

Service Level Agreement Template

An Overview

SLAs are formal, written agreements between TA and the company, specifying the expectations, requirements, and performance metrics that the TA function must meet. These help you to manage the expectations of internal clients and

set a benchmark for your internal talent acquisition processes. Below are nine of the most common SLA types. On the following pages, you'll find a prompt for an SLA with space to include the intricacies of your chosen SLA type.



Filled requisitions

The number of roles closed by the TA team



Percentage of employee referrals

A stronger source of hire; the number of new hires brought in through current employees



Candidate experience

Creating standards for a positive candidate experience (hours to reply/candidate feedback, etc.)



Confidentiality and data security

Prioritizing protocols around handling candidate data and details



Diversity targets

Hitting or strengthening diversity hiring as a priority



Time to recruit

The number of days between a candidate applying and accepting the job



Time to fill

The number of days it takes to fill a job from the job opening to a candidate accepting the offer



Conversion percentage per funnel stage

The measure of candidate quality used to identify mismatches between company needs and presented candidates



Agency use percentage

The percentage of roles filled through agencies or the percentage of the recruitment budget spent on agencies

Service Level Agreement // Prompts

On the next page, you'll see a blank template with which to write an SLA. Below is an example of what to incorporate in this SLA, including questions

to aid your planning and prompts to ensure you're including all the relevant information.

✓ **What is the scope of the service and objectives?**

Define the scope of the services provided and the objectives to be achieved. Outline what the service provider will deliver, such as finding, screening, and hiring candidates, and what the customer can expect.

✓ **What are the recruitment metrics?**

Here, define your type of SLA (time to fill, diversity targets, filled requisitions, etc.) Information on these can be found on the previous page.

✓ **What are the roles and responsibilities?**

Define the roles and responsibilities of the service provider and the customer. This section should outline each task and duty that each party is responsible for, including dependencies and interrelationships.

✓ **What do the recruitment process and workflow look like?**

Include the steps involved in each step of the recruitment process. This section should outline the process for candidate feedback and internal communication.

✓ **How will reporting and communication work?**

Define how the service provider will communicate with the customer and provide updates on performance. This section should describe the frequency and format of reporting.

✓ **How will problems be managed and resolved?**

Outline the process for managing and resolving problems and issues that could arise during the recruitment process. Define procedures, the escalation process, and expected solution times.

✓ **How will this SLA be reviewed and later improved?**

This section should outline the process for reviewing and improving the agreements and targets laid out.

Service Level Agreement // Template

Use the template below to write out your service level agreement for your talent acquisition drive. Remember that a well-written SLA should clearly define the recruitment service being provided.



Tip

Use the questions and prompts on the previous page to help you draft a service level agreement that suits you.