Standard Operating Procedure (SOP): Submission of Shortlisted Candidates to Clients

This SOP details the process for **submission of shortlisted candidates to clients**. It includes steps for candidate evaluation, verification of qualifications, preparation of candidate profiles, obtaining necessary approvals, and timely communication with clients. The objective is to ensure a professional, efficient, and transparent submission process that meets client expectations and facilitates successful recruitment outcomes.

1. Purpose

To define a standard process for submitting shortlisted candidates to clients, ensuring accuracy, professionalism, and client satisfaction.

2. Scope

This procedure applies to all recruitment staff involved in candidate sourcing, screening, and client submissions.

3. Roles and Responsibilities

Role	Responsibility
Recruiter	Source, screen, and evaluate candidates. Prepare and submit candidate profiles to the Recruitment Lead.
Recruitment Lead/Manager	Review and approve candidate submissions. Resolve discrepancies and ensure quality.
HR/Admin Support	Assist with document checks and profile preparation.
Client Relationship Manager	Coordinate submission to client and manage client communications.

4. Process Steps

1. **Candidate Evaluation**
   - Assess shortlisted candidates against client requirements and job descriptions.
   - Conduct initial interviews to validate skills, experience, and cultural fit.
2. **Verification of Qualifications**
   - Check candidates' educational background and employment history.
   - Confirm professional certifications and other relevant credentials.
3. **Preparation of Candidate Profiles**
   - Compile a comprehensive profile including resume, summary of qualifications, and relevant assessments.
   - Ensure all information is accurate and formatted professionally.
4. **Internal Approvals**
   - Submit candidate profiles to Recruitment Lead/Manager for review.
   - Address feedback or discrepancies prior to final submission.
5. **Submission to Client**
   - Submit approved candidate profiles to the client via the agreed communication channel (e.g., email, ATS).
   - Include a cover note summarizing each candidate's fit and unique strengths.
6. **Client Communication & Follow-up**
   - Confirm receipt of candidate profiles with client.
   - Communicate responses/feedback from the client to internal teams and candidates promptly.
7. **Documentation & Record Keeping**
   - Maintain records of all candidate submissions, approvals, and client communications for future reference and audit.

5. Key Points & Best Practices

- Ensure all candidate information is accurate and up-to-date prior to submission.
- Follow client-specific formats and submission protocols.
- Maintain clear and timely communication throughout the process.
- Respect candidate confidentiality at all times.

- Act promptly on client or internal feedback regarding submissions.

6. Documentation & Templates

- Candidate Profile Template
- Submission Tracker Sheet
- Internal Approval Form
- Client Cover Note Sample

Note: *Non-compliance with this SOP may result in delayed submissions and potential negative impact on client relations and recruitment outcomes.*