



WHITE PAPER

SETTING CANDIDATE EXPECTATIONS AROUND THE BACKGROUND CHECK PROCESS

Setting expectations with your candidate upfront, not only relieves undue stress on the candidate, it helps to create a positive experience for the candidate and reduces the resource burden on your recruiters. In this white paper, we will address the challenges of providing a positive candidate experience during the background screening process and provide best practices being used by many of IntelliCorp's clients who have a proven track record in providing exceptional candidate experience.

1. TRANSPARENCY, FAIRNESS & SCREENING FOR PURPOSE

During the hiring process, it should be clear that the candidate experience is fair and transparent. Ultimately, the candidate wants to be hired for the job. Although the outcome is important, recruiters must consider how the process, and who they initially interact with, will influence attitudes and behaviors regarding the company and its culture.

P.R.E.P. FOR A POSITIVE EXPERIENCE

We want to ensure that the candidate has all the tools to succeed from the very start of the employment experience. Here is what the candidate should expect during their background check process.



Provide

- Use the resume to assist with completing the application process.
- Be prepared to provide supporting documentation.



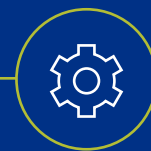
Respond

- Provide as many details as possible.
- Respond promptly when asked for additional information to avoid delays.



Expect

- Background checks typically take one week to complete, although personal information can impact this time frame.
- After the background check report is completed, it will have to be reviewed by security. Candidates should call the recruiter directly with questions.



Purpose

- Any and all information on the application may be verified.
- We want to ensure that all information is verified and accurate. If any information is inaccurate or incomplete, we can assist with getting it corrected.

Recruiter Tips

- Explain the background check process. A standard background check is typically the act of verifying information that the information reported on an application is accurate. Based on the position the candidate applies for, various items can be verified. This process is not meant to be intrusive.
- Background checks are done to ensure hiring decisions are based on accurate information.
- Ensure the candidate understands the role players.

2. EXPLAIN THE PROCESS & FOLLOW DIRECTIONS

Inform the candidate that they will be receiving an email to initiate and authorize their background check (and drug screen or fingerprint, if applicable). Layout the steps that the process will entail so the candidate is comfortable with the experience.

Candidate Tips

- Have a copy of the resume on hand.
- Research and document employment history - including employment date and job titles.
- Locate and have transcripts or W2s ready in case an institution or employer is unable to verify the record.
- Be prepared to provide current and past addresses as well as a driver's license (if applicable).

3. IMPORTANCE OF COMPLETE DISCLOSURE

Applicant should be completely forthright and should be as detailed and accurate as possible. Failing to disclose information could be viewed as an intentional omission and could result in adverse action. Disclosing information such as time frame, location and disposition also assist with time service.

4. BE PATIENT

A great majority of questions from your candidate will be around wanting to know the status of their background check. Explain to the candidate there are numerous steps involved in the background screening process. They will be notified by your CRA as to what documentation is needed, what forms need to be signed and any additional information that might be required.

Even after the candidate has completed all required tasks, the background screening process will take time depending upon the types of searches you are having conducted. Explain to the applicant that they will be notified by your CRA should they require additional information. Otherwise, they will be contacted by the recruiter or hiring manager as far as next steps are concerned.

5. DISPUTE PROCESS

Your applicants should understand their rights to dispute the accuracy of any information contained in their background check report in accordance with the Fair Credit Reporting Act (FCRA).

You should encourage them to familiarize themselves with those rights. Explain the basic right is to have a report provided that is accurate. Let them know that they will have the ability to see the content of the report and indicate if any information needs to be corrected.





ABOUT INTELLICORP

Since 1996, businesses and organizations have depended on IntelliCorp to help them hire and recruit quality talent and volunteers. Whether you operate locally or internationally, our products and services assist you in making better decisions and promoting a safe workplace.

Our commitment is to provide you with a full circle of excellence in background screening. We think you'll find everything you need to create a program that meets your business or organizational requirements. With easy-to-use technology, best-in-class service, regulatory compliant processes and cost-effective solutions, we give you the tools and resources needed to onboard your applicants and volunteers with confidence.

The background screening industry is continually evolving, and we make it a priority to be at the forefront of the changes that impact the screening industry, especially when it comes to newly enacted legislation, legislative updates or shifts in compliance guidelines. We provide many resources to help you stay compliant, including training courses, sample forms, manuals and a complete learning center full of materials.

We're dedicated to keeping our clients and their screening programs at the center of everything we do. IntelliCorp is a Civerse Company, and we continue to grow and invest in our employees, products and technology. We also place a high value on corporate citizenship; serving others and giving back.

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