concerns promptly and amicably.
- In the event of a dispute or disagreement, both parties agree to engage in good faith discussions to seek a mutually satisfactory resolution.

- If a resolution cannot be reached through informal discussions, either party may escalate the matter to formal mediation or arbitration as mutually agreed upon.

**Amendments:**

- This framework may be amended or modified by Hiring Solutions at its sole discretion.
- Clients will be provided with reasonable notice of any amendments to the framework.
- Continued use of Hiring Solutions' services following the effective date of the amendments will constitute acceptance of the revised framework.