One of Australia's largest employers

saves 2,721

employee hours per year allowing HR resources to be better allocated.

CV CHECK

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

Being one of the largest employers in Australia, Programmed regularly hire at scale and need to be able to recruit as quickly as possible for their clients and their own business operations.

As a values driven organisation, they run checks to ensure they're hiring candidates who are most likely to demonstrate the company's values of personal safety and leadership, diversity, inclusion, equality, customer service, care and empathy.

> **We need the right person in the role, in the right time frame.**
> **Daniel Chilcott - General Manager of Learning and HR Services at Programmed**

The Objectives

Requirements

⊙ Verify the candidate is the right person for the job.

⊙ Find an integrated and automated checking process that supports improved time-to-hire.

⊙ Reduce turnover through more robust hiring decisions.

⊙ Find a solution that could provide all checks across Australia and New Zealand on one platform, instead of checks from multiple providers.

The Challenges

Daniel Chilcott, General Manager of Learning and HR Services at Programmed, explains the challenges he was facing.

> "Given the large number of hires, and the time it would take to run these checks manually, we knew we had to be using a verification platform. We started using various platforms. It involved a variety of prices and levels of service, but the process was very disjointed from an account management perspective.
>
> It was particularly difficult to monitor the spend on police checks against recruitment activity because of the disparate checking systems. We also needed the same system across both countries we operated in, Australia and New Zealand."

The Results

Daniel explains that by using CVCheck's solution at Programmed "has created a more streamlined, automated, and easier recruiting process. The easy to use portal involves a simple process to launch checks from our recruitment system, PageUp."

> "We're now able to run a greater frequency of the checks, across all job roles due to the platform's ease of use, which enables us to protect our business and our clients."

The following table shows approximate times involved in the previous, manual process of running checks at Programmed before they engaged CVCheck.

The Solution

After reviewing various platforms, Programmed decided to use CVCheck.

> "Their integration with the talent management platform, PageUp helped us manage multiple checks from one platform."

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

Programmed completed **7,422 employee checks** within a year. By using CVCheck's suite of solutions, they now **save over 2,721 employee hours** (per year) within the recruitment process.

Internal processing time Programmed incurred before working with CVCheck.

Process	Task	Time (Mins)
Setup	Gather consent from Applicant (form method)	5
	Gather ID from Applicant	
	Verifying applicants details on form to ID	3
Placing Order	Enter Applicants information in internal system	3
	Upload ID to internal system	3
Lodge order to ACIC	If batching orders to ACIC — Create batch*	5
	Load batch to ACIC	
Retrieving Result process	Retrieve batch results from ACIC	1
	Upload result to internal system	2
	Total Processing Time per Check (mins)	**22**

*Loading batches to ACIC would be conducted manually every 30min−1hr

> *We're happy with the solution CVCheck offers. They provide great account management, the staff look after us day to day, they're the best out there.*

CV CHECK

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.

Learn how CVCheck's background screening services can help your organisation save time and hire more efficiently.

Request a demo to see our platform in action.

cvcheck.com