

Employment, Employment Information And Business Opportunity Services – Fact sheet

Introduction

Service providers seeking clarity about the application of any Code provision to a particular service are strongly advised to contact the Executive **before** starting to operate the service.

These services fall into three categories:

- **Services offered by employment agencies and employment businesses**

The Employment Agencies Act 1973 prevents the charging of fees to persons for finding or seeking to find them work, whether employed or self-employed, subject to certain exceptions. The service provider element of the premium rate charge amounts to a fee for this purpose, and therefore such services will usually be in breach of paragraph 5.2 of the Code of Practice.

- **Services which give information about the service provider's own vacancies**

These services are permitted under the Employment Agencies Act 1973 and are subject to the provisions of the Code of Practice.

- **Services which give general advice about careers and employment, including self-employment**

These services are permitted under the Employment Agencies Act 1973 and are subject to the provisions of the Code of Practice.

Code of Practice Requirements for these Services

Services should observe all provisions of the Code of Practice that can apply to them. Certain requirements of the Code, detailed below, are particularly relevant to these services.

Misleading Services and Taking Advantage of Vulnerable Consumers

In order to avoid being deemed misleading by the Board under paragraph 5.4.1 of the Code of Practice, the promotional material associated with the services in this category should:

- correspond to genuine vacancies and/or opportunities, the existence of which should be fully substantiated on request,
- not be likely to mislead a caller as to the conditions, necessary qualifications or availability or extent of any potential employment or business opportunity,

- make no claims relating to earnings unless the evidence that such earnings are currently and regularly attained by existing employees or equivalent is readily available,
- clearly state any additional expenditure, including any investments, that may be required over and above the cost of the telephone call,
- state the type of work to be done and its geographical location,
- state the number of workers required,
- state the basis and level of remuneration and, where known, the level of earnings that may realistically be expected.

How To Contact PhonepayPlus

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