



How one of Australia's largest employers can safely supply staff to the

health & education sectors.



PROGRAMMED

Employing over 25,000 employees, Programmed are one of the largest employers in Australia. A leading provider of operations and maintenance services across all industry sectors including education, health, infrastructure, manufacturing, transport and mining in Australia and New Zealand.

The Situation

The Australian education industry has grown at an **unprecedented rate** in the past few years, and health services are forecast to continue to **grow strongly** over the next five years due to Australia's ageing population.

Programmed regularly hire at scale and need to be able to recruit verified suitably qualified staff as quickly as possible for their clients within these rapidly growing sectors.



Healthcare is an especially sensitive area. Within nursing for example, it's incredibly important to verify qualifications, background and experience.

Daniel Chilcott - General Manager of Learning and HR Services at Programmed

The Challenges

Daniel Chilcott, General Manager of Learning & HR Services at Programmed, explains the challenges he was facing recruiting and placing staff within the healthcare and education sectors.

“Both industries are expanding very quickly. Health and education are such delicate areas because you’re looking after people’s welfare. We need to be especially thorough in our verification of qualifications and experience for these placements. The checks we need to run for roles in these sectors must be more in-depth given what is at stake.”

The Objectives

Requirements

- ✔ Thoroughly verify candidate qualifications and experience for highly sensitive positions and sectors
- ✔ Reduce the risk of hires through a range of checks
- ✔ Protect any vulnerable people Programmed’s staff may encounter in their roles
- ✔ Find an integrated and automated checking process that supports improved time-to-hire
- ✔ Find a solution that could provide all checks across Australia and New Zealand on one platform, instead of checks from multiple providers.

The Results

Daniel explains the results since working with CVCheck. “These checks give us comfort and confidence in the selection of a candidate. Some people interview very well, and some don’t. The verified background makes things more comforting. It also gives us confidence when we’re marketing these staff to our clients. It gives us a level of comfort that we have done everything we can to verify the employee background.”

“Most importantly, by running through checks on all staff we place, we can confidently put staff forward knowing the risk has been minimised as much as possible, and protect those young and vulnerable people in our staff’s care.”

There has also been a streamlining of the hiring process, and a large reduction in time spent on recruitment since using CVCheck’s bundled solution.

“It’s a multiple of different checks, that has made our life much easier. We could source these checks from multiple suppliers but having them done all under one roof it increases our speed to hire and everything else you’d expect there.”

The Solution

The range of checks Programmed carry out for their health and education hires are especially extensive. Daniel explains that

“From driving record checks for home care nurses through to financial checks for senior roles, to make sure they haven’t been barred for financial misconduct in past roles. The higher the role the more checks we run, and we look at all aspects of the role and the risk.”

In practice this means that once a recruiter at Programmed has finalised a shortlist for a role, they implement one or more of the below checks depending on the candidate and the role:

- ✓ Australian Federal Police Check
- ✓ Volunteer National Police Check
- ✓ Traffic Check
- ✓ Criminal Record Check
- ✓ Employment Reference Check
- ✓ Qualification Check
- ✓ Psychometric Assessment



We can confidently put staff forward knowing the risk has been minimised as much as possible.

Daniel Chilcott - General Manager of Learning and HR Services at Programmed

Health & education industry

Programmed run checks on all of their hires. Daniel explains that

“finding the validity of qualifications within the healthcare and education sectors is understandably extremely important. Healthcare is an especially sensitive area. Within nursing for example, it’s incredibly important to verify qualifications, background and experience. Vulnerable people are in the care of our staff. So, the risk for us couldn’t be higher. We still need to hire at a quick pace to place staff in a timely manner, especially as these sectors are growing rapidly and the demand for staff is so strong.”





CVCheck is a leading provider of background screening services in Australia and New Zealand, conducting over 300,000 checks every year for businesses, government organisations, and individuals.

We now offer checks over 190 different countries and are the main screening provider for thousands of businesses, and government organisations. We help our clients source and share verified information relevant to employment, licensing and more.

Our global screening and verification service operates through cvcheck.com. It allows our customers to verify, screen and check personal and professional information. On their behalf, we can access primary and third-party information from data providers and sources such as police databases, traffic records and professional memberships.

At CVCheck, we've always had the vision of a world built on trust. When we started in 2004, we imagined a secure online platform for the safe exchange of personal and professional information in good faith. In 2006, we built it.

Since then, we've continued to develop the most technologically advanced information-screening platform available.

Get in touch with one of our experts to learn how your organisation can mitigate risk and hire with confidence knowing you have all the checks you need.

[Request a demo](#) to see our platform in action.

cvcheck.com

