

Case Study:

DataFlow rigorous verification process unveils the attempt of creating a fake experience certificate by a medical professional to obtain a health license



What we observed

A medical professional seeking a health license in GCC country, submitted an experience certificate from a Speech Therapy & Hearing Aid Center. DataFlow during its verification reached out to the authorized person at the Speech Therapy & Hearing Aid Center confirmed the document as not being genuine. On a follow-up, the same document was verified as genuine at a later date.

In view of the change in verifier's stance without satisfactory explanation, DataFlow decided to investigate further.



What we did

Verification from the Issuing Authority - attempt 1

We reached out to the issuing authority, the Therapy & Hearing Aid Center, seeking verification of an experience certificate submitted by a medical professional seeking a health license. The authorized individual at the center verified the document as inauthentic.

Verification from the Issuing Authority - attempt 2

The applicant requested DataFlow to reverify the experience certificate. Based on the applicant request, DataFlow reached out to the authorized representative to re-verify the document shared for verification. On re-approaching the centre for the verification of the document, the authorized representative responded that the experience certificate was genuine.

In view of the change of stance of the verifier without substantial reasons, DataFlow decided to dig deeper and establish the authenticity of the document.

Review of regulatory/statutory requirements

DataFlow reviewed the case and established that evaluation of the experience certificate in isolation would not be sufficient. DataFlow relooked at all the educational documents submitted by the applicant in conjunction with the experience certificate submitted. We discovered that the applicant claimed to have worked at the Speech Therapy & Hearing Aid Center from **6 January 2017 till 5 September 2019**, and the applicant passed the final examination of his bachelor course of Audiology and Speech Language Pathology in **October 2018**. The employment dates had an overlap with the course duration. This aroused further suspicion.

DataFlow conducted further research to determine whether or not the applicant was eligible for working full-time while pursuing their full-time bachelor course. DataFlow reviewed the course requirements specified by the licensing body. According to the licensing body, Bachelor of Audiology and Speech Language Pathology is a regular (full-time) course of 6+2 semesters involving six semesters of course work and two semesters of internship. Students should spend a 50% period of internship at the parent institute and remaining 50% period outside the institute.

Conclusion

DataFlow's decision on the applicant's report was driven by the contradicting facts revealed during the investigation indicating discrepancies. Our team provided a 'discrepant' report and shared all the facts with the client to make an informed decision on the grant of the license.



The Impact

Whilst the employment document provided by the applicant was verified by the employer, our analytics and research revealed discrepancies and contradictions in establishing the authenticity of the applicant's employment. Based on the findings, DataFlow provided a discrepant report to the applicant, safeguarding the client and community from any potential risk.