Process Flow Chart – Candidate Journey

Order placed and receipt confirmation received

Case Created and Vetting Link sent to candidate. If candidate online form not completed in 48 hours chase email issued. If no action taken final email issued after 24 hours and Client informed via email.

If form submitted by candidate case come to SW for Data Review. SW will review all documents and information provided

Data Review unsuccessful. SW contact candidate for correct information not supplied

Documents received

If no response received from candidate following chase emails within 30 days, case will then be withdrawn from vetting process

Data Review Successful

SLA for Case starts and moves to Work in progress

Integrity checks processed

Referencing checks processed

Any adverse findings escalated to client via email

Pass Notification received from client

All referencing checks completed

Completion certificate issued to client

Fail notification received from client

Case failed

Case withdrawn