

What Are Reference Checks?

About reference checks

A survey will be sent out to people the applicant has worked with in the past (present and previous supervisors, coworkers, subordinates, clients, etc.) in order to compile their evaluations on points such as the applicant's character and work history.

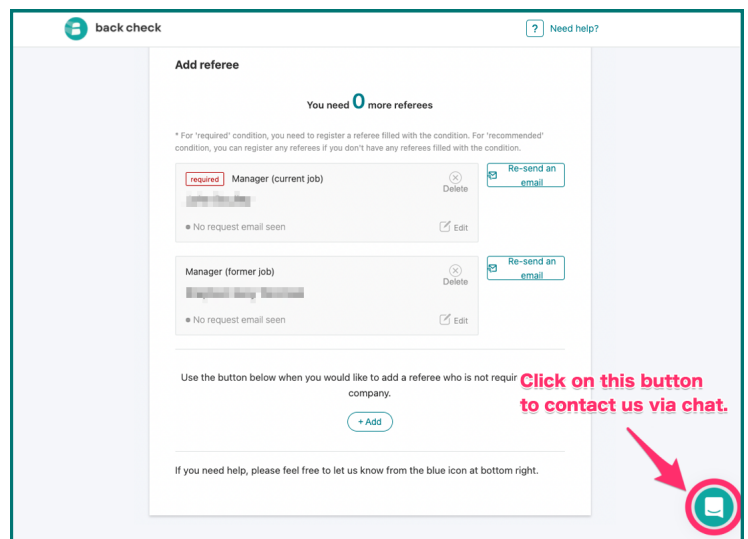
About back check

We complete the reference check online, and a system called "back check," administered by ROXX, Inc. is introduced.

While giving consideration to privacy and complying with applicable laws, back check inquires about the candidate's working manner and demeanor in the form of an online survey sent to people the candidate has worked with in the past.

For inquiries about reference checks, **please contact the back check team directly.**

Inquiries may be directed to the back check team using the chat found at the bottom right of every screen within the system.



- *With the exception of cases where required by law, no information acquired will be released to any third parties.
- *Referees will not be contacted by interviewing companies regarding the content of the reference checks.

Benefits for candidates

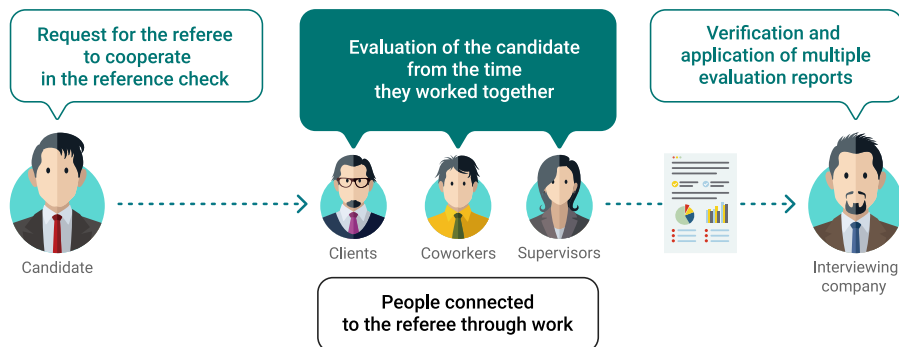
- **Candidates can emphasize their strengths through third party evaluations.**
- **By understanding their own behavioral characteristics, they can expect proper assessment in future jobs.**
- **By understanding their own character and work history, they can expect proper placement at work.**

About personal information security

At back check, coming from the perspective of information security, we have obtained the PrivacyMark (P mark) as well as ISO 27001 (ISMS), an international standard for information security management. We work hard every day to continually improve upon the confidentiality of the information with which we have been provided, completion, and preservation of availability.



Reference check flow



The candidate only **fills in the full name and contact information for the referee**, and the reference check is completed online.

The interviewing company will specify **the date by which replies are to be completed, the relationship with the referees, and the number of referees**, so please confirm these details. It is not a problem if the number of referees who have registered is higher than the specified number.

01 What the candidate needs to do



Candidate

The candidate will receive a **reference check request email** from the back check team.

1. **Please check the deadline for reference response completion.**
2. **Click on "referee registration" in the email, and check the relationship to the referee and number of people.**
3. **After explaining to referees with qualifying relationships, get consent to submit to the reference check.**
4. **After agreeing to obtaining the reference, please register referee information.**

* **The explanatory materials for referees** can be downloaded from the back check referee registration page. Please use it when requesting a reference check.

02 The referee's reference answers (replying within the deadline is mandatory)



Referee

The referee will receive a **reference check request email** from the back check team.

1. The referee accesses a reference answer site through a link in the email.
2. The referee registers their information.
3. They answer the questions (which should take approximately 30-60 minutes to complete, though that varies depending on the number of questions set.)
4. Depending on the company's setup, you may be required to submit documents to verify your identity. (identification document with photo, business card image of current employer, etc.) Details can be found in the request email.

* **We are verifying identity to acquire highly credible information. Frequently asked questions.**



Frequently Asked Questions

Q Who should I request as a referee?

A

The information obtained in a reference should “**highlight a candidate’s strengths from a third party’s point of view**”. In order to pique interest based on your most up-to-date strengths, we recommend that **you choose someone from your current workplace who knows well your disposition and how you work now**.

Q How will the referee’s personal information submitted at the time of reference be used?

A

The referee’s full name, phone number, and identity documents submitted at the time of reference answers will only be used by the back check team to verify identity.

No part of it will be provided to third parties or disclosed externally.

Q Why is it necessary to submit identity documents?

A

We are requesting the submission of identity documents in order to increase the credibility of the answers from a third party’s perspective, so that the candidate is correctly assessed to the interviewing company, and **to prevent fraudulent referee answers**.

The identity documents may vary depending on the company’s selections, but any identity documents submitted will be physically deleted after being used to verify identity.

Q What should I do if a referee has said they don’t currently have any business cards?

A

Depending on the interviewing company’s selections for “identity documents,” there may be other means of providing the equivalent.

In cases where they have chosen “only two business cards.”

It is possible to enter a phone number as an alternative.

< Equivalent Procedure >

1. **After answering the questionnaire, display the business card upload screen.**
2. **Click on the link that reads “Click here if you do not have a business card available.” displayed all the way at the bottom of the business card upload screen.**
3. **Enter your phone number.**

In cases where they have chosen “Two business cards and an identity document

Please ask the back check team by mail or chat. When there is a valid reason, it is possible to proceed.

However, that applies only when we have consulted with and received consent from the company that has made the request.

< About information that is mandatory to submit >

- The candidate’s name
- The name of any referees who are unable to submit a business card
- The reason it is not possible to submit a business card (please confirm beforehand)

Contact

ROXX

ROXX.inc
back check team

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Please use the QR code to contact us directly.



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Business hours Weekdays 10:00 - 19:00 (except Saturdays, Sundays, and national holidays)