

REFERENCE CHECKING FORM

Notes on All Documents

1. The sections highlighted in red are related to Legislation and should not be changed without reference to an appropriate professional
2. Sections highlighted in Yellow indicate where you should personalise these for your needs, i.e. people/company names etc
3. Sections Highlighted in Green indicate areas which you can personalise to suit your needs
4. Sections Highlighted in Blue are explanatory commentary that should generally be deleted before use

Notes on This Document

1. Conducting reference checks is a critical part of any recruitment process.
2. Ideally reference checking should be done verbally rather than in writing as you can glean an awful lot from the tone with which someone answers a question. For example, "Would you rehire this person?" – If the answer is a hesitant Yes you should probe more deeply around why they are hesitating. Unfortunately some companies do have a policy to not give verbal references; therefore this may not always be possible.
3. One of the referees should be the candidate's current or most recent manager. Candidates may often be reluctant for you to approach their current manager until you are very close to making an offer or have made an offer as they may not have told their manager they are looking. One way round this is to make an offer '**Subject to Satisfactory references**' and then do the reference checks after you have made the offer, but before they start work. Reference checks should ideally be completed prior to someone starting work as, if there is any adverse information that comes out (e.g. they were actually fired for theft!), it is more difficult to withdraw the offer if they have already started work.

If you have any questions, please call 0800 CHAMBER (0800 242 623).

DATE: NOVEMBER 2014

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TELEPHONE REFERENCE CHECKING TEMPLATE

Please note, this template has been designed to be generic to a variety of roles and may need to be amended to suit the position you are reference checking.

Name of Applicant:	
Date:	
Name/title of person conducting reference check:	
Name of referee:	
Referee's Title:	
Referee's Company Name:	
Referee's Company Tel. No.:	

Brief to read to Referee at start of discussion

(Candidate name) has provided your name as a referee. Is this a convenient time for you to talk with me? The process will take about 15 – 20 minutes. This reference will be used in the overall evaluation of the candidate.

This conversation and the information collected by the company will be kept confidential.

Note to Recruiting Manager:

When conducting the reference check remember to ask for specific examples and avoid relying on comments such as 'He/she is good.' Ask them to explain why they think he/she is good and provide more detail.

What is your relationship with (name of candidate)?

How long have you known the candidate?

At which company did you work with the candidate?

What position did (name of candidate) hold with the company?

Dates of Employment: From: _____ To: _____

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We are considering hiring this candidate for (quick description of role). Would you recommend (name of candidate) for this position? Why or why not?

Please describe the key responsibilities of the candidate in his/her most recent position.

How would you describe the quality and accuracy of their work?

Please comment on their ability to meet deadlines and manage projects.

Tell me about their verbal and written communication skills?

How would you describe their commitment to delivering quality customer service (internal and external customers)?

Tell me about the candidate's most important contributions during their time with your company?

Describe the candidate's relationships with his/her co-workers, reporting staff (if applicable), and supervisors.

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Please describe the attitude and outlook the candidate brought to the workplace.

What management style is best suited to (candidate name)?

How does the candidate manage stressful situations?

Please comment on their punctuality and attendance/reliability.

Have you ever had any reason to question their honesty or integrity? If yes, in what context?

What are the candidate's most significant strengths?

What are the candidate's development areas?

Are there any areas of concern?

What is/was (name of candidate) reason for leaving?

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Would you rehire this individual? Why or why not?

Are there additional comments you'd like to make? Is there a question I should ask that I may have missed?

Thank you for your time.

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