

BackCheck Reference Interviews

Introducing Intelligent Reference Technology™

With numerous interview templates available, BackCheck is able to obtain the level of detail required to screen for a wide range of positions, including entry-level, middle management, and more senior managerial and executive roles. Our reference interviews provide a holistic view of candidates to assist you in making well-informed hiring decisions.

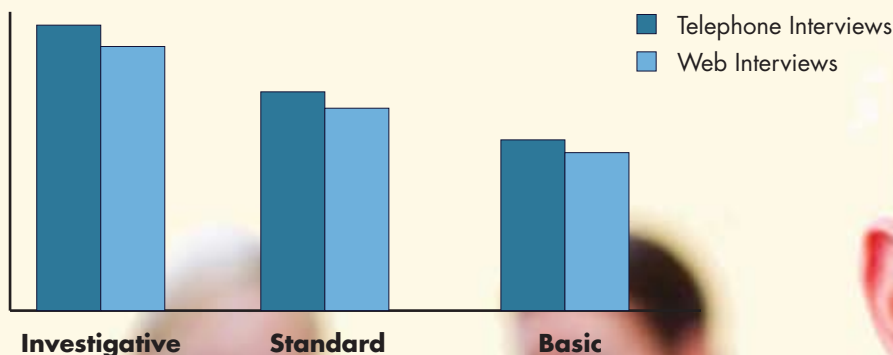
Intelligent Reference Technology™ - A Hybrid Approach to Reference Interviews

BackCheck's hybrid approach to conducting reference interviews is the first of its kind in the UK, granting respondents a greater degree of flexibility in their preferred completion method. By immediately reaching out to a reference by email, BackCheck provides the opportunity for references to respond by phone or online at their convenience, to complete the reference through the method of their choice.

BackCheck's hybrid approach ensures references are anticipating follow-up phone calls following initial email contact, should a reference not immediately complete the web-based or telephone-based survey. Our hybrid approach boosts confidence and comfort levels, and benefits our clients with significantly enhanced completion rates, and reduced turnaround times.

BackCheck's hybrid approach increases reference completion rates by 30% without sacrificing the verbatim detail captured by HR Interviewers.

BackCheck's Reference Interview Detail Summary by Method of Completion



BackCheck™

Know Who You're Hiring!



Telephone and Web Interviews

BackCheck's bespoke online platform offers a modern approach to the completion of consistent, verifiable and robust references. Our unique, versatile approach is facilitated by the use of three convenient, auditable media.

Email Initiation

- **Innovative** – BackCheck's new email 'trigger system' is the first of its kind for reference interviews in the UK.
- **Time-sensitive** – Emails are sent to the references as soon as the file is set up in our system. Files are completed much faster than our traditional telephone only process.
- **Comprehensive** – Our email invite system covers all the information the reference needs to complete our interview request.
- **Privacy compliance** – Complies with all relevant privacy legislation.

Telephone Interviews

- **Experienced** – BackCheck's HR Interviewers have conducted in excess of one million interviews combined.
- **Adaptive** – Our interviewers catch nuances of speech and 'dig deeper' as needed, uncovering specific details that our clients need most to make informed hiring decisions.
- **Global Reach** – We are able to conduct telephone interviews in any language in any country.
- **Quality Assurance** – Dedicated team to review all results prior to final report delivery.

Web Interviews

- **Privacy compliant** – Highly-secure online submissions.
- **Flexible** – Complete interview from anywhere, at any time.
- **Compatible** – Online system accessible by computer, laptop, PDA, Smart Phone™ or Blackberry™.
- **Consistent** – Almost identical level of detail as telephone response option.
- **Turnaround time** – Results delivered and available in real-time.

17%

of references are **red-flagged** due to concerns relating to poor work performance.

Benefits of BackCheck's Reference Interviews

- Templates are adaptable. Add or delete questions for a small fee depending on job requirements.
- Acting as a third party, we objectively conduct references and eliminate potential for hiring manager bias.
- Typical turnaround time of 2 to 3 business days.
- Our dedicated team of HR professionals is available to conduct interviews during extended business hours, and answer any enquiries regarding reports and procedures.
- Real-time results and final reports undergo a rigorous, standardised quality assurance process.

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