



## Requesting Checks With Online Consent



Once you have logged in to *fit2work* you can request the NZ MOJ Criminal History check and other background checks available through your account.

Before submitting a check for an applicant, ensure that the applicant is willing to sign the online consent form.

Separate consent must be obtained for every check submitted through *fit2work*, even if it is on the same applicant within a short period.

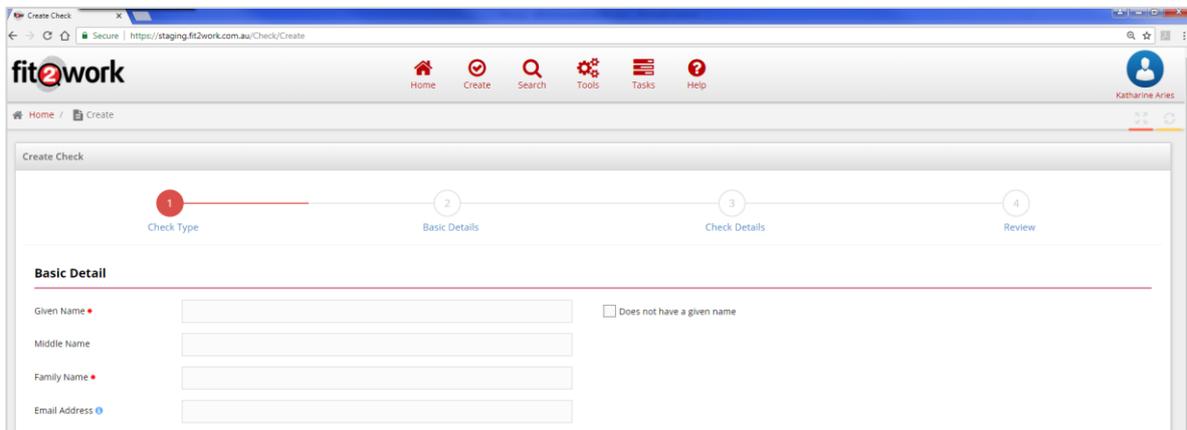
### Creating a check request

Click on **Create** in your *fit2work* dashboard:



#### 1. Basic Details

Enter the personal details of the candidate who requires the check:



In cases where applicants have a single name/no given name, select  Does not have a given name and insert their full name into the 'Family Name' section.

## 2. Select Check Types

### Badges

fit2work have created New Zealand's first identity and screening badging system. This system allows fit2work to hold verification confirmation on the system for candidates who hold a valid fit2work badge. All valid fit2work badges contain a Criminal History check conducted within a 6-month period which gives you assurance that the candidate does not have recent criminal records. Therefore, these candidates will be encouraged to renew their badges or checks every 6 months.

Badging provides an unsurpassed level of confidence in individual bona fides, can save time in the verification and screening process and can prevent unnecessary duplicate checks.

If you would like your candidate to obtain a fit2work badge, simply select the appropriate badge level from the options:



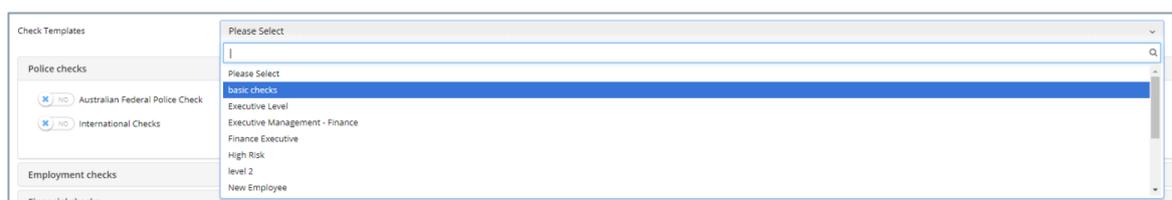




In order to enable the Silver and Gold badges you are required to opt in for DVS checks (electronic ID verification). For further information please contact our Account Management team via email: [Account.Management@fit2work.com.au](mailto:Account.Management@fit2work.com.au)

