



Sometimes it can be difficult to determine if the person you're considering hiring is the same person you interviewed; that is, if they are who their resume says they are. Aside from performing interviews, what else can you do to confirm your candidate's qualifications? Verify!

You're already running pre-employment background checks to search criminal records, so why stop there? Verifications can uncover information about who an applicant really is, rather than just whether or not he/she is a criminal. Education and employment verification, credentials, and even personal or professional references can be researched, investigated, and confirmed (or debunked!).

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## Education Verification

Many positions require a minimum education level, particularly in specialized fields. Unfortunately, it's common for those who have forgone the years of hard work and dedication required to obtain a degree to simply exaggerate or even falsify their history in order to apply for jobs they would not otherwise be considered for.



Diploma Mills are a common tool used in falsifying education records. Unaccredited "fake" universities sell degrees to anyone willing to pay, regardless of coursework, and are often difficult to identify



as fraudulent. Some Diploma Mills even create illegitimate, but convincing, accreditation boards and verifications teams to make their institution appear valid.

Our Verifications team is trained and experienced with identifying falsified degrees and educational history, it's their specialty!



## Ask a Verifications Specialist!

- **How long do education verifications generally take to complete?**

Turn-around times can vary greatly due to a variety of different factors. Older records, for instance, tend to be archived and are not as easily accessible as more recent ones. Schools also often tend to be short staffed, if at all, during summer months and very busy during registration. Barring delays, education verifications are generally completed within 2 - 3 business days.

- **Why can't I just call the school and verify the record myself?**

Verifying education records isn't always as easy as picking up the phone and calling the school. Each institution houses their records and handles verifications differently. Some schools outsource their records to third parties who require requestors to create an account and be vetted prior to data access. Others require a signed release or applicant approval before they will release any information. Our experience has allowed us to build relationships and gain access to resources uncommon to those not in the business of verifications.

- **How would I benefit from your verifications services?**

Aside from our expertise and the peace of mind knowing your applicants are honest and qualified – discounts! Third party record holders often offer volume discounts, allowing us to obtain records at a cheaper rate. Due to the sheer volume of record requests we're filling on a daily basis, we're able to pass those savings onto you!



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## Employment Verification

Before any background check is performed, the subject of the report must first give authorization by signing a release form. Typically, Backgrounds Online does not require a copy of the authorization be provided to us during checkout. Credit reports are a special case, however, and before we can fulfil any order for credit information, we must first have a copy of the signed release on file. Releases can be uploaded online during checkout, via the Report Manager or sent to our office via fax or email.



### Tips from our Senior Verifications Specialist

- Though employment verifications can usually be completed within about 3 days, old, archived, or incomplete records may require additional research.
- Companies that have gone out of business, have been bought out, or have changed names can be difficult to locate. Having the name and contact information of an old supervisor can help expedite the investigative process, given they're an authorized recipient.
- Companies don't often keep records for contractors - be sure to provide the name and contact information for a former supervisor or staffing agency (if applicable).

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## Employment Verification

Possibly the most time-consuming type of verification is contacting references. Many contacts are not easily accessible during normal business hours, often resulting in a perpetual game of "phone tag." Lucky for you, we have extended hours,



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allowing us to accommodate those on the east coast, west coast, and everywhere in between, checking in frequently.

We have a comprehensive set of standard questions designed to gather pertinent, practical knowledge of a candidate's personality, reputation, and character. Additionally, you may also add or customize the interview questions to fit your needs, just ask.

As with our employment verifications, we screen our references for legitimacy. Friends and family members will not be considered unless approved by you, our client. We also utilize the same techniques to verify alleged supervisors and managers.



## Keep in Mind

- Some companies' policies forbid managers or supervisors from providing references, in which case a supplemental reference can be substituted.

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## Credentials

Credentials are not only preferred for candidates such as education or professional experience, but are often required by law. We only utilize appropriate government agencies or associations to verify an individual's credentials.



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## International Verifications

Yes, we can verify international records! Education and employment records from outside the US can take longer to return, but are not impossible to obtain.



Though differing time zones can be a challenge, our Verifications team goes above and beyond, making calls early in the morning and late at night in order to respect the "normal business hours" of our foreign contacts.





## Special Rules for International Verifications

- Schools in other countries often require a copy of the degree awarded and/or marks sheet (transcript) in order to verify records.
- Many employers request a physically signed release from the applicant, electronic signatures are generally not accepted.

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## Tips and Tricks

What are some of the best ways to expedite the verifications process?

- **Give our Verifications Specialists permission to contact the applicant.**

In the event additional information or action is required from your applicant, save time and allow us to contact them directly rather than inconveniencing yourself. This special permission can be enacted by simply letting anyone from our verifications team aware you would like to grant us “permission to contact.”

- **Upload the applicant’s signed release when a report is submitted.**

Providing our team a copy of your applicant’s release form is helpful as a point of reference or when requested by an institution in order to facilitate a verification. Though uploading the release is not required, having it on hand saves us the time of contacting you to request a copy.

- **Include any applicable AKAs when possible.**

This is especially helpful when performing education or employment verifications since records may be filed under a maiden or previous married name. If possible, indicate which name an applicant used when attending a particular school or working for a certain employer. Having this information reduces the risk of records coming back with no result or requiring additional research.

- **Be specific - include location information.**

Universities and large companies (like franchises or nationwide retailers) tend to have multiple locations and records are not always kept in one place. In many instances, verifications must be done through the specific location. Providing an address, store number, city, or location name can help avoid unnecessary

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and time-consuming investigative research. If any verification is unable to be completed within 3 days, the choice is up to you - we can continue with the original verification, change the information to be verified (such as substituting an alternate reference), or discontinue the verification until such time the verification can be completed.

As an experienced, unbiased party, we have the ability to verify and/or obtain valuable applicant data, granting you the ability to make informed hiring decisions.

## **Backgrounds Online**

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