Requesting checks – With Online Consent

Once you have logged in to *fit2work* you can request the police history record checks and 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, and if a police check is required, the candidate can provide FOUR ID documents in accordance with the ID requirements set out by the Australian Criminal Intelligence Commission (1st July 2018).

Note: *The details of Identity Verification requirements can be found in the **Changes to the National Police Checking Service (NPCS)** Guide. Your role as an Authorised Officer in complying with the National Identity Security Strategy is outlined in the **Obligations of Authorised Officers** guide. Both guides are available in the help page in your fit2work dashboard.*

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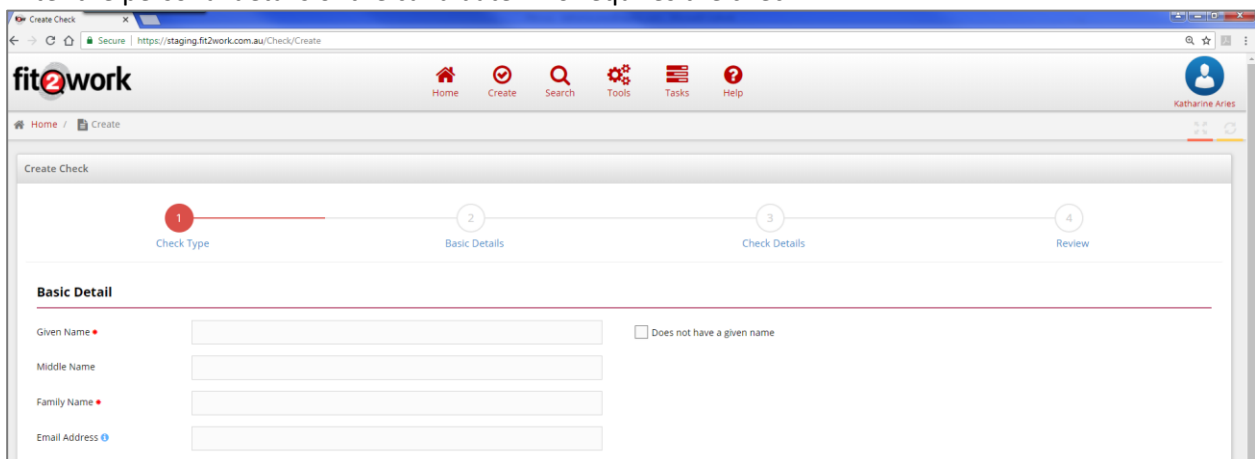
Creating a check request

Click on ***Create*** in your *fit2work* dashboard:
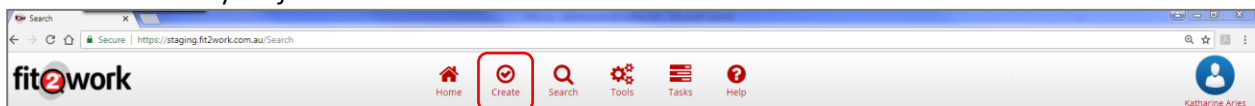
1) Basic Details

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

In cases where applicants have a single name/no given name, select and insert their full name into the 'Family Name' section.

2) Select Check Types

Badges

fit2work have created Australia'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 police 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 police 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:
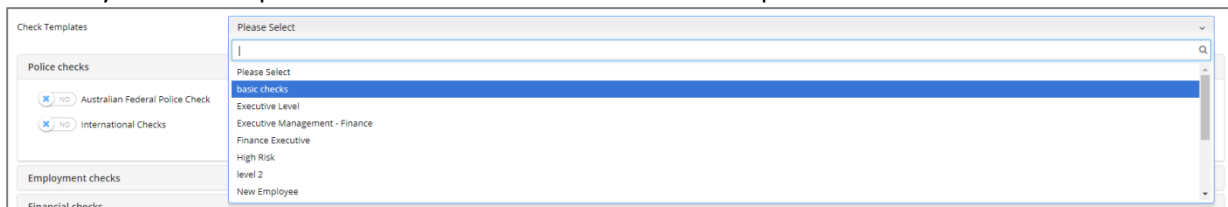

In order to enable the Silver and Gold badges you are required to opt in for DVS checks(electronic ID verification). For further information please contact our Account Management team via email:Account.Management@fit2work.com.au

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.

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.

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
Work Group	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).
Employee Number	If the applicant is an employee, an employee ID/number can be entered for future reference, however is not mandatory.
Position Title	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.
Check Type	Here you can specify if the check is a new check or a renewal.
Reminder Date	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 *fit2work* application.

Internal Comments	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.
Job Reference	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.

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. Here they can complete the online consent form add in any mandatory personal details and also to 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.

AFP

ACIC

Field Name	Description
Forward Result to Applicant	If 'Yes' is selected, candidates will be able to log in to their *fit2work* 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.

Type of AU Police Check *(Mandatory field for ACIC check only)*	Select whether this check is for an 'Employee' or 'Volunteer/Student'
Purpose of AU Police Check *(Mandatory field for ACIC check only)*	You are required to provide a reason on why you are conducting a police check for this applicant. The purpose relates to candidate's position title and location of work. Type in a reason that fits within the specified character limit.
Dealing with or access to vulnerable people *(Mandatory field for ACIC check only)*	You are required to select the contact type that your candidate will be having with vulnerable people. Click on the 🛈 icon for more information.
AFP Check – ACT *(Mandatory field for AFP check only)*	Select 'Yes' from the dropdown if the candidate check is being conducted for a job based in the ACT.
AFP Purpose *(Mandatory field for AFP check only)*	Choose the purpose of the check from the dropdown. Purpose commonly relates to the duties/ role that the candidate will be required to carry out and therefore justifies the requirement for an AFP check.
Email Address *(Mandatory field)*	Enter the applicant's email address.
Email Subject *(Mandatory field)*	The subject of the email to be sent (e.g. fit2work Police Check for 'Your Organisation Name')
Email Body *(Mandatory field)*	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.
Email Template	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).
Email Attachments	Select what attachments will be sent with the email (Max of 3 files)

Double check all the information entered before clicking **Next →** . 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 **Next →** 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:

Pre- Employment Screening -
Request for Information

Dear Katharine Aries,

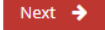Equifax Test requires you to fill in the fit2work online background check consent form.

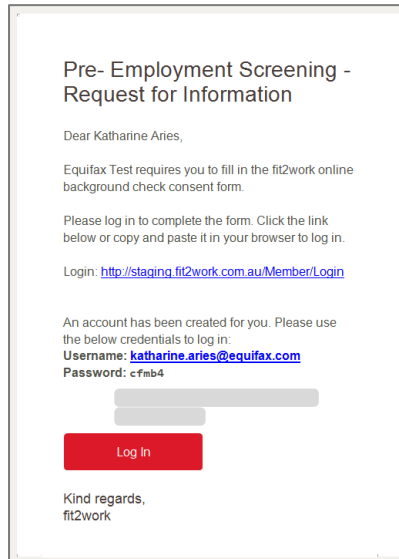Please log in to complete the form. Click the link below or copy and paste it in your browser to log in.

Login: http://staging.fit2work.com.au/Member/Login

An account has been created for you. Please use the below credentials to log in:
Username: katharine.aries@equifax.com
Password: cfmb4

Log In

Kind regards,
fit2work

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.