



Protecting Your Company's Most Valuable Asset... Your Reputation



2 in a series  
of 6

## KlinkCheck background services

### BEST PRACTICES SERIES

## Guidelines for a successful background check

**Dear Client,**

### **ISSUE 2: VERIFICATIONS: Employment and Education**

In our first issue, "The Basics: Terminology and why we sometimes ask you for so many details," we discussed the importance of supplying KlinkCheck with detailed information in order to achieve the best results. In this issue we discuss how to get the maximum information you can about an applicant, including obtaining Employment and Education histories.

**Issue 1:** The Basics: Terminology and why we sometimes ask you for so many details

**Issue 2:** Verifications: Educational and Employment

**Issue 3:** Criminal Records, obtaining and understanding

**Issue 4:** Other records? What else is available?

**Issue 5:** Facebook and other social networking sites

**Issue 6:** Adverse Action: What do I do when this applicant does not meet my requirements?

**Also in this issue:**

- [Alerts: "Did you just hire a rapist?"](#)
- [E-Verify Delayed Again](#)
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**[KlinkCheck Speaking Engagements](#)**

## VERIFICATION OF EMPLOYMENT HISTORY

**Employment History:** Verification of a job applicant's employment history includes obtaining dates of employment and position held as well as the identity of the "verifier" who provided the information. Additional information such as the applicant's personal success in the prior position, work habits, disciplinary actions, etc. is considered an Investigative Consumer Report and governed under the Fair Credit Reporting Act §606.



**Expanded Checks:** In addition to verifying basic employment information, it is often useful for an employer to learn more about a job applicant's work experience. Be aware that asking for information beyond dates, position, salary, etc. can be challenging. Many companies are instructed to give only the minimum information required but fail to appreciate that they could be held liable if they provide incomplete information about their former employee.

*Hint: Failure to provide important information to a new employer about a former worker could make you liable if a new employer ends up being victimized. For example, if your former worker assaulted a colleague and you failed to disclose that information to another employer, you could end up being sued for failing to provide background information that would have protected the new employer. This is especially true in a place like Pennsylvania, where former employers have immunity so long as they provide factual information about their former employee to another employer.*

**Means of Verification:** Employment verifications are primarily conducted over the telephone. Many employers require written authorization from the applicant be sent via fax, mail, or email. Therefore, it is sometimes necessary for KlinkCheck to request a copy of the consent form from the client. [[More about consent forms](#)]

**Third Party Verifiers:** A growing number of employers have outsourced the maintenance of their employee files to third party organizations that verify education and employment. In these cases, the employer will refer all verification requests to this provider. These third party providers, of course, charge a fee.

**Prior Employer Research:** It may be tempting to only provide KlinkCheck with a prior employer's name and to omit other details, including addresses and phone numbers. You should note that many employers will only confirm or deny data provided to them and nothing else. We strongly recommend providing us with detailed information about the applicant in order to achieve the best results.

Providing us with a prior employer's phone number and address (or city and state at a minimum) will also substantially reduce turn-around time.

## VERIFICATION OF EDUCATIONAL HISTORY

**Educational History:** Provides confirmation of the completion of high school, graduation from higher levels of education or passing of a GED. We can also provide the name of the educational institution, location, date the degree was awarded, description of the degree received, or dates of enrollment.



**Means of Verification** - Telephone, faxes, and email communication are the most common ways to confirm education.

**Third Party Verifiers** - A growing number of colleges and universities have outsourced their enrollment and graduation information. As in the employment process, these institutions will not accept any requests for verification and will refer all inquiries to a third party provider. This can result in additional fees.

**Keep in Mind** - Educational institutions, especially high schools, rarely file student history by social security number. Information may be filed by the name the subject used while attending or by the graduation or attendance dates.

*Hint: It is important that the applicant supply their maiden name or the name that was used while they attended school.*

**GED's** - Verifications are usually completed by mail, which extends the turnaround time. It is also necessary that the applicant include the year the GED was obtained and to identify from which state and/or testing center the GED was obtained.

**Summer months and holidays** - Many schools are short-staffed. During summer months and/or holidays there may be no available or limited staff remaining to respond to research requests.

#### **MINIMUM INFORMATION REQUIRED FOR EDUCATIONAL HISTORY:**

Name used while attending institution,  
 Dates attended or graduation date,  
 Was a GED, diploma, or degree earned?  
 What was the course of study or degree type?  
 Name of the institution, including city, state, and campus.

#### **YOU SHOULD KNOW:**

**Consent Forms:** Signed consent forms are usually requested for both educational and employment history verifications. The signed consent form that the applicant completes must be a separate document. The consent form should not be part of the application form or any other documents. See FCRA § 604 (b) (2).

## CONCLUSION:

By providing KlinkCheck with detailed information about a job applicant, we can deliver detailed, timely reports to you that will assure that your firm is hiring the most qualified employees. By verifying education, employment, and other job experience, you will be protected against the pain of employee misconduct and other problems associated with poor background check practices.

## KlinkCheck background services NEWS and ALERTS

***ALERTS*** "Rapist's background checks 'came back clear,' says medical staffing agency. X-ray technologist was placed at an L.A. County health clinic despite having been fired by county officials from a similar position." *LA Times article*

*The employment agency that placed a convicted rapist in a large East Los Angeles county health clinic said Monday that the X-ray technologist's criminal background check came back clear and that he "did not answer truthfully" several questions on his application.*

Most background check companies use hourly workers who are paid to dump data on clients. The results are often incorrect because these firms do not take the time they need to analyze the results. Not KlinkCheck. Our professional salaried researchers take the time they need to match the right data with applicants. We match the right criminal records with the applicant and then analyze the results because we know that there are millions of criminal and other records with spelling errors and numerical omissions.

Don't hire a rapist - Protect your employer - call KlinkCheck President Jane Yanosick today at 1-800-836-8916 for a free consultation.

See complete article at: <http://www.latimes.com/news/local/la-me-rapist-fired10-2009>



### Federal Contractor rule delayed until May 21, 2009

The effective date of the final rule requiring certain federal contractors and subcontractors to use E-Verify has been delayed until May 21,

2009.

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## Upcoming HR Speaking Engagements



March 25, 2009 - Pittsburgh, PA - Jeffrey Klink is a featured speaker at Local Government Academy. The topic, "[Pre-employment background screening](#)."

April 26-29, 2009 - Grand Cayman Islands - Jeffrey Klink is a speaker at the [GAIM Ops Conference](#) on the topic of Anti-Money Laundering.

May 13, 2009 - Morris County, NJ - Dave Nolan is a featured speaker at [The Morris County SHRM](#). The topic, "Preventing and Investigating Employee Misconduct."

*Are you planning a meeting and need a speaker? Please contact Jane Yanosick at (412) 201-9123 for these and other topics on which the professionals at KlinkCheck and Klink & Co., Inc. can speak.*

## Inquiries and contact information

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[www.klink-co.com](http://www.klink-co.com)

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