



Staffing and Manpower Services Company Management Course: Rate Cards, Deployment, Fair Hiring

23 – 27 August 2027

London - Central London four-star



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Introduction:

Staffing and manpower services company management, covering rate cards, deployment and fair hiring, is the subject of this 5-day course for the commercial, operations and sourcing leaders of manpower supply firms, who build a Manpower Company Operating and Commercial Plan for a case company. Many suppliers win headcount contracts yet lose margin through idle bench workers, underpriced rate cards, slow mobilisation and recruitment fee abuses in partner agencies. Nominees already manage client accounts, deployment or sourcing and practise through case studies built on agency cost, roster and contract data. CoreConcept Training Center delivers this staffing and manpower services company management course.

Course Objectives:

- Analyse the triangular relationship between agency, deployed worker and client to set clear duties in each service line
- Select sourcing corridors and overseas agency partners through due diligence against fair recruitment principles and the Employer Pays Principle
- Plan mobilisation and deployment so that workers move from offer letter to client site on schedule and in the right trades
- Build rate cards from fully loaded cost per worker and test the bill rate and pay rate spread for each client
- Control bench cost, utilisation and margin per head while handling early leavers, grievances, disputes and contract renewals
- Produce a Manpower Company Operating and Commercial Plan for a case company ready for management approval

Target Audience:

- Business owners and general management teams responsible for the direction and profitability of manpower supply firms
 - Commercial and key account units responsible for client bids, rate cards and contract renewals
 - Operations and deployment units responsible for mobilisation, rosters and site placement of supplied workers
 - Sourcing and partner management units responsible for overseas agency relationships and recruitment corridors
 - Worker relations and welfare units responsible for grievances, welfare checks and retention of deployed staff
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Course Outline:

Day 1: Manpower Supply Business Models and Market Landscape

- Triangular Employment Relationship Between Agency, Worker and Client
- Manpower Supply, Contract Staffing and Employer of Record Models
- Temp-to-Perm and Project Staffing Service Line Comparison
- Client Demand Segmentation Across Construction, Facilities and Hospitality
- Current-State Diagnostic of Agency Operations and Margins

Day 2: Fair Recruitment Standards and Sourcing Corridors

- ILO Convention No. 181 Duties of Private Employment Agencies
- ILO General Principles for Fair Recruitment Applied to Agencies
- Employer Pays Principle and Recruitment Fee Mapping
- Sourcing Corridor Selection and Overseas Agency Partner Due Diligence
- Forced Labour Indicators Screening in Partner Agency Contracts

Day 3: Mobilisation, Deployment and Rate Card Pricing

- Mobilisation Tracker From Offer Letter to Site Arrival
- Deployment Roster Matching Worker Trades to Client Sites
- Fully Loaded Cost Build-Up per Worker Category
- Rate Card Design With Bill Rate and Pay Rate Spread
- Client Service Level Agreement Terms for Supplied Manpower

Day 4: Utilisation, Margin Risk and Client Disputes

- Bench Cost Control and Utilisation Rate Monitoring Dashboard
- Margin per Head Analysis by Client and Trade
- Early Leaver Replacement Guarantee and Refund Clause Design
- Worker Grievance Mechanism and Welfare Check Procedures
- Client Dispute Escalation Ladder and Renewal Negotiation Brief

Day 5: Case Study and the Manpower Company Operating Plan

- Case Company Data Pack Review of Clients and Workforce
 - Case Rate Card Rebuild Using Worker Cost Sheets
 - Case Sourcing Corridor Plan With Fee-Free Partner Terms
 - Case Utilisation and Renewal Risk Review for Key Accounts
 - Manpower Company Operating and Commercial Plan Completion and Review
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Skills You Will Gain:

- Staffing Business Model Analysis
- Agency Partner Due Diligence
- Recruitment Fee Mapping
- Mobilisation Planning
- Rate Card Costing
- Utilisation and Bench Control
- Client Account Renewal
- Worker Grievance Handling

Why Attend This Course:

- Deliver a Manpower Company Operating and Commercial Plan for a case company to the owner, general manager or board of the supplier
- Decide which clients, trades and rate cards to renew, reprice or exit using margin per head and utilisation evidence
- Avoid unpaid bench time, late mobilisation penalties and fee abuses by partner agencies that erode contract value
- Brief account managers, deployment coordinators and sourcing officers on the costing sheets and partner terms behind the plan

Conclusion:

Back at work, the participant presents the Manpower Company Operating and Commercial Plan to the owner, the general manager and the commercial lead. They use it to decide which rate cards are repriced, which sourcing corridors and partner agencies are retained on fee-free terms and which client contracts are renewed or renegotiated. After the first renewal cycle, the company should compare actual utilisation and margin per head with the plan, review grievance records and adjust partner terms and pricing.

Frequently Asked Questions FAQ:

What should participants know before the staffing and manpower services company management course?

Participants should already work in a manpower supply, contract staffing or outsourcing firm and handle clients, deployment or sourcing. Basic spreadsheet skill helps with costing exercises. Bringing a current rate card or client contract helps apply the case study to their own company.

How does staffing and manpower services company management differ from an in-house recruitment or HR budgeting course?

This course looks at the supplier side: running a company that sources, deploys and bills workers to clients. In-house recruitment courses cover hiring for one employer, and HR budgeting courses cover an employer's own payroll cost, not rate cards or agency margins.

Why does fair recruitment matter in staffing and manpower services company management?

Fair recruitment protects workers and the supplier's contracts. When workers pay recruitment fees to partner agencies, debt and forced labour risks follow, and clients may suspend the supplier. The Employer Pays Principle places these costs on the employer and makes them part of pricing.

What do participants take back from the staffing and manpower services company management course?

Participants take back a Manpower Company Operating and Commercial Plan for a case company, with a rebuilt rate card, a sourcing corridor plan with fee-free partner terms, and a utilisation and renewal risk review they can adapt to their own client accounts.