



## The Good Care Group

How The Good Care Group uses Tazio to improve Live-in Carer recruitment.

### The Challenge

The Good Care Group (TGCG) run a rolling recruitment campaign to satisfy the growing demand for top quality live-in carers.

With such high-volume recruitment, the traditional phone screening procedure was heavy on recruiter time and resources. In addition to which it did not result in sufficient high calibre candidates coming through to final interview.

TGCG needed a flexible method of screening high numbers of candidates, which would provide an excellent candidate experience but also ensure that only the very best applicants would proceed to the next stage.

### The Solution

Working with Tazio and Peoplescout, TGCG developed a situational judgement assessment that could be completed online, at the convenience of the candidate.

This new style assessment is primarily auto-scored which saves time for recruiters and ensures only candidates achieving the pass mark threshold are reviewed with the aim of shortlisting.

The branded interview offers candidates a unique interview experience. Using Tazio's media management tool, TGCG were able to incorporate bespoke video for each situational judgement question.

These work-based scenarios are an effective way to give the candidate an insight into the role as well as assess their aptitude and suitability. The inclusion of audio and images also measure a candidate's attention to detail and language skills.



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### About The Good Care Group

The Good Care Group are a nationwide provider of live-in care services provided by dedicated teams located throughout the UK. Rated as 'Outstanding' in all categories by the Care Quality Commission, TGCG is a multi-award winning employer.

They have high expectations of their employees to deliver consistent and exceptional care to their clients 24 hours a day.

Employees

Candidates

Users

3,000

18

## The benefits

The new interview method has allowed TGCG to interview almost 3,000 candidates in the last six months. This has significantly reduced Recruiter scheduling and screening time.

Evidence suggests that successful candidates who have been onboarded following completion of Tazio's online assessment are proving to be of a high calibre as well as committed TGCG employees.

Lucy Owen says, "Having never used online assessments before I was a complete novice two months ago. I have now been totally transformed and using Tazio has been very user-friendly and effective. Its simplicity is a great benefit for my team and our candidates.

Our candidate experience is very engaging, and the bespoke questionnaire really enhances our recruitment process. We stand out from our competitors due to our online assessments, and they show we are a thoroughly professional company."

"I cannot recommend Tazio enough. My Account Manager, Jennifer has been my first call every morning, and she has been very proactive in helping me with reports, making recommendations and changes, so the process is even better.

Nothing is too much trouble, and they genuinely care that you are using the system to its full potential."



**Lucy Owen**  
Recruitment  
Delivery Manager at  
TGCG

## The future

TGCG is continuously striving to refine and improve their interview process and, through consultation with Tazio's dedicated account manager, they continue to improve the candidate experience

## Favourite features

- ✔ Great online candidate support.
- ✔ Dedicated account handler
- ✔ Multimedia library

Talk to Tazio

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