

## ADMINISTERING PROBITY CHECKS

---

There are several ways to administer a check:

1. Request a candidate to complete their check on-line using the WorkPro platform
2. Provide a candidate with a Token and the web address to complete their check
3. Complete a check on behalf of a candidate.

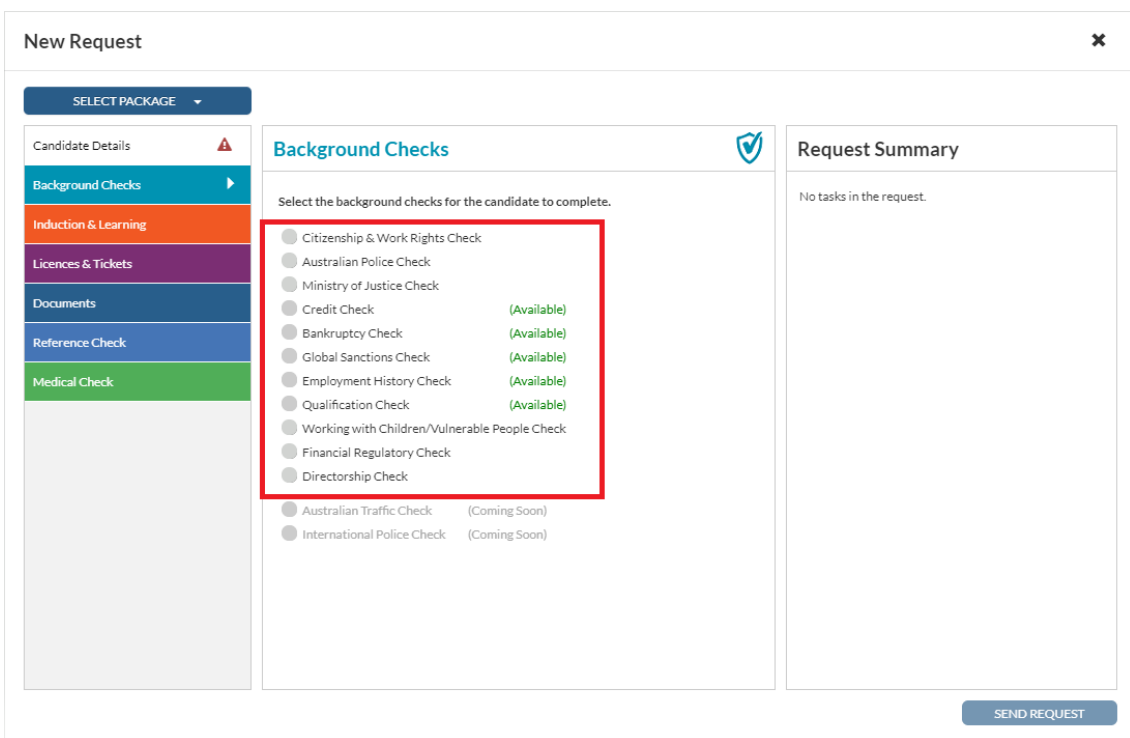
### OPTION 1: SENDING A SINGLE CANDIDATE REQUEST

#### (A) Sending a Request

**Step 1:** Go to [www.workpro.com.au](http://www.workpro.com.au) and log in.

**Step 2:** Select 'Request', choose your option, and 'Continue'

**Step 3:** Complete the candidate information. Select 'Background Checks' to add the required checks and then 'Send Request'.



New Request ✕

SELECT PACKAGE ▾

Candidate Details ⚠

Background Checks ▶

Induction & Learning

Licences & Tickets

Documents

Reference Check

Medical Check

### Background Checks ✓

Select the background checks for the candidate to complete.

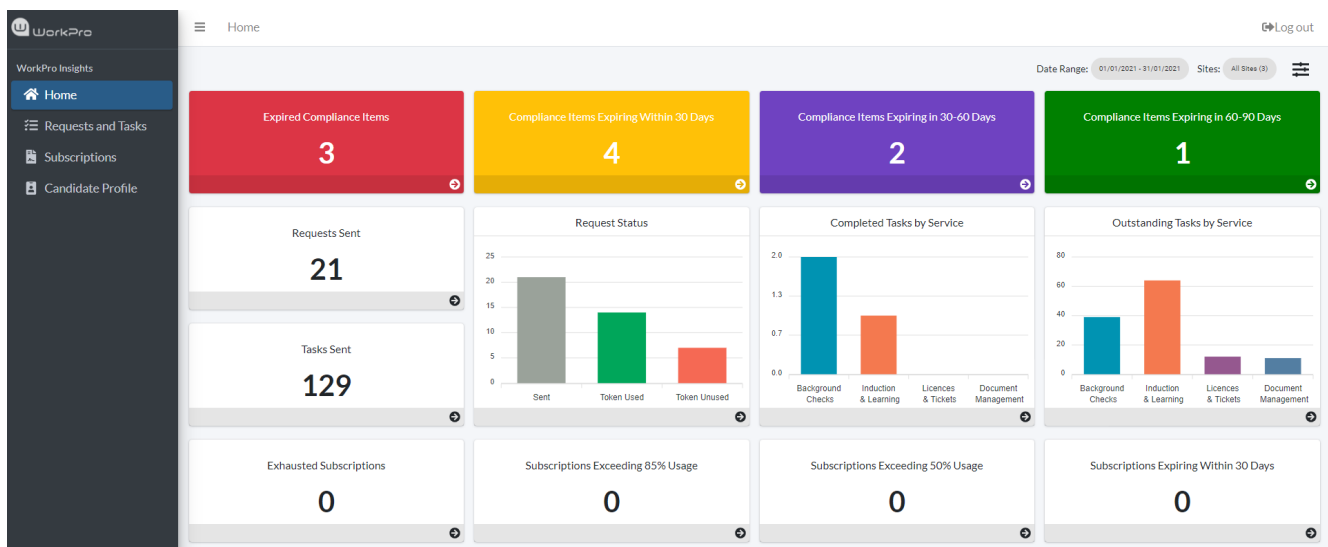
- Citizenship & Work Rights Check
- Australian Police Check
- Ministry of Justice Check
- Credit Check (Available)
- Bankruptcy Check (Available)
- Global Sanctions Check (Available)
- Employment History Check (Available)
- Qualification Check (Available)
- Working with Children/Vulnerable People Check
- Financial Regulatory Check
- Directorship Check
- Australian Traffic Check (Coming Soon)
- International Police Check (Coming Soon)

