Verifications Process

This document outlines our Standard Operating Procedures for Employment, Education and Credential Verifications.

Employment Verification

Certn will first take initial discovery steps to ensure contact is being made with the correct organization provided by the applicant, by utilizing the company name and addresses provided. From there, Certn will attempt to make contact with the employer(s), making use of all contactable details available while simultaneously reaching out to the applicant for supporting documentation. This documentation will be utilized in the event they are needed by the employer for completion of the verification. Initially, two contact attempts will be made on both the first and second business days from the time it is assigned. On the third day, final contact will be made with both the employer and the applicant.

If unsuccessful in receiving a response from the employer, Certn will then ascertain if documentation was received from the applicant for verification purposes. If no response is received the verification(s) will be completed as "System Unable to Verify".

Education & Credential Verification

Certn will first take initial discovery steps to ensure contact is being made with the correct organization provided by the applicant, by utilizing the institution name and addresses provided. Certn will attempt to make contact with the institution(s), making use of all contactable details available while simultaneously reaching out to the applicant for supporting documentation. This documentation will be utilized in the event they are needed by the institution or for completion of the verification. Initially, two contact attempts will be made on both the first and second business days from the time it is assigned. On the third day, a final contact attempt will be made to both the institution and the applicant.

If unsuccessful in receiving a response from the institution, Certn will then ascertain if documentation was received from the applicant for verification purposes. If no response is received the verification(s) will be completed as "System Unable to Verify".

Phone Reference Check

Certn will first attempt to make contact with the reference, making use of all contactable details provided by the applicant, a total of three times over three business days.

If unsuccessful in receiving a response from the reference, Certn will then attempt to contact the applicant to request a new reference. Three attempts of contact, through email and phone, will be made to the applicant(s) over three business days. If no response is received within that time frame the check(s) will be completed as "Incomplete".

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