



Background Check Frequently Asked Questions (FAQ's)

1. What is the typical timeframe for receiving the background check outcome?

From the time a candidate submits their documentation to the third-party provider, it should take from 24-72 hours.

2. Who is the third-party provider?

Makesure is a background checking company that uses a secure, online checking process. With the complexities in today's workforce, Makesure will ensure that all our workers are being held to the same background checking criteria.

3. How can HR teams determine when to advance an application to the 'offer sent' stage?

HR teams will be provided with an automated report twice daily via email (9 am and 1 pm), listing applications that have successfully completed their background checks and received a 'pass' outcome.

Should an application receive a disclosable outcome the HR team will be notified by the background checking team that the outcome is being reviewed, and based on the outcome of the review, when the application can be progressed. HR practitioners also have the option to manually check the status in ANU Recruit.

4. Is it possible for the candidate to commence their role without the completion of relevant background checks?

No, offers of employment can only be sent on the successful completion of the required background checks and a 'pass/background check requirements fulfilled' status obtained for each check. Employment can only commence once an offer of employment has been formally made through ANU Recruit and accepted by the candidate.

5. If a candidate is required to obtain a WWVP/WWCC registration, do they still need to undergo a police check?

No, the WWVP/WWCC checks include a police check, they therefore meet the baseline police check requirements.

6. Are there any situations in which a background check should not be initiated in ANU Recruit?

Yes, in the following circumstances no background check is required:

- a) Existing staff/candidate holds a valid WWVP/WWCC.
- b) Existing staff/candidate who has recently undergone a (national/international) police check that is no older than 90 days.
- c) Registered Professional (accountant, psychologist, lawyer, ANU Medical School registered practitioner).

For these circumstances, one of the following status in ANU Recruit may be selected:

Offer preparation & Approval - BC Requirements Fulfilled

Offer preparation & Approval - No BC required (Registered Professional)

Offer preparation & Approval - No BC required (Existing Police Check available)

7. Once the candidate has met all background checking requirements and is prepared to receive the offer, what status should be assigned?

The status to progress the application to, for the offer to be emailed, depends on the circumstances as outlined below:

- a. Staff who have undergone the baseline police check as part of a current recruitment process – change status to *'Online offer made'*.
- b. Staff who were already compliant with background checking requirements and did not need a background check initiated – change status to *'Online offer made – Candidate compliant with BC requirement'*.

8. How long is the police check valid for recruitment purposes?

A police check will be valid in the HR management system for 12 months (365 days). After that time any internal movement will require a new police check.

9. Is it possible for the candidate to receive an offer if a police check returns a disclosable outcome?

Where a Background Check reveals a disclosable outcome or raises concerns about a prospective or current employee's suitability for the role, the Background Checking

team will advise the local HR team and hiring manager and the offer of employment will be put on hold. A disclosable outcome review will be conducted as per the Background Checking Procedure. Based on the outcome of the review, the HR team and hiring manager will be advised if the candidate is appointable to the role, and an offer can be made.

10. What if a prospective candidate / current staff needs additional background checks due to the requirements of the role?

There may be instances where additional background checks are required in relation to a role. All requests for additional background checks should be sent to backgroundchecking@anu.edu.au. The initiation of these checks will be managed by the Background Checking team, and updates on the outcome of these checks will be communicated to the respective HR teams.

11. What if a candidate does not submit the required documentation for the background check to the third-party provider?

The Background Checking team will receive a daily report of all candidates who have a background check initiated in ANU Recruit and have not progressed or started the process. Candidates with checks outstanding for greater than three (3) days will receive a reminder email. If a candidate has not responded in seven (7) days, the hiring manager will be contacted. Makesure will also send reminders to the candidate to submit their required documentation at regular intervals.