

Online training available to small businesses

Small businesses will be able to register for 12 FREE interactive courses to celebrate the partnership of Microsoft's bCentral.co.uk and iLearn.To, a leading UK hosted e-Learning solutions provider. The partnership will provide reliable and cost effective training solutions to small businesses. A dedicated site, accessed via <http://www.bcentral.co.uk>, shows how e-Learning can help small businesses increase productivity and give them a choice of over 850 interactive courses from leading providers including BBC for Business, Harvard Business School, McGraw Hill and PricewaterhouseCoopers. The 12 FREE interactive courses will enable visitors to experience e-Learning first hand while giving them skills they can put into practice immediately. The FREE courses cover Microsoft desktop applications

including Word, Excel, PowerPoint as well as the new Windows XP. Also included are business and management courses covering topics that

Helping small businesses respond to skills shortages and skills gaps in their workforce...

are familiar to all small businesses, such as Finance, Health & Safety and Stress Management. "Small businesses realise that training staff is now a necessity in an ever-changing marketplace and it is now even more important to build a competitive work force and quickly fill skills gaps," said Sieng Van Tran, iLearn.To CEO. "e-Learning helps them to achieve this at a much lower cost than traditional classroom based training,

while minimising the opportunity cost of losing a valuable member of staff while they are attending a course." "Our partnership will help small businesses get the most out of the software used in their organisation and thus delivering real business benefits." "In addition, we can help small businesses to respond to skills shortages and skills gaps in their workforce and increase business performance by raising the skills of the workforce."

Comments Kevin Hewitt, site editor for bCentral.co.uk: "We're trying to help our customers do more with less. One way this is with the right service partners. We're working

hard to identify, evaluate and recruit relevant, compelling and low cost providers of web-based services for our small business customers. iLearn.To offers a fantastic solution to a business's training requirements - they allow the owner of a business to maintain complete control whilst empowering their employees to tailor training programs to maximise their use of technology." www.bcentral.co.uk www.ilearn.to



Elearning—available whatever your size, wherever you are

A local business forum?

In response to a number of approaches we have received we are keen to develop Recruitment News into more of an interactive newsletter utilising the experience and knowledge of our subscribers. What do you want to see? How can we help you resolve key issues in your business? Can we air, collectively debate and provide solutions to the problems that face local employers in your businesses? This could this become an interactive forum for local companies so please contact us if you have something to address.



Redundancies hit reputations

Companies making redundancies during the downturn will have to work hard to repair their reputations once they start hiring again according to recent research.

The Job Index Survey, carried out among 1200 UK businesses revealed that 40% of organisations had made redundancies this year. The Chartered Institute of Personnel and Development has noted that more firms are beginning to take a drip-feed approach to downsizing as opposed to the mass redundancies that hit the headlines.

Jobseekers keep faith in online applications

Jobseekers are becoming more and more reliant on the process of online recruitment in their quest for their next move in the employment market, with a 55% application success rate through the Internet, according to new research. Jobseekers are more and more reluctant to blacken their fingers with newspaper print when they concentrate their efforts on finding new employment. Only 13% considered newspapers to be the easiest medium through which to look for jobs, and only 22% found the most success in applying for jobs that they found through newspapers. In contrast, 82% of jobseekers considered the Internet to be the simplest way to source new job opportunities, 84% listed the Internet as the easiest way to apply for jobs, with 55% listing the Internet as the route to enjoying the most success for job applications. This is obviously very encouraging for the online recruitment com-

munity, with jobseekers maturing with the Internet, and will undoubtedly mean that as more Internet-savvy professionals enter the jobs market and experience the benefits of online recruitment, online recruitment methods will gradually become their first choice route to progression in the jobs market. It is with this in mind that we have made further improvements to the RS site, adding a facility allowing vacancies to be registered completely free of charge online at www.rsrecruit.co.uk/client-services/jobs/submit_vacancy_form.asp. With over 1,500 locally based job seekers now accessing the site every month we felt that a convenient method of placing vacancies online should be made available to local employers. These remain active for as long as you are looking, you can have as much room as you need for advertising your vacancies and all at no cost!

