Understanding the NCCHC Workflow Stages in the Worker Checks Business Portal

Business Portal · https://workerchecks.com/fr/documents/comprendre-les-etapes-du-flux-de-travail-de-la-ccnhc-dans-le-portail-daffaires-des-controles-des-travailleurs/

The Nationally Coordinated Criminal History Check (NCCHC) process is completed in **two distinct stages** in Worker Checks:

- **Stage 1:** Verification of Identity (VOI)
- **Stage 2:** Police Check Application & Submission

Summary of Workflow Stages

Workflow Stage	Meaning	Stage
Pre-VOI	Identity verification not started	Stage 1 – VOI
VOI Commenced	Identity verification in progress	Stage 1 – VOI
VOI Complete	Identity verification completed	Stage 1 – VOI
Application Commenced	Police check form started but incomplete	Stage 2 – Application
Application Complete Pending VOI Approval	Flagged identity document requires manual verification	Stage 2 – Application
Check Processing In Progress	Application complete, awaiting submission to ACIC	Stage 2 – Application
Check Application Submitted – Result Pending	Submitted to ACIC, awaiting result	Stage 2 – Application
Result Finalised	Result available in “Completed” tab	Stage 2 – Application

This guide explains the workflow statuses you may see for each applicant in your Business Portal.

Stage 1 – Verification of Identity (VOI) *(including biometric matching)*

Before an applicant can submit a Nationally Coordinated Criminal History Check, they must complete **Verification of Identity (VOI)**.
This includes **biometric matching**, and a **mobile phone or device with a camera is required**.

Stage 1 Workflow Statuses

1. Pre-VOI

The applicant has been invited but has **not yet started** identity verification.

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2. VOI Commenced

The applicant opened the link and **began identity verification**, but has **not completed all required identity documents**.

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3. VOI Complete

Identity verification has been **successfully completed**.
The applicant is now ready to begin **Stage 2 – Police Check Application**.

Stage 2 – Police Check Application & Submission

After VOI is completed, the applicant proceeds to the formal police check application. This step includes:

- Personal information
- Address timeline
- Application questions
- Declarations
- Final submission to ACIC

Stage 2 Workflow Statuses

1. Application Commenced

The applicant has **started** the police check form but has **not submitted** it.

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2. Application Complete – Pending VOI Approval

VOI and the application are complete, however an **identity document has been flagged** and requires **manual review by Worker Checks**.

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3. Check Processing In Progress

VOI and the application are complete and are **awaiting submission to ACIC**.

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4. Check Application Submitted – Result Pending

The full application has been **submitted to ACIC** and is now **awaiting the result**.

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5. Result Finalised

The applicant’s result is available and will appear in the **“Completed”** tab in your Business Portal.

Related checks and compliance services

National Police Check

Fast, ACIC-accredited online clearance.

BusinessHub – Bulk Worker Checks

Bulk billing, live tracking and secure portals.

VEVO Right to Work Check

Instant visa work-rights verification.

Bankruptcy & Insolvency Check

Real-time AFSA financial history checks.

International Police Check

Overseas criminal history screening.

Qualification Verification

Verify degrees, certificates and training.