### Request Summary

No tasks in the request.

SEND REQUEST

The status of the request can be tracked from the Insights Dashboard.



**Handy Hint:** If the candidate doesn't receive the email, you can verbally provide them the single-use 'Token' that was sent to them. Simply select 'Candidate Profile', search for the candidate and provide them the Token from the Request.

## (B) Candidate Application Process

### Step 1: Signing Up/Logging In

The candidate will receive an email, including a live link and a single use Token. The candidate needs to either sign up or login to the system, using the link. Once logged in, they will be prompted to enter the single use Token and will be presented with the option to 'Start' the check.

The interface shows a sidebar with navigation options: Home, Personal Details, Fair Work Statement, Background Checks (5), Licences & Tickets (4), Documents (2), Induction & Learning (2), and Medical Check (1). The main content area is titled "Background Checks" and displays a table of requested checks.

Check Type	Requested By	Request Date	Action
Citizenship & Work Rights Check	WorkPro	07/09/2021	START
Australian Police Check	WorkPro	07/09/2021	START
Ministry of Justice Check	WorkPro	07/09/2021	SHARE EXISTING START
Directorship Check	WorkPro	07/09/2021	START
Financial Regulatory Check	WorkPro	07/09/2021	START

Additional information shown includes CIN: 1100719, Username: Demo\_Candidate, and a Reset Password link.

**Step 2:** The candidate is required to provide specific information, electronically sign the consent form, upload a copy of their photo ID and potentially other evidence, e.g. a copy of their transcript for a qualification check.

**Note:** Once the candidate has completed their application, the status will change in their view to 'In Progress' and in the Administrator Panel to 'Please Review'. The Account Administrator will receive an email alert advising them that the check is ready to be processed.

## **OPTION 2: PROVIDING A SINGLE USE TOKEN AND WEB ADDRESS TO A CANDIDATE TO COMPLETE THEIR APPLICATION ONLINE**

This option is very similar to Option 1 with the exception that instead of sending the request from the WorkPro platform, you are verbally providing them a web address and a Package Token to the candidate.

In order to do this, you will need to set up a Package within the platform. Please see User Guide for Creating and Managing Packages for these instructions.

### **(C) Submitting the Check**

**Step 1:** Sign in and search for the candidate. The check can be found visually in the list presented or by filtering and searching for the candidate's name.

**Step 2:** Open the check and review.

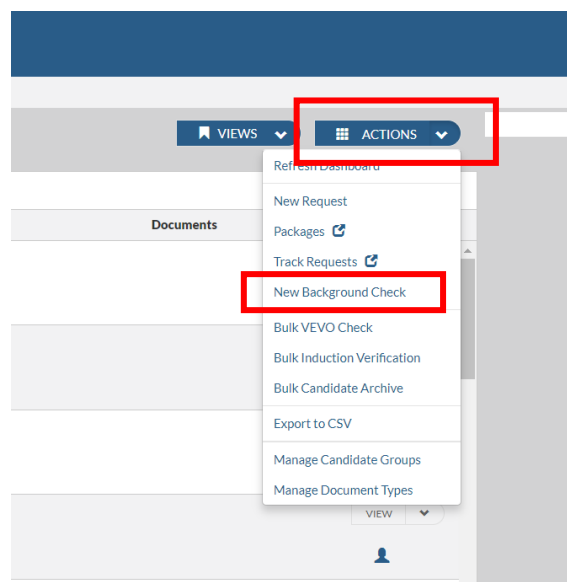
**Step 3:** Check that the returned consent form is signed and has a current date.

**Step 5:** 'Submit' the check for document validation and processing by WorkPro. Once the check has been finalised, you will receive an email alert. Log back in to WorkPro to view the outcome/download a copy of the check.

## **OPTION 3: COMPLETING A CHECK ON A CANDIDATE'S BEHALF**

There is the option to complete a check on a candidate's behalf.

**Step 1:** Log in to WorkPro and select 'New Background Check' from the 'Actions' tab



**Step 2:** Select the check or checks from the drop-down list, 'Create the check for a new Candidate', and 'Create Check'.

**Step 3:** Complete the Application Form and the Check Details on the candidate's behalf.

**Step 4:** Print the form and request the candidate to sign and date the form.

**Step 5:** Upload the signed consent form and photo ID

**Step 6:** Submit the check for validation and processing.