

# Unverified

## Navigating 'Unverified' Results in Background Screening



## INTRODUCTION

Background checks are integral to informed hiring decisions, offering verification of candidates' credentials and histories. However, not all verification attempts yield definitive results. Instances where information cannot be confirmed—labeled as 'unverified'—require careful consideration to ensure both compliance and fairness.

## UNDERSTANDING 'UNVERIFIED' RESULTS

Verification searches in background checks aim to confirm details such as professional licenses, education, and employment history. The outcomes typically fall into three categories:

- **Verified:** Information matches the provided data.
- **Verified with Discrepancies:** Minor differences exist, such as date variations.
- **Unverified or Unable to Verify:** Confirmation of the information is not possible.

It's important to recognize that an 'unverified' result does not inherently indicate dishonesty or inaccuracy on the part of the candidate. Rather, it signifies that the screening agency could not verify the provided information due to various potential factors.

## CAUSES OF 'UNVERIFIED' RESULTS

Several circumstances can lead to 'unverified' outcomes:

- **Record Unavailability:** Records may be lost due to events like natural disasters or technological failures.
- **Scope Limitations:** Agreements between employers and Consumer Reporting Agencies (CRAs) might restrict verification scope, excluding certain employment types such as self-employment or independent contracting.
- **Verification Challenges:** Self-employment periods are often difficult to verify through standard methods, as traditional records may not exist.

## BEST PRACTICES FOR EMPLOYERS

When confronted with 'unverified' information, employers should:

1. **Avoid Assumptions:** Do not presume the information is false or misleading.
2. **Seek Additional Documentation:** Request supporting documents directly from the candidate, especially for unverifiable periods like self-employment.
3. **Maintain Privacy:** Handle all supplemental information with strict confidentiality to protect candidate privacy.
4. **Develop Clear Policies:** Collaborate with legal counsel and HR to establish procedures for addressing 'unverified' results, ensuring consistency and fairness.
5. **Provide Opportunities for Clarification:** Allow candidates to explain or rectify discrepancies or unverifiable information.

## LEGAL CONSIDERATIONS

Automatically assuming dishonesty based on 'unverified' results and taking adverse action without proper investigation can expose employers to legal risks. It's essential to perform due diligence and provide candidates with the opportunity to clarify or correct their information before making employment decisions.



## CONCLUSION

'Unverified' results in background checks necessitate a balanced approach that upholds both the integrity of the hiring process and the rights of candidates. By implementing thoughtful policies and maintaining open communication, employers can navigate these situations effectively, ensuring fair and compliant hiring practices.

## ABOUT CISIVE

Cisive is a trusted partner for comprehensive, high-risk compliance-driven background screening and workforce monitoring solutions, specializing in highly regulated industries—such as **healthcare, financial services, and transportation**. We catch what others miss, and we are dedicated to helping our clients effortlessly secure the right talent. As a global leader, Cisive empowers organizations to hire with confidence.

Through our **PreCheck** division, Cisive provides specialized background screening and credentialing solutions tailored for **healthcare organizations**, ensuring patient and workforce safety. **Driver iQ**, our transportation-focused division, delivers **FMCSA-compliant** screening and monitoring solutions that help carriers hire and retain the safest drivers on the road.

Unlike traditional background screening providers, Cisive takes a **technology-first approach** powered by **advanced automation, human expertise, and compliance intelligence**—all delivered through a scalable platform. Our solutions include **continuous workforce monitoring, identity verification, criminal record screening, license monitoring, drug & health screening, and global background checks**.

## AUTHOR

Michael Kendrick is a compliance expert specializing in employment background screening. With years of experience, he provides insights into best practices for fair and lawful hiring processes.