



## “your future is our business”

Dear Client,

Welcome to itouch professional solutions. Since 1997, we have been at the forefront of the employment market with a service that's renowned for quality and success. We are often recognised as an integral part of the “hidden job market” and our knowledge of the recruitment industry remains unparalleled.

**Our mission** is to provide you with a quality driven; solutions based resume service that embraces modern techniques with traditional values. By achieving this, we will continue to be the number one preferred source of resume services for the professional across Australia.

**Our goal** is simple, to put you in control of your employment search. We know that “if your resume doesn't perform in the Top 5% of the market, then you will fail”. Our goal is to keep your resume performing in the Top 5%.

Thank you for choosing itouch professional solutions, where your future is our business.

Roland Coombes  
Business Manager

## So what next?

### STEP 1

Firstly, please read through our terms and conditions and ensure you advise us of any additional requests such as; Statement of Claims, Covering Letters and Executive Statement as original quotes will have been on resume only.

Once your deposit has cleared, we will then analyse your project. Most clients will receive a list of questions via email correspondence, giving you more time to provide considered answers. In some cases, a telephone conference will be required. You will be notified if this is the case to arrange a mutual time.

We are trained and experienced in breaking down the information we need from you clearly and effectively.

### STEP 2

We will then review your background against market requirements. Incorporating market research into our work provides us with a unique method in understanding what your potential avenues could be.

Next, we will then complete a skill set review which will form the basis of your core competencies (these are transferable skills which enhance your technical capabilities) and are needed for today's market.

As complicated as this might seem, we will ensure your resume has that personal approach and looks and feels like a document you can own.

### and finally...

The whole process takes around 7-9 working days (excluding weekends) from receipt of questions depending on client requirements.

We will then provide you with the following:-

- ▶ A draft resume for you to review
- ▶ A summary of work completed
- ▶ Adjustments until you are satisfied
- ▶ Recruitment tips
- ▶ Our “Inside Information Guide”

We want this to be a successful experience and provide you with a service that puts you back in control.

Only itouch offers such a unique professional service to the employment market.

# Terms & Conditions

- PARTIES**

These terms and conditions of business are between itouch professional solutions © (we / us / itouch) and the client (you) and specify the terms under which we will provide services to you until such time new terms are notified in writing. 3<sup>rd</sup> parties relates to any person or body for which this document may be intended to be forwarded.

- ACCEPTANCE OF TERMS OF BUSINESS**

By engaging our services through the form of a deposit payment (or payment as a whole if previously specified), you will have accepted our terms and conditions of business as detailed in this document.

If you are unclear about any of the information specified in the document, you must notify us in writing prior to accepting or making any form of payment.

- DEPOSITS**

A \$70 non refundable deposit is required (per person) prior to the commencement of any work or project assignment. Deposits are valid for 6 weeks only and are offset against the final balance

Type	Special conditions
Standard Deposit	\$70
Fast Track/Overseas	Full amount (no deposit)
Clearance time (bank and visa deposits)	1 -2 working days
Valid for	6 weeks (unless requested)
Final Balance Due	1-3 days from notification that draft is ready for review

**Important Note: No documents can released (in draft or other) until final account is cleared**

- FEE SCHEDULE & COST QUOTES**

Quotes are priced based on resume production only unless otherwise stated.

Statements of claims, covering letters etc are not included in the price unless otherwise quoted or officially noted.

- PAYMENT TYPES**

Type	Clearance	Additional charge
Bank transfer	1 – 2 working days	Nil
Cheque	Special conditions	Special conditions
Direct bank deposit	1 – 2 working days	Nil
Visa / MasterCard	1 – 2 working days	2.8% surcharge

- FINAL PAYMENTS, CANCELLATIONS & DOCUMENT RELEASES**

Payment in full is due within 3 working days of account due notification. No documents will be released until final payment is made in full and cleared.

CANCELLATIONS: Through accepting these terms, you are liable to pay the balance of the project IN FULL once all documents are ready – unless you have notified us in writing prior to entering into “Questions and Answers”.

- GUARANTEES OF SERVICE**

Included in our service are unlimited re-writes needed to ensure you are fully satisfied with the end product; both minor or major (major re-writes are extremely rare). Our only stipulation is that you inform us of any changes within two weeks of receiving the document for review. Changes must be in context of the original engagement and information supplied to us.

- OBLIGATIONS & LIABILITY**

It is the client's responsibility to check, proof and approve the final document(s) should they choose to use this document for their employment search. itouch professional solutions does not accept any liability resulting from miscommunication, document production errors or incorrect formats nor will any acceptance be made on liability for any claim, error, loss, expense, damage or delay occasioned by the work completed.

itouch professional solutions retains the right to withdraw or cancel any assignment where it is felt the client is not adhering to best practice or where concerns exist within the project. and may become detrimental to our business.

- COPYRIGHT**

The style, format and content used by itouch professional resumes is copyright of the business. Any forwarding of documents to external parties (deemed unrelated to your search requirements) with the sole intention of reproduction can result in prosecution through Australian and International laws.

Resumes are tailored specifically to our client's needs; however please be aware that on rare occasions some content duplication can happen – we will do everything possible to minimise this risk.

- STORAGE**

We do not manage or offer any data warehousing facilities; therefore it is not always possible for us to provide copies of your work once the project is completed.

- CONFIDENTIALITY AND PRIVACY**

All information supplied to and by itouch professional solutions, whether written or verbal, is confidential and should not be disclosed to any other party without the express written consent of both parties (itouch / yourself).

We truly value your business and aim to not only meet your expectations, but to exceed them.