P45s for porn surfers at work

The report, which surveyed more than 500 Human Resource managers in the UK, found that a quarter of UK companies have dismissed employees for Internet misconduct, with the majority of sackings for online porn, according to a survey from Websense International Ltd., - and Personnel Today magazine. The survey - conducted among 544 human resources (HR) managers and officers from some of Britain's largest corporations, employing an average of 2,500 people - found that 72 percent of UK firms have dealt with Internet misuse in the workplace. In addition, 69 percent of all dismissals were associated with online pornography. After pornography, web chat rooms (26 percent) and personal email browsing (23 percent) were the second and third most-frequent complaints brought to the attention of the HR department, respectively. Forty percent of all complaints were brought to HR attention by co-workers unhappy with their colleagues wasting time on the Internet.



problem, it is an issue rarely discussed publicly. According to the survey, HR managers get involved with an average of one complaint per month, yet most prefer to deal with the problem by having a quiet word with the person in question (56 percent), followed by a verbal warning (29 percent). Nearly a quarter (23 percent) resort to dismissing the employee.

Internet misconduct - a high price to pay

"Dismissing an employee for Internet misuse is a substantial cost to the employer," said Jonathan Naylor, barrister in the Employment, Pensions and Benefits Group of Morgan Cole Law Firm.

"While there are the obvious costs of advertising for new hires, recruitment, training and supervision,

69% of all Internet dismissals have been related to pornography

there are also additional financial burdens caused by the interruption to work patterns, the damage to morale and the negative publicity to the organisation as a result of the dismissal." A study in 2001 by IDS Brief found that the costs of replacing key staff could be as much as

150 percent of the employee's annual salary. In addition, if the dismissal process is handled poorly by the employer, the organisation could also face Employment Tribunal proceedings, incurring further management time and costs. Faced with the monetary troubles caused by Internet misuse and employee dismissals, many companies are using employee Internet management (EIM) software as a way to automatically enforce its existing Internet access policy. "Companies are increasingly looking to protect themselves and their employees from the legal implications from viewing pornography or downloading illegal software," said Geoff Haggart, vice president at Websense. "EIM software supports an organisation's efforts to improve employee productivity, conserve network bandwidth and save storage costs."



20 minutes a day is allowable for personal surfing

"It also automatically provides flexibility that enables employees to access acceptable content at appropriate times, such as their lunch hours." "This survey shows it is not enough for employers to have a policy on Internet abuse. If companies want to stop staff from downloading pornography or other offensive material they have to make sure they communicate their policy clearly and regularly," said Noel O'Reilly - Personnel Today Magazine. Twenty minutes a day - an acceptable time for surfing. According to the survey, HR managers and officers believe that 20 minutes a day for personal Internet surfing is a fair and acceptable amount of time, particularly in today's work environment in which the Internet is an integral part. However, respondents also noted that they believe the average time employees spend doing personal surfing is actually closer to 30 minutes a day. Behind closed doors and you're more likely to surf. People with their own offices may be the worst offenders at abusing their Internet privileges, according to fifty seven percent of HR personnel, who believe more personal surfing gets done behind closed doors. www.websense.com

Dismissals for Internet porn covered up

While Internet misuse within British companies is a common

A reference to die for...

To brighten your day we have a few quotes reportedly taken from actual performance evaluations supplied to other companies.

"His men would follow him anywhere, but only out of morbid curiosity."

"This young lady has delusions of adequacy".

"When she opens her mouth, it seems that it is only to change foot".

"If you stand close enough to him you can hear the ocean".

"He would argue with a signpost".

"Works well under constant supervision and cornered like a rat in a trap".

"He sets low personal standards and consistently fails to achieve them".

"This employee is depriving a village somewhere of an idiot".

"He doesn't have ulcers, but he's a carrier".

"This employee should go far, and the sooner he starts the better".

"He has two brain cells: one is lost and the other is out looking for it".

"She drank from the fountain of knowledge, but only gargled".

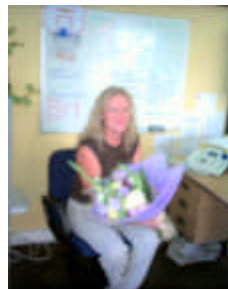
"If he were any more stupid he would have to be watered twice a week".

"The wheel is turning but the hamster is dead".

Temp of the month — Aug/ Sept 2002

This month we are delighted to award our temp of the month award to Annabel Edwards. Annabel has worked for us on a number of assignments this year and has proved to be a highly efficient and thorough individual with an incredibly

positive, can-do attitude. Nothing has been too much for her and all of the companies that she has worked at have extended her assignments. It is an enormous credit to Annabel that her work is rated so highly and we are thrilled to award her this month's award. A very worthy recipient.



Annabel receiving her temp of the month award at the Recruitment Solutions offices in North Street.

Recruitment News

is produced by:

Recruitment Solutions
55 North Street Thame Oxon. OX9 3BH
Tel: 01844 213999
Fax: 01844 213444
karl@rsrecruit.co.uk
www.rsrecruit.co.uk