### Packages

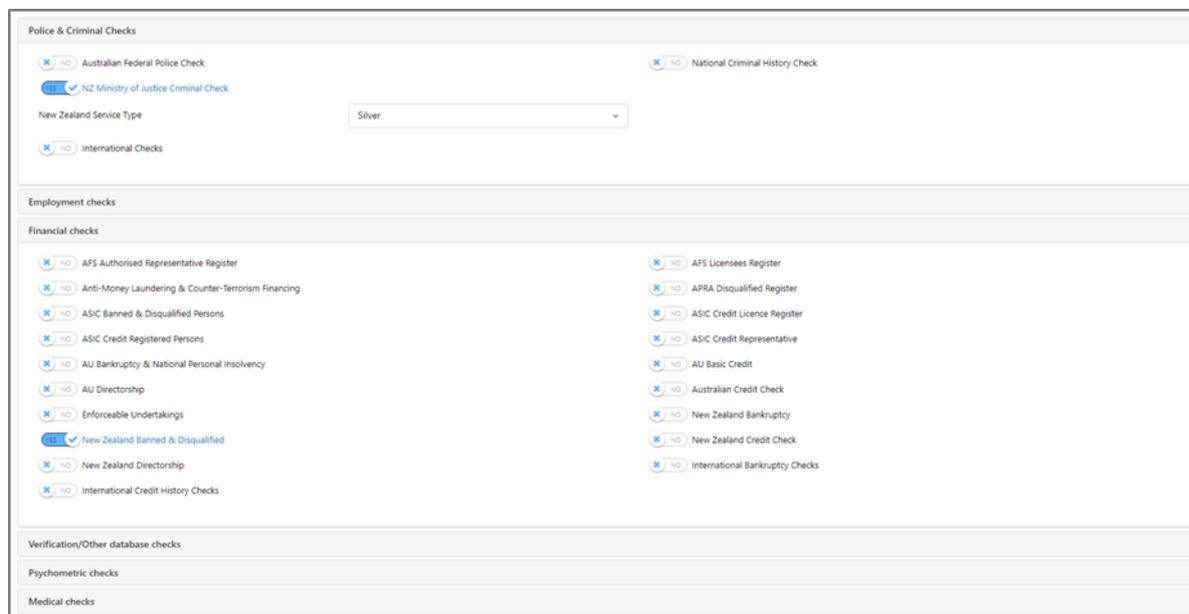
A check package is simply a group of predefined checks. From the Packages dropdown an AO can select what check package they would like to order for this particular candidate. This removes the need to manually select multiple individual checks as outlined in the step below.



The screenshot shows a web interface with a 'Check Templates' section on the left and a dropdown menu on the right. The dropdown menu is open, showing a search bar and a list of options. The options listed are: 'basic checks', 'Executive Level', 'Executive Management - Finance', 'Finance Executive', 'High Risk', 'level 2', and 'New Employee'. The 'basic checks' option is currently selected and highlighted in blue.

## Manual Check Selection

Select the checks you would like to conduct by clicking on the checkbox. Once you have selected a type of check (or multiple), the checkbox will go blue and say 'yes', confirming the check has been selected.



The screenshot displays a web interface for selecting manual checks. It is organized into several sections:

- Police & Criminal Checks:** Includes 'Australian Federal Police Check' (unchecked), 'NZ Ministry of Justice Criminal Check' (checked), 'New Zealand Service Type' (dropdown menu set to 'Silver'), and 'International Checks' (unchecked).
- Employment checks:** A section header.
- Financial checks:** A list of 20 checks with checkboxes:
  - AFS Authorised Representative Register (unchecked)
  - Anti-Money Laundering & Counter-Terrorism Financing (unchecked)
  - ASIC Banned & Disqualified Persons (unchecked)
  - ASIC Credit Registered Persons (unchecked)
  - AU Bankruptcy & National Personal Insolvency (unchecked)
  - AU Directorship (unchecked)
  - Enforceable Undertakings (unchecked)
  - New Zealand Banned & Disqualified (checked)
  - New Zealand Directorship (unchecked)
  - International Credit History Checks (unchecked)
  - AFS Licensees Register (unchecked)
  - APRA Disqualified Register (unchecked)
  - ASIC Credit Licence Register (unchecked)
  - ASIC Credit Representative (unchecked)
  - AU Basic Credit (unchecked)
  - Australian Credit Check (unchecked)
  - New Zealand Bankruptcy (unchecked)
  - New Zealand Credit Check (unchecked)
  - International Bankruptcy Checks (unchecked)
- Verification/Other database checks:** A section header.
- Psychometric checks:** A section header.
- Medical checks:** A section header.

**Note:** Depending on your organisation's requirements - which are determined during the contractual agreement - some check types may be unavailable. However, you are always welcome to contact our Support or Account Management team to activate new check types for your Organisation's consumption.

