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**NATIONAL STANDARD OF THE  
PEOPLE'S REPUBLIC OF CHINA**

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**Specification for service of recruitment meeting**

招聘会服务规范

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### 1 Scope

The document specifies, for the holding of a recruitment meeting, the requirements for the service agency, the staffing, the venue and the facilities and equipment, the service requirements, the service process, and the service evaluation and improvement.

It applies to the on-site recruitment meetings and the online recruitment meetings run by human resources service agencies, referred to in the document as service agencies.

### 3 Terms and definitions

3.1 On-site recruitment meeting: an activity matching the supply and demand of human resources, at an agreed time and place, at which employers and job seekers are brought together to talk and to choose one another.

3.2 Online recruitment meeting: an activity matching the supply and demand of human resources, at an agreed time and on an information technology platform such as the internet, at which employers and job seekers are brought together to talk over the network and to choose one another.

3.3 Regular recruitment meeting: an on-site or online recruitment meeting held on a cycle.

### 4 Requirements for the service agency

4.1 The agency has the premises and the office facilities and equipment needed to provide recruitment meeting services.

4.2 The agency has the organising and coordinating capacity for a recruitment meeting of the corresponding size.

4.3 The agency draws up rules for organising and running recruitment meetings, together with the internal rules that the development of recruitment meeting services calls for.

4.4 The agency establishes a responsibility system for the safety management of recruitment meetings, and draws up and keeps up to date an emergency plan for unexpected events.

4.5 The agency establishes a review mechanism for the information it releases; it maintains a convenient and effective mechanism for handling complaints and reports, and publishes an effective means of contact.

4.6 The agency examines the truthfulness and the lawfulness of the material submitted by the employers.

4.7 The agency establishes a system for protecting client information and a system for managing the records of the recruitment meeting. An agency holding online recruitment meetings also establishes a network and information security management system and discharges its network security protection duties.

4.8 An agency holding online recruitment meetings has a network information technology platform, and draws up a platform service agreement and platform service rules, setting out the rights and duties over entry to and withdrawal from the platform, the assurance of service quality, the protection of the rights of job seekers, and the protection of personal information.

## **5 Staffing**

5.1 According to the size and the form of the recruitment meeting, the agency provides the corresponding number of full time staff, technical specialists and support staff with their several duties. Full time customer service staff are provided.

5.2 The staff of a recruitment meeting receive pre-employment training and are familiar with recruitment meeting services.

5.3 For an on-site recruitment meeting the ratio of the number of staff on site to the number of recruitment booths is not lower than one to ten, and the staff have public safety awareness and the ability to handle a public safety incident. The on-site staff of a regular recruitment meeting stay relatively stable.

5.4 For an on-site recruitment meeting, dedicated hygiene management staff and security staff are provided.

## **6 Venue, facilities and equipment**

6.1.1 The area of the venue suits the size of the on-site recruitment meeting; the public area apportioned to each booth is not less than 5 square metres.

6.1.2 The venue meets the hygiene standards and requirements of GB 37488 for public places, and has the materials and equipment for basic public hygiene and safety and a dedicated area for emergency isolation and handling.

6.1.3 Each hall has at least two safety entrances and exits; the safety entrances, exits and passages carry clear signs, the passages are wide enough for evacuation and are kept clear.

6.1.4 A slow entry passage and security check facilities and equipment are provided.

6.1.5 A service enquiry desk is set up in a prominent position and the service signs are clear and visible.

6.1.6 The venue and the facilities meet the fire safety codes, with clear signs prohibiting open flames and smoking.

6.1.7 Public safety publicity material or notice boards are put out.

6.1.8 A booth plan is placed in a prominent position at the entrance of the on-site recruitment meeting, marking the layout of the booths, the passages and the emergency evacuation routes.

6.1.9 Emergency broadcasting and lighting facilities are provided and kept working.

6.1.10 Public toilets are provided and clearly signed.

6.1.11 Network technical support providing information services to the on-site recruitment meeting should be available.

6.2.1 For an online recruitment meeting, a network information system suited to holding the meeting is provided, with matching stable network bandwidth and storage, able to carry out the submission of material, the release of information, human machine interaction and remote video.

6.2.2 The following software facilities are provided: a) an intrusion detection system, which monitors the network traffic and detects and blocks potential threats; b) a security gateway, which protects the network boundary and prevents malicious software and other network threats from entering the internal network.

6.2.3 Network security and the security of the key equipment meet the relevant requirements of GB/T 22239 and GB 40050.

## 7 Service requirements

7.1.1 When employers are canvassed to take part in a recruitment meeting, the type, the size, the participants and the other information about the meeting are made known to them

truthfully and clearly.

7.1.2 Employers applying to take part are required to submit truthful information, including their business licence, address, means of contact and recruitment notice; the agency verifies and registers it, builds a registration file and verifies and updates it periodically.

7.1.3 Job seekers are provided with information on the posts, the recruitment conditions and the booth positions of the employers.

7.1.4 The job seeking and recruitment information released is kept up to date. Where such information fails the review, notice is given promptly with an explanation.

7.1.5 Safe, orderly, warm and attentive service is provided to the employers and job seekers taking part, and their enquiries are answered carefully.

7.1.6 Complaints and reports from employers and job seekers are accepted and handled promptly and properly, and the opinions and suggestions of those served are collected.

7.1.7 A service ledger is kept, recording truthfully those served, the course of the service and its result, so that the record can be traced.

7.1.8 The material relating to the recruitment meeting is collected, sorted and filed promptly.

7.1.9 For an online recruitment meeting, customer service staff and network technical specialists are provided separately: the customer service staff help with platform registration, enrolment and the submission of information; the network technical specialists provide account services, technical advice and related services, and are responsible for the stability of the network platform and for the security of the data.

7.2.1 An on-site recruitment meeting meets the requirements of the departments concerned with human resources and social security, public security, fire safety, market supervision and public health.

7.2.2 At an on-site recruitment meeting the number of people entering is known and controlled in good time by suitable means.

7.2.3 The security staff of an on-site recruitment meeting patrol inside and outside the hall and guide those attending in an orderly way. Safety and fire problems found are dealt with promptly. Suspicious persons or suspicious objects found are reported at once and dealt with properly.

7.2.4 The security and hygiene management staff of an on-site recruitment meeting know exactly where the nearest designated emergency medical institutions are, so that a sudden medical event can be dealt with promptly.

7.2.5 Unlawful acts by employers, such as employment discrimination and false recruitment, are stopped; serious cases are reported to the authorities concerned promptly.

7.2.6 Improper gain is not sought from employers or job seekers by deception, violence,