



Agency Membership & Certification

For recruitment businesses. It covers the business and everyone in it.

BIOR membership includes the certification assessment. Pass it and you are certified for five years.

Since April 2026 one regulator, the Fair Work Agency, sees your whole business, and the Employment Rights Act is rewriting the rules through 2027. Clients are choosing suppliers who can prove they are on top of it. Agency Membership of the British Institute of Recruiters is that proof, and it comes with the working tools an agency needs every week.

What Agency Membership covers

- **The business and everyone who works in it.** Every recruiter is covered at no extra charge, with their own login and dashboard.
- **Certification, included.** The company certification assessment for the business and the personal certification assessment for every recruiter, online, about 40 minutes each. Pass and you are certified for five years. Then the assessment is taken again, free, and the mark continues without a gap.
- **The BIOR Certified Agency logo and certificate** for your website, proposals and tenders, and the MBIOR letters for every recruiter.
- **Your listing and your verification pages.** The business is listed on the public directory at ior.org/certified, with a verification page for the business and one for every recruiter at ior.org/verify. Clients check before they reply.
- **The LinkedIn credential** in one click and the badge for email signatures, for the business page and every recruiter.
- **The weekly Member Briefing.** What changed in employment law and what it means for your desk, in plain English, to every recruiter.

The working tools, for Agency Members only

- **The document library.** Client terms of business, the agreement to supply permanent staff, PSC and limited company contractor terms, the employment contract for agency staff, disciplinary, grievance and absence procedures, HR policies, the recruitment letters and forms pack, the candidate journey, TUPE and pensions notes and more, written for UK agencies in 2026 and reissued when the law moves.
- **The Agency Compliance Pack.** Terms of engagement templates for work-seekers and temps aligned to the Conduct Regulations, the Key Information Document template, the payroll chain due diligence log, client terms clauses for the third party harassment duty in force from 30 October 2026, and the 12 point FWA readiness audit with an evidence checklist.
- **Ask BIOR.** A question on the rules from your dashboard, or a clause pasted for a view, answered in plain English with the government source it comes from within five working days. Three questions a month for the business, shared by its admins and every recruiter. It is not legal advice.
- **The Tender and PSL Questionnaire Answer Bank.** Every standard question on a tender or preferred supplier questionnaire answered in advance, in your own voice, with the evidence to



attach and the rule it rests on, kept current as the rules change.

- **The Getting Paid Pack.** What to do when a client does not pay. The credit control timeline, statutory interest and compensation, the letter for every step, the money claim route with the current court fees, and the three disputes only agencies have, each with its letter.
- **The Split-Fee Network.** Share a role you cannot fill, or a candidate you cannot place, with other BIOR Agency Members and split the fee on the BIOR Split-Fee Agreement, which is in the library. Members only, in beta.
- **Request a resource.** If the library does not have a document you need, ask from your dashboard. It is written and published by the following Wednesday and you are emailed the day it goes up.
- **The monthly Client Briefing.** A one page briefing, as a PDF and an editable Word file with space for your logo, to send to your own clients under your own name, explaining what the latest changes mean for them as employers. A different sector is served each month alongside the general edition.
- **The quarterly masterclass.**

Why clients notice

When a client's own duties are growing, third party harassment liability from October and automatic unfair dismissal risk from January, the agency that makes compliance the client's easiest decision wins the work. Certification does it in one line on a tender, BIOR Certified Agency. Employers and candidates can check any agency or recruiter in one minute at ior.org/verify.

The fee and how to join

Agency Membership is priced by the annual turnover of the business, in bands, so a small agency pays a small fee. Reply to the email this brochure came with, or write to support@ior.org, with your company name and your approximate annual turnover, and we will send the fee for your band and the application form the same working day. You can also apply at ior.org/get-certified.

Once the form is returned and the invoice is paid, the business dashboard is opened with a login for every recruiter, the business and its recruiters go on the directory, and the assessments can be taken as soon as you are ready.

Recruiters joining in their own name

Personal Membership, Member (MBIOR) or Fellow (FBIOR), is £120 a year and covers one person. It does not include the document library, the Compliance Pack, Ask BIOR, the Answer Bank, the Getting Paid Pack, the Split-Fee Network or the Client Briefing. Those come with Agency Membership, which covers everyone in the business. In-house recruiters who hire for their own employer join as STAR.

Every member is bound by the BIOR Code of Professional and Ethical Conduct, which includes an express duty to co-operate with the Fair Work Agency, and by the BIOR complaints procedure. The Code is public at ior.org/code-professional-ethical-conduct.