
The Background Screening Credentialing Council (BSCC) has drafted the following accreditation tip for US Employment Screening / General Background Screening BSOAP Standard, this tip applies to US Version 2.0, 3.0 and General Version 1.0. This response is provided for educational purposes only and does not constitute legal advice, express or implied of the BSCC, or the Professional Background Screening Association. Consultation with legal counsel is recommended in all matters of employment law.

For the purposes of this Tip, and to ensure our response applies to both Standards, the terms Organization and CRA may both be used.

TITLE: Clause 4.6 Auditing Procedures

Clause US Standards V2 and V3: Organization must have and follow a procedure to audit their active public record researchers for quality.

Clause General Standard V1.0: Organization must have and follow a procedure to monitor the quality and accuracy of active third-party service providers.

Clause 4.6 requires an organization to monitor their providers to ensure quality, accuracy of results and delivery of services in line with contracted agreements. The auditor will seek evidence of monitoring which includes, but are not limited to: 1) an established protocol for auditing, 2) volume of audit to be conducted, 3) sending research requests where result is already known (where allowable by law or source), 4) how returned results are compared to expected results, and 5) process for dealing with errors up to and including termination of services. Test cases, where allowed by law or source, must be entered in a log with results including: A) date of test, B) unique identifier, C) results returned, D) whether results were as expected, and E) any remedial actions taken. Auditor will seek evidence of adherence to policies and procedures.

Each accredited organization must determine the appropriate scale of their monitoring program to ensure its effectiveness and should be able to justify how they arrived at that determination. The number of searches and/or providers the organization decides to audit should be reasonably sufficient to ensure that the expected level of quality is being met. Auditing a single search, or vendor, or a single auditing event in a year, would likely not be a sufficient approach to monitoring a system processing many orders. The task is to ensure quality and process are running as expected over time and delivering the expected level of quality.

We hope the above provides further information and clarification on the information provided in the Standard and may be used to improve your accreditation submission.