PBSA Global Learning Center Presentation Guidelines

Since announced in April 2016, the Global Learning Center has been a growing, vibrant resource for PBSA members. In the Global Learning Center, you'll find short, on-demand recordings to provide local information produced for the global screener. These screening fundamentals are available for all members to access as needed, regardless of time zone.

GLC Presentation Guidelines:

- This presentation has two components:

    1. PowerPoint: Please use the GLC template. Be sure to write out your notes in the speaker's notes pane below each slide. This provides members with a written version of the recorded presentation.

    2. The presentation will be recorded as a webinar and facilitated by PBSA staff member. It will be recorded without an audience at a mutually agreed upon date/time and made available to PBSA members via the Resource Library.

- The length of the presentation is approximately 15 minutes.

- Your audience are PBSA member companies, including regular, associate and affiliate members (information on member types can be found here).

- Making this presentation promotes you and your company as subject matter experts. The content of this presentation shall not advertise your company's services.

- Remember to consider the cross-cultural nature of the PBSA membership. We have members all around the world including countries where English may not be the primary language. Keep the reading level of the presentation simple. Stay away from country-specific slang or abbreviations.

- All presentations are given a peer review prior to being finalized. The GLC coordinator will facilitate the exchange of peer review feedback and debate, if any.

    Please send your questions and presentation to education@thepbsa.org.

Content Details

Name(s) of Service

What is this search commonly known as? For example: Verification of Employment, Education, Professional Certification/License, or Professional Reference. If different, what is this search called in the subject country?

Sources of Content

Describe the different entities with whom a verifier may interact in the process of obtaining information. For example: HR Manager, School Registrar, or other according to the subject country.

Expected Data

Discuss what is typically in the results. For example: Employment start and end dates, title, reason for leaving, eligibility for rehire, or other according to the subject country.

Use in Employment Screening

How is this search typically used in employment screening? For example, in the U.S. it is customary to obtain verification of at least the last employment position held or up to the past five years. However, it is less common to verify education unless the degree has direct bearing on the position such as would be the case with a recently graduated engineer. Verification of professional certifications/licenses are sought only when specifically required for the position, such as with an Architect or Nurse. References can be helpful when given, but they can be hard to obtain from past employers concerned with being sued for saying anything negative, or misleading for the same reason. How are these services used in the subject country?

Order Fulfillment

What is required to order the search? Are special forms required? Special information? Are notarized documents required? Are copies not allowed; must the documents be original?

Remember that what is considered "special" information will vary with the audience. American audiences are used to providing minimal information for a background search and not providing copies of ID or copies of the consent. (The customer is required to have a consent but generally not required to provide it to the background screening company in order to conduct the search.) Audiences in Latin America may be used to providing Mother's name information. Audiences in India and China are used to providing a copy of the degree.

Average Turnaround Time

Roughly how long does it take to fulfill the order (assuming the client has provided all the necessary information)? What are things that typically cause delays? (For example, forms not properly signed, the incorrect IDs provided.)

Are there any variations to turnaround time? For example, could a verbal report be 1 day but written report is 1 month? Are there different turnaround times depending on the type of service? What major holidays interfere with turnaround time?

Special Fees

Are there special fees associated with verifications? In the U.S., Equifax Verification Services, holds about 25% of all employment records. Access is restricted and the cost is high.

Helpful Hints

Provide any helpful hints for background screeners when selling or processing these services.

Resources

Provide links to resources such as sources, Guidelines and Resource Library publications. If there are recent news articles on the topic, or the use / lack of use of this search, these are very helpful to provide links to.