The Recruiter Academy℠

Recruiter Academy Certified Pre-Boarder (RACP) Education Program

RACP is the healthcare industry's first certification program for pre-boarding professionals. As the pandemic reshaped healthcare talent acquisition and stretched hospital budgets, pre-boarding functions were challenged to become more efficient, expeditious, and innovative.

Elite pre-boarding functions rose to the occasion and became true differentiators for their organizations by efficiently delivering fully vetted talent, supercharging cycle times, executing processes that consistently satisfy regulatory requirements, all while creating exceptional new hire experiences.

Now more evident than ever, top performing pre-boarding functions are simply a competitive advantage for the health systems. As with all Recruiter Academy certifications, this unique program is intentionally designed to engage, educate, and inspire pre-boarding professionals towards elite performance.

Attendees will learn:

- Attributes and best practices of elite pre-boarders and pre-boarding functions.
- Tactics and tools to thrive in a function constantly challenged to "do it better, faster, more efficiently, while creating memorable new hire/employee experiences".
- The impact on pre-boarding outcomes and experiences by applying a continuous process improvement mindset – 1% better daily.
- Establishing alignment with internal (Employee Health, TA, HR, L&D, etc.) & external partners (background check vendors) participating in the pre-boarding workflow.
- How, where, and when to communicate with new hires/employees to achieve better outcomes and deliver exceptional experiences.
- Data and metrics aren't 'big brother', but the lifeblood to targeted innovation and improvement.
- How to use The Recruiter Academy's renowned Perfect Week, Perfect Day methodology to prioritize, organize, get more done, and reduce stress.

Maintain your professional Certifications. Attending this Program will qualify you for:

- 7.5 PDS towards the SHRM-CP or SHRM-SCP
- 7.5 Recertification credit hours towards the PHR, SPHR, GPHR, SHPRi, aPHRi, and aPHR

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Module 1: Attributes of Elite Pre-Boarders and their Teams

Elite pre-boarding teams are the critical bridge between talent acquisition and the operational delivery of health systems. The heartbeat of elite pre-boarding teams are elite pre-boarders. They champion new hire/employee experience, understand the big picture, identify opportunities for improvement, are solutions oriented, and have an infectious positivity impacting new hires/employees/team members alike.

Key Topics Covered In This Module Include:
- Elite attributes/competencies/skills and how they show up on the job
- Impact of top performing pre-boarding functions on operations
- Mindset necessary to become Elite Pre-Boarders and keys to maximizing Recruiter Academy Certified Pre-Boarder experiences & learnings

Module 2: The Pre-Boarding Journey and Executing a Lean Process

By delivering efficient and customer-centric experiences, pre-boarding functions ensure a seamless transition for new hires, enabling them to contribute meaningfully to the organization's mission from day one. Attendees will learn how to dissect their workflows through a lens of efficiency, quality, new hire/employee experience and receive templates/tools/tactics to immediately begin improving their service delivery.

Key Topics Covered In This Module Include:
- Lean Philosophy and the compounding impact of small improvements.
- The role that standard operating procedures and service level agreements play in creating a frictionless process.
- Intentional process design with the new hire/employee experience in mind.

Module 3: Data That Defines Success and Opportunity for Innovation

Pre-boarding functions and their infrastructure maturity vary greatly across healthcare. Whether processes are manual or automated, paper-based or tech-forward; data insights, basic or advanced in nature, are vital in optimizing processes, tools, and new hire/employee & pre-boarder experiences.

Key Topics Covered In This Module Include:
- Role data insights play in enhanced decision making, improving operational efficiency, elevating experiences, and general functional innovation.
- Important pre-boarding success metrics from most basic to advanced insights.
- If we measure it, we can celebrate our improvement!

Module 4: Communication Best Practices and Opportunities for Magic Moments

Pre-boarding functions and their infrastructure maturity vary greatly across healthcare. Whether processes are manual or automated, paper-based or tech-forward; data insights, basic or advanced in nature, are vital in optimizing processes, tools, and new hire/employee & pre-boarder experiences.

Key Topics Covered In This Module Include:
- Communication best practices by type (phone/email/text).
- Important communication considerations at each step in the pre-boarding journey.
- Ability of effective communication to transform ordinary pre-boarding experience to extraordinary.

Module 5: Time Management: The Perfect Week, A Perfect Day

We will review best practices from leading experts on time management, personal achievement, and day-to-day planning. Attendees will learn how to avoid procrastination and be equipped with methodologies, tools, and techniques to develop an action plan and a structured daily routine.

Key Topics Covered In This Module Include:
- Six guiding principles of The Perfect Week, A Perfect Day routine.
- Successfully managing volumes and complexities of pre-boarding workload.