

A word from Summa

After more than 13 years in the background checking industry, you think you have seen it all. But every now and then a background checking result comes across my desk that surprises me! We find all sorts of colourful inconsistencies in our candidate's backgrounds: some as basic as dates a month out that are easily explained by a fading memory, but there are others that are more concerning. The impact on an organisation can be varied depending on the job description, HR investment value, industry and company culture. Some examples of major inconsistencies identified by PeopleCheck over the years have included falsified degree certificates, extensive criminal records, bankruptcy matches and exaggerated salaries and job titles. But what do you do when a major discrepancy is identified? This quarter, PeopleCheck's Up Close provides some guidance on preparing a Background Checking Policy to address these types of issues. Also in CheckMate this quarter, meet our Team Leader – Operations, Lisa King who likes to save lives on the weekends as a volunteer in the Surf Life Savings Club! I think we all find our Life Savers bring us comfort in dipping our toes in the water as the hotter months of the year approach.

Warm regards,
Summa

PeopleCheck Porkies

The case of the fake certificate of service



This quarter, our Research team came across a candidate who had supplied a certificate of service in support of their employment history when applying for a role with our US-based client. As part of the employment validation, a copy of the candidate's certificate of service was provided to the employer for verification.

The employer advised that the certificate of service was completely falsified and both signatories confirmed that their signatures were fake. It turns out the certificate had been doctored by the candidate to record falsified dates that covered an unexplained gap in their background of about 10 months!

This case illustrates the importance of verifying factual data with the HR department and not just undertaking reference checks. A former manager or professional referee likely would not have recalled the exact dates of the candidate's employment and this deception would not have been revealed!

PeopleCheck Up Close

Preparing a background checking policy

As with any new procedure, background checking is best implemented with the support of a policy. At PeopleCheck, we often get approached with questions on what such a policy should cover.

This quarter's Up Close provides guidelines on putting together a background checking policy – why having a policy is so important, when this should be written, what it should cover and how to communicate this effectively to those involved.

PeopleCheck Profile

Lisa King



Lisa is Team Leader – Operations at PeopleCheck and supervises the team of professionals that handle the customer service and administration side of our background checking service. The Operations Team actions new background checking requests, liaises with candidates to have the necessary forms completed, answers queries from clients and candidates and prepares each background checking file to be assigned to our Research team for completion.

Lisa's focus is to ensure everyone who comes into contact with PeopleCheck is met with the high level of customer service that we are renowned for! Lisa's previous management experience in the retail sector, studies in HR and Psychology and (above all) cheerful nature mean there is no better person for this crucial role! Our Operations Team is trained by Lisa in varying client requirements and supported by her maintenance of strong internal processes to ensure our service delivery is second to none.

Lisa is an avid surfer and loves music, yoga and a sunny afternoon in her veggie garden, along with her four chickens and dog "Flea".



CheckMate News

Our Candidate Liaison, a win-win solution

With our PeopleCheck Profile focusing on Lisa King, who oversees the customer service side of PeopleCheck, it is a good chance to explain a little more about one of the key aspects of our service that is a favourite with our clients – our complete handling of all candidate liaison.

When a background check is requested, an email is sent to the candidate introducing PeopleCheck as the background checking partner of our client, explaining the process and providing candidates with login details to PeopleCheck Online where their unique credentials provide access to the exact form/s they are required to complete. This email is followed-up by a telephone call by our Operations Team within 24 hours to confirm receipt of the email and answer any questions the candidate may have.

We find that this personal approach saves our clients time, puts candidates at ease and encourages completed forms being returned quickly, which speeds up the entire process!