Service Description

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In this document, the terms "Verifier", "Employer" and "Customer" are used interchangeably.

Introduction to Gradbase

Nowadays, there does not exist a standard way for employers to request transcripts, nor for universities to deliver these transcripts to employers.

The majority of universities make use of their own solutions, which involve:

➔ Receiving verification requests from employers by telephone, email or the post
➔ Sending transcripts in a sealed envelope to employers
➔ Storing paper transcripts in steel safes

These archaic and expensive methods leave many employers in doubt as to how much time a background check will take, and if this check is really worth it. For this reason, one quarter of companies do not perform background

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checks. There are also many companies that choose to delay background checks until the very end of the hiring process, after tests and interviews. For this reason, bogus candidates are often only caught at the end of the process. As a result, companies may end up losing between £4,500 and £8,000 per 'almost-hired' bogus candidate.

To tackle these issues, Gradbase guarantees that anybody, anywhere can instantly verify candidates' true qualifications. The service works standalone, or integrates seamlessly with the issuers' IT systems, allowing them to upload and manage information about qualifications they have issued. Once uploaded, no further interaction is required from the issuer.

Once the records are issued, candidates receive a custom QR code and link that can be included on their CV, online profiles (e.g. LinkedIn) and business cards. Employers who want to verify a qualification can then scan the QR code to instantly verify the qualification and match it against what is written on the CV.

Employer Services

Registration

Verifiers head to the registration section, where they must input the following information in a form:
- Verifier: Name of organisation
- Country: default country to be selected in verify forms
- Email: for correspondence purposes and to send bills
- Username: needed for login
- Password

Once this has been completed, a Verifier account is created and a confirmation email sent to the address provided. From this moment on, the Order, as set out in the Employer terms, is considered made, and the customer is bound to said terms.

No payment is taken from the customer at this time. Instead, a Pay As You Go plan is instantiated with 0 credits.

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Dashboard

The Verifier dashboard is composed of three separate sections:
The top section contains a search bar. The function of this bar is to allow customers to search and access the portfolios of the various candidates that have signed up to Gradbase. Its behaviour closely reflects that of the Facebook and LinkedIn bars, whereby if a user starts typing a name, our typeahead is invoked in the same way as if somebody was typing in a degree type, with the best matched names showing up as options, together with their profile pictures (if present) to allow for quick recognition.
Clicking on one entry will take the customer directly to a "read-only" portfolio of that candidate, where he will be able to view all the saved qualifications. IN THE FUTURE, If the user does not click on a specific entry, he can hit Enter or click the search button, and a list of candidates is shown for him to choose from.

The middle section consists of three dropdowns, one for each qualification type. When clicked, a dropdown will show a button that redirects to verify form where data can be entered manually.

Lastly, a statistics panel is shown.

Verify Form

The Verify form is the central piece of functionality available to a Verifier. It allows them to enter manually the credentials of somebody, which they want to validate.

Academic

The academic form requires the same data as HEDD (Higher Education degree datacheck), the status quo service for academic checking.The operator fills in the relevant details of the graduate, taking care not to make mistakes in spelling the name and surname. For the other fields, these are automatically filled using a dropdown list, which contain entries specific to the country that the verifier selected. So, for example, if the country selected is UK, only UK options will be available to select and any attempt to enter different information will fail. For this purpose, a country selector is available right below the title: this defaults to the country set when the verifier registered, but by clicking on the small globe on the right it can be changed.

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Professional

This form represents a general schema for professional qualifications. It contains the date started, date ended and position held. No fields are auto-filled here, so the utmost care is required to avoid spelling mistakes. Country filtering does not apply here.

Certificate

This form represents a general schema for certificate-based qualifications. Once again there is no filtering at all on the "Title" field.

Once all information has been provided, our algorithm will process the input and search on the Blockchain whether the corresponding qualification is valid. If this is the case, a success page (the "Verify Success Page") is shown, that includes the photo of the candidate if available. Otherwise, a page with an informative error message is shown.

Alternative methods of verification

QR Code

Whilst the website makes forms available to verify qualifications, this is not the most convenient method to verify qualifications using Gradbase. In reality, the main method envisaged is to use a QR code embellished with the logo of an Issuer as background. Armed with such a code, a candidate can place it on a CV to allow instant effortless verification on behalf of an employer in situations where lengthy manual verification is difficult.

In such a scenario, the Employer will scan the QR code with a QR Reader on their phone. If the code and qualification are valid, the Verify Success Page is presented, otherwise an error message is provided explaining why the verification failed (record could have been revoked, for example).

Verify on LinkedIn

Gradbase allows also verification of qualifications which are present on LinkedIn profiles. In order to achieve this, we have implemented our site to make use of the LinkedIn embedding mechanism, that offers a neat way to embed content into various parts of the LinkedIn service.

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In an analogous way to adding a link to a video or article, a user can embed the Gradbase shorturl corresponding to the qualification advertised on LinkedIn right below it. What will then be displayed is an image of the QR code which embeds that short url, and clicking on that code will trigger the unpacking of the URL and the verification attempt.

Settings

Verifiers can change the following settings via a form on our site:
- Name
- Payment Plan: if credit card details have been inserted, recurring monthly payment plans can be selected to be set from the following month, otherwise PAYG is the only option available. Top Up credits option is available in this case.
- Email address
- Country
- Insert Credit Card details, which will enable verifiers to top up credits and change to pay monthly plans.

Verify Success Page

This page is shown whenever a qualification is successfully verified. It can take on one of the following three configurations:
- User attempting to verify a qualification is not logged in: Only name, surname and qualification are shown in clear text, all other fields are filled in with a question mark. A login call to action is shown, and the full qualification is shown once the user logs in as a verifier and a check is made to determine if he/she is entitled to access the information (eg. enough credits exist).
- User is logged in as Verifier, but is not entitled to access the full record: Only name, surname and qualification are shown in clear text, all other fields are filled in with a question mark. A button inviting the user to enter their credit card details and repeat the operation is shown.
- Verifier is entitled to see the full information: it is presented, including photo if available.

Pricing

Coming Soon

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Data Collection and Processing

We collect the following information about you:
- Name, which may or may not identify a specific person.
- Email address, which may or may not identify a specific person.
- Country
- Credit Card details, which are not stored at any time in our internal systems.

Please refer to our Privacy Notice to learn more about how we process your data.

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