### 3. Office Use Information (where necessary)

Field Name	Description
<b>Work Group</b>	This is a way in which you and your organisation can categorise checks (i.e. a hiring drive for a particular campaign, project or contract, site locations, departments).
<b>Employee Number</b>	If the applicant is an employee, an employee ID/number can be entered for future reference, however is not mandatory.
<b>Position Title</b>	This allows you to capture the position the candidate has been offered/ holds or has applied for. This can be made mandatory per your Organisation's direction.
<b>Check Type</b>	Here you can specify if the check is a new check or a renewal.
<b>Reminder Date</b>	Entering a reminder date will trigger an automatic email sent to the Authorised Officer's account notifying them that this candidate's renewal check is due. An email notification will be sent out to the Authorised Officer one month prior to the date listed in the reminder section, to remind the AO to request the renewal check for the candidate if required. The applicant will then receive the request to complete a new <i>fit2work</i> application.
<b>Internal Comments</b>	This text box can be used to record any comments or important notes. This information will be available only for Authorised Officers and will not be shared with the applicant.

<b>Job Reference</b>	This allows you to capture the reference number for the job the candidate has been offered/ holds or has applied for. This can be made mandatory per your Organisation's direction.
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#### 4. Completion method

For *managed* accounts, online completion is the only method accepted therefore in this section you must complete the details of the check that will be forwarded to the candidate, asking them to log into the Applicant Portal.

**Completion Method**

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The applicant has completed a hand-written consent form.

I would like to invite the applicant to complete the consent form online.

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The applicant has completed a hand-written consent form.

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Forward Result to Applicant

Email Address

Email Subject

Email Body

Email Template

Email Attachments (Max 3 Files)

Your Applicant can then complete the online consent form add in any mandatory personal details and also provide the necessary ID documents.

Once this has been completed the check will then come to the *fit2work* Operations team for review and processing. For non-managed or self-managed accounts, Authorised Officers within your Organisation will have to review the applicant submitted checks before submitting for processing.

Field Name	Description
<b>Forward Result to Applicant</b>	If 'Yes' is selected, candidates will be able to log in to their <i>fit2work</i> account to download their result. If 'No' is selected, candidates will not be able to access their results from their account. Please note that in accordance with the Australian Privacy Principles, if the candidate requests for information or results belonging to them that your Organisation holds, you are obliged to provide it to them.
<b>Email Address</b> <i>(Mandatory field)</i>	Enter the applicant's email address.
<b>Email Subject</b> <i>(Mandatory field)</i>	The subject of the email to be sent (e.g. <i>fit2work</i> MOJ Check for 'Your Organisation Name')
<b>Email Body</b> <i>(Mandatory field)</i>	This is the email body text that will be sent to the applicant. The text in this field will automatically update if an Email Template is selected.
<b>Email Template</b>	Select a template from the dropdown. These are predetermined emails that can remove the need to type out a message to the candidate every time you

	create a check request. (Templates can be added and updated via the Tools menu).
<b>Email Attachments</b>	Select what attachments will be sent with the email (Max of 3 files)

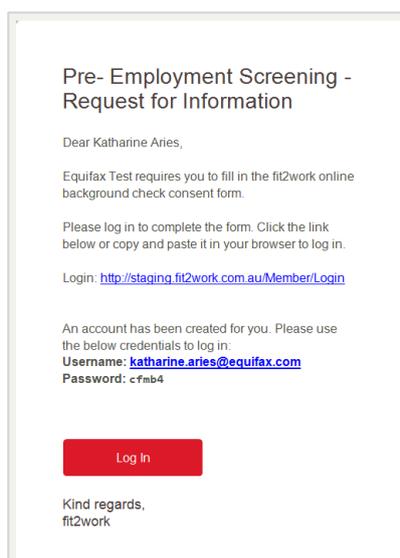
Double check all the information entered before clicking . Ensuring this information is accurate reduces the likelihood of manual processing being required.

Note: Please thoroughly review the details entered for the applicant before submitting the check. Once checks have been submitted past this stage, your ability to modify the content is reduced and your organisation will be charged for the cost of the check when it is submitted for processing.

By clicking  the check request will be submitted to the candidate and the below confirmation will appear:



The candidate will receive an email containing the selected email body template. The candidate can use the link in this email to access the Applicant Portal to complete the application, provide their consent and upload the necessary ID. An example is shown below:



For self-managed accounts, once the applicant has completed the consent form and loaded their ID you will need to verify that the candidate has supplied all the information accurately and in a compliant manner in order to submit the check. To learn more about this step in the applicant management process please refer to the '**Managing your Check Applications**' Guide.