

CASE STUDY

How the University of Exeter Simplified International Background Screening and Improved Student Onboarding



University
of Exeter

Customer profile

- Industry: Higher Education
- Employees: 4,000+
- Location: United Kingdom
- Partnership: First Advantage customer since 2014
- Solutions: Know Your People™, DBS Checks, Overseas Criminal Record Checks, Digital Identity

CHALLENGE

The University of Exeter needed a more efficient and reliable way to complete overseas criminal record checks for its Student Ambassador program. Manual processes created unnecessary administrative work, delayed onboarding, and introduced uncertainty when verifying documents from multiple countries.

Key challenges included:

- Manual overseas criminal record checks through government websites
- Significant staff time spent chasing students for updates
- Students incurred additional costs for travel and document collection
- No reliable way to validate foreign certificates or translated documents
- Slow onboarding and inconsistent screening experiences

Business impact: The process increased administrative burden, delayed onboarding, created inconsistent screening practices, and reduced confidence in document authenticity.

SOLUTION

First Advantage partnered with the University of Exeter to modernize its international screening process, replacing manual, country-specific processes with a centralized, fully supported approach.

Key improvements included:

- Centralized overseas criminal record checks
- Expert support for country-specific screening requirements
- English-language reports for all results
- Removal of manual translation management
- Simplified workflows for students and administrators
- Trusted verification processes aligned with University policy

RESULTS

First Advantage delivered immediate improvements across the University's international screening program, including:

Reduced administrative workload

- Staff spent less time chasing students

- Reimbursement management was eliminated
- Manual document validation was no longer required

Better candidate experience

- Students no longer needed to arrange certified translations
- English-language reports simplified the process
- Reduced administrative burden throughout onboarding

Greater confidence in hiring decisions

- Standardized screening across countries
- Improved confidence in document authenticity
- Clear, consistent screening outcomes

Operational improvements

- Faster onboarding for Student Ambassadors
- Fewer support queries
- A scalable process supporting both domestic and international recruitment

Why First Advantage?

First Advantage helps education institutions simplify domestic and international background screening with centralized workflows, country-specific expertise, and digital identity solutions that improve efficiency while supporting compliance and workforce trust.

With coverage in more than 200 countries and territories and 100+ ATS and HCM integrations, we support faster, candidate-friendly hiring across the entire workforce lifecycle.

Know your people™

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