UEP OBSERVED BEHAVIORS CHECKLIST

Save

Student Name: Joseph, Junior

Started On: 02-Sep-2022

Once on-site training has been completed, review this checklist with your trainer to verify all subjects have been covered and understood during training.

UEP Observed Behaviors Checklist

EC Name, City, and State:
Please provide your Enrollment Center Name, City, and State.

[ ]

☑ **Overview of Company and Customer Service Standards**

[ ]

☑ **Overview of Security Policies and Procedures**

[ ]

☑ **Daily Maintenance of Equipment**

[ ]

☑ **Approved Cleaning Supplies and Supply Order Policy**

[ ]

☑ **Identification Verification/Capture**

[ ]

☑ **Applicant Record Processing (background type, personal information collection, and data entry)**

[ ]

☑ **Registration and Appointment Scheduling Process**

[ ]

☑ **Payment Processing**

[ ]

☑ **Fingerprinting Applicants (electronic)**

[ ]

☑ **Reprinting Applicants**

☑ **Transaction Receipt Issuance**

☑ **End of Day Procedures**

☑ **Successful Submission of Transactions**

☑ **Equipment and Customer Service Troubleshooting**

☑ **Familiarity with Standard Acronyms and Terminology**

☑ **Familiarity with Program Supervisors, Customer Service Supervisors, and THD Contacts**

☑ **Fingerprinting Applicants (hard card)**

☑ **Proper Use of I-Authenticate**

☑ **Proper Use of Signature Capture**

☑ **Photographing Applicants (Some background checks require a photo submission)**

☑ **Retail Services (Photo, FBI Criminal History Report Service, etc.)**

☑ **Out of State Services (if provided at your location)**

Review of the QRGs and processing instructions for locations who provide fingerprinting services for Out of State services

* *indicates a required field*

Rev: 4

Submitted By: Instructor

Submitted On: