

## How to complete reference checks user guide

This guide gives instructions for how to complete the applicant's reference checks in NHS Jobs. This check is part of the pre-employment checklist.

Once an applicant has accepted a job offer, they will add their referee details using the NHS Jobs service.

You will check the referee details and request the references. Once received, you will accept, get more information, or reject it. If you receive a reference outside of the NHS Jobs service, you can add these details manually.

Once the reference details are acceptable, you will successfully complete this check.

For Electronic Staff Record (ESR) only. If the references are accepted and once the applicant record is created this information will be transferred NHS Jobs to ESR.

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## Applicants you've offered the job to

This page gives instructions for how to start the pre-employment checks for the applicants you have offered the job to.

1. Select the 'Applicant name' link.

The screenshot shows the NHS Jobs portal interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS BSA - GP' and 'Signed in as [redacted] Sign Out'. Below the header, a 'BETA' notice states 'Your feedback will help us to improve this service.' A navigation link '< Go back to your job listings' is present. The main heading is 'Training and Support Manager Applicants you've offered the job to'. Below this is a table with two columns: 'Applicant' and 'Status'. The table contains one row with the applicant ID 'AR-201008-00005' and the status 'PRE EMPLOYMENT CHECKS'. A yellow circle with the number '1' is next to the applicant ID. Below the table is a green button labeled 'Offer to another applicant' and a link 'Back to job listings'. At the bottom, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

## Check pre-employment checklist

This page gives instructions for how to progress with the applicant's job offer.

1. Select 'Check pre-employment checklist'.
2. Select 'Continue'.

You're viewing NHS BSA - GP

**NHS** Jobs

Signed in as [redacted] [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

[< Go Back](#)

Pre-employment checks

### The conditional offer has been accepted

by [redacted]

Would you like to

1  Check pre-employment checklist

Withdraw offer

2

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## References

This page shows the reference status is 'IN PROGRESS'.

You will check the referee details provided.

1. Select the 'References' link.

The screenshot shows the NHS Jobs interface. At the top right, it says "You're viewing NHS BSA - GP". The NHS logo and "Jobs" are on the left. A "Signed in as" dropdown menu and a "Sign Out" link are on the right. A blue banner below the header says "BETA Your feedback will help us to improve this service." Below this is a "Go Back" link. The main heading is "Pre-employment checklist for [redacted]". The text below reads: "The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job." Under the heading "References", there is a yellow circle with the number "1" next to the "References" link. To the right of this link, a red-bordered box contains the text "IN PROGRESS".

## Review referees

This page gives instructions for how to review the applicants' referees.

The applicant must enter at least one referee when accepting their job offer. If there are any gaps in their job history, check this with the applicant.

1. Select the 'Review' link.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as [\[redacted\]](#) [Sign Out](#)

[< Go Back](#)

Pre-employment checks

### Liam MA's references

Name	Organisation	Dates	What you can do
Jojo Bloggs	Voluntary Works	01/2017 - 01/2018	<a href="#">Review</a> <span>1</span>

**Add another referee?**

Yes  No

[Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Check referee details

This page gives instructions for how to check the referee details and what to do next.

1. Select an answer:
  - [‘Accept and contact them for a reference’](#)
  - [‘Get more information or ask questions’](#)
  - [‘Reject and ask for a different referee’](#)
  - [‘Go back to list of references’](#) (optional)
2. Select ‘Continue’.

You're viewing **NHS BSA Training** [Change](#)

**NHS** Jobs Signed in as [\[User\]](#) [Sign Out](#)

**BETA** Your feedback will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Pre-employment checks

## References

**Referee received** 22 December 2020

### Referee

Date started	January 2017
Date ended	January 2018
Organisation	Voluntary Works
Reference type	Personal or character
Referee's relationship to you	Volunteering manager
Referee's first name	Jojo
Referee's last name	Bloggs
Referee's phone number	
Referee's work email address	<a href="mailto:joj.bloggs@voluntary.com">joj.bloggs@voluntary.com</a>

### What to do next

Accept and contact them for a reference

**1**  Get more information or ask questions

Reject and ask for a different referee

or

Go back to list of references

**2**

[Go back to list of references](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Email the referee and ask for a reference

This page gives instructions for how to email the referee and ask for a reference.

The referee will use the 'Online reference' link to provide a reference.

1. Select '[Send email](#)'.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as [\[User\]](#) [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Offer the job

## Email the referee and ask for a reference

Your email will be:

**Subject: Job reference for Liam MA**

Dear Jojo Bloggs

Liam MA gave your name and contact details as a reference for a Training and Support Manager NHS Jobs job at NHS BSA Training.

We're pleased to let you know that we offered them the job.

### What happens next

I'd be grateful if you could complete a reference as soon as you can.

Give your reference using the link:  
[Online reference](#)

You can also do this by emailing [joe@it.com](mailto:joe@it.com).

Thank you in advance for your assistance.

Regards,  
Joe Bloggs

**1** [Send email](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Get more information or ask questions

This page gives instructions for how to get more information or ask questions for the referee's details.

Use the email address to query the referee's details with the applicant. This is done outside of the NHS Jobs service.

1. Select '[Continue](#)'.

You're viewing **NHS BSA Training** [Change](#)

**NHS** Jobs Signed in as  [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Offer the job

## Query referee 1

You have chosen to query this referee's details with the applicant.

[View referee details](#)

Referee 1 of 3	
Referee's first name	Jojo
Referee's last name	Bloggs
Telephone number	
Email address	<a href="mailto:joj.bloggs@voluntary.com">joj.bloggs@voluntary.com</a>
Organisation name	Voluntary Works
Reference type	Personal or character
Relationship to applicant	Volunteering manager
Date started	January 2017
Date ended	January 2018

You should email Liam MA at @gmail.com.

**1** [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Reject referee

This page gives instructions for how to reject the referee and ask for another.

Use the email address to reject the referee's details with the applicant. This is done outside of the NHS Jobs service.

1. Select '[Continue](#)'.

You're viewing **NHS BSA Training** [Change](#)

**NHS** Jobs Signed in as   [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

Offer the job

### Reject referee 1

You have chosen to reject this referee and ask the applicant for another.

[View referee details](#)

Referee 1 of 3	
Referee's first name	Jojo
Referee's last name	Bloggs
Telephone number	
Email address	<a href="mailto:joj.bloggs@voluntary.com">joj.bloggs@voluntary.com</a>
Organisation name	Voluntary Works
Reference type	Personal or character
Relationship to applicant	Volunteering manager
Date started	January 2017
Date ended	January 2018

You should email Liam MA at   [@gmail.com](#).

**1** [Continue](#)

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## View referee

This page gives instructions for how to view the referee details.

1. Select the 'View' link.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as Liam Marshall [Sign Out](#)

[< Go Back](#)

Pre-employment checks  
**Liam MA's references**

Name	Organisation	Dates	What you can do
Jojo Bloggs	Voluntary Works	01/2017 - 01/2018	<a href="#">View</a> <span style="background-color: #ffc107; border-radius: 50%; padding: 2px 5px;">1</span>

**Add another referee?**

Yes  No

[Continue](#)

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## Referee contacted and what to do next

This page gives instructions for how to view the referee details and what to do next.

You can choose to chase the reference offline, enter references received outside of the NHS Jobs service or add the reference is not required.

The referee is chased by the system after 5 days and 10 days. If the status is 'IN PROGRESS' on day 15, it changes the status to 'NOT RESPONDING'.

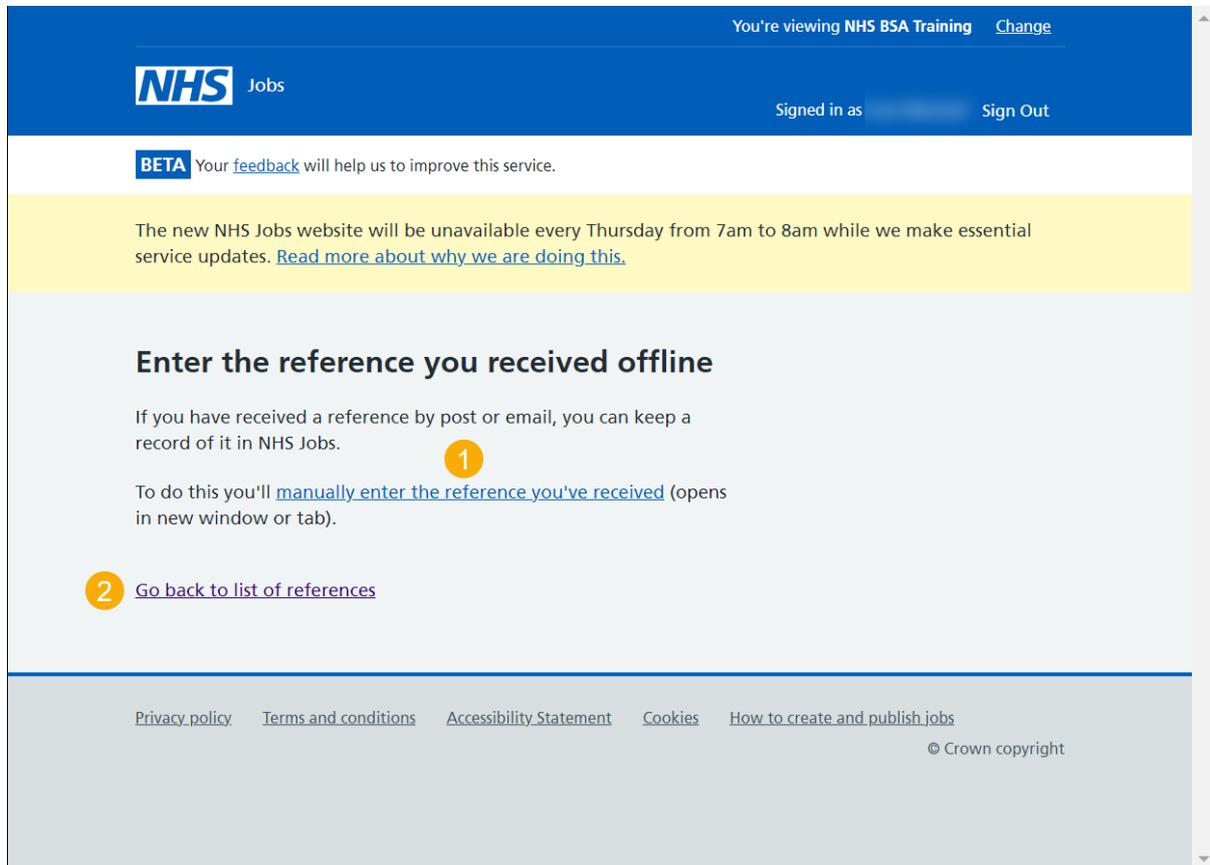
1. Select the link for more information (optional).
2. Select an answer:
  - '[Chase reference offline](#)' (optional).
  - '[Enter references received offline](#)' (optional).
  - '[Reference not required](#)' (optional).
3. Select 'Continue'.
4. Select the 'Go back to list of references' link if you do not want to select an answer.

The screenshot shows the NHS Jobs website interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. Below that, a yellow banner contains a BETA notice and a service update. The main content area is titled 'Pre-employment checks' and 'References'. It features a table with 'Referee received' and 'Referee contacted' both dated 22 December 2020. Below this is a '1st Reference' section with fields for 'Date started', 'Date ended', 'Organisation', 'Reference type', 'Referee's relationship to you', 'Referee's first name', 'Referee's last name', 'Referee's phone number', and 'Referee's work email address'. The 'What to do next' section includes a link to 'these NHS Employers standards' and three radio button options: 'Chase reference offline', 'Enter references received offline', and 'Reference not required'. A green 'Continue' button and a link to 'Go back to list of references' are also present. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice.

## Manually enter the reference you've received

This page gives instructions for how to manually enter the reference you have received.

1. Select the link to manually enter the reference details.
2. Select the 'Go back to list of references' if you do not want to add a reference (optional).



The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. To the right, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as' followed by a blurred name and a 'Sign Out' link. Below the header, there is a white banner with a blue 'BETA' tag and the text 'Your feedback will help us to improve this service.' Below that is a yellow banner with a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area has a light blue background and is titled 'Enter the reference you received offline'. It contains the following text: 'If you have received a reference by post or email, you can keep a record of it in NHS Jobs.' followed by a yellow circle with the number '1'. Below this is the text: 'To do this you'll [manually enter the reference you've received](#) (opens in new window or tab)'. At the bottom of this section is a yellow circle with the number '2' followed by the text: '[Go back to list of references](#)'. The footer of the page is grey and contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the text '© Crown copyright'.

To enter the reference details, follow the steps in the '**How to give a reference in NHS Jobs user guide**'.

## Reference received and what to do next

This page gives instructions for how to view the reference received and what to do next.

You must check the details received from the referee matches the information provided by the applicant.

1. Select the link for more information (optional).
2. Select an answer.
3. Select 'Continue'.
4. Select the 'Go back to list of references' if the reference has not been received.

You're viewing NHS BSA Training [Change](#)

**NHS** Jobs Signed in as [\[Name\]](#) [Sign Out](#)

**BETA** Your feedback will help us to improve this service.

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go Back](#)

### Pre-employment checks

#### References

Referee received	2 December 2020
Referee contacted	2 December 2020

#### Referee

Date started	January 2015
Date ended	January 2020
Organisation	NHS
Reference type	Previous employer
Referee's relationship to you	Manager
Referee's first name	Joe
Referee's last name	Bloggs
Referee's phone number	
Referee's work email address	<a href="#">[Redacted]@gmail.com</a>

#### Reference details

Most recent job title	IT administrator
Reason for leaving	Career progression.
Date started	January 2015
Date ended	January 2020
Days of absence	5
Episodes of absence	5
Any warnings?	
Warning details	
Any investigations?	
Investigation details	
Any DBS checks required?	Yes
Level of DBS	Basic
Date DBS last completed	01/01/2018

#### What to do next

You're checking against [these NHS Employers standards](#)

Accept

Get more information or ask questions

or

Reject

[Go back to list of references](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Add another referee?

This page gives instructions for how to add another referee on behalf of the applicant.

1. Select an answer:
  - [‘Yes’](#)
  - [‘No’](#)
2. Select ‘Continue’.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs Signed in as [\[User\]](#) [Sign Out](#)

[< Go Back](#)

Pre-employment checks

### Liam MA's references

Name	Organisation	Dates	What you can do
Jojo Bloggs	Voluntary Works	01/2017 - 01/2018	<a href="#">View</a>

**Add another referee?**

1  Yes  No

2 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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## Enter referee details you've received offline

This page gives instructions for how to enter the reference details you have received outside of the NHS Jobs service.

For example, you may have received an applicant's reference details by an email.

1. Select a link for more information (optional).
2. Enter the details and select an option from the drop down menu.
3. Select the 'They understand that this referee will be contacted' box.
4. Select 'Save and continue'.

The screenshot shows the NHS Jobs website interface for entering referee details. At the top, there is a blue header with the NHS logo and 'Jobs' text. Below the header, there is a yellow banner with a message about service availability. The main content area is white and contains the following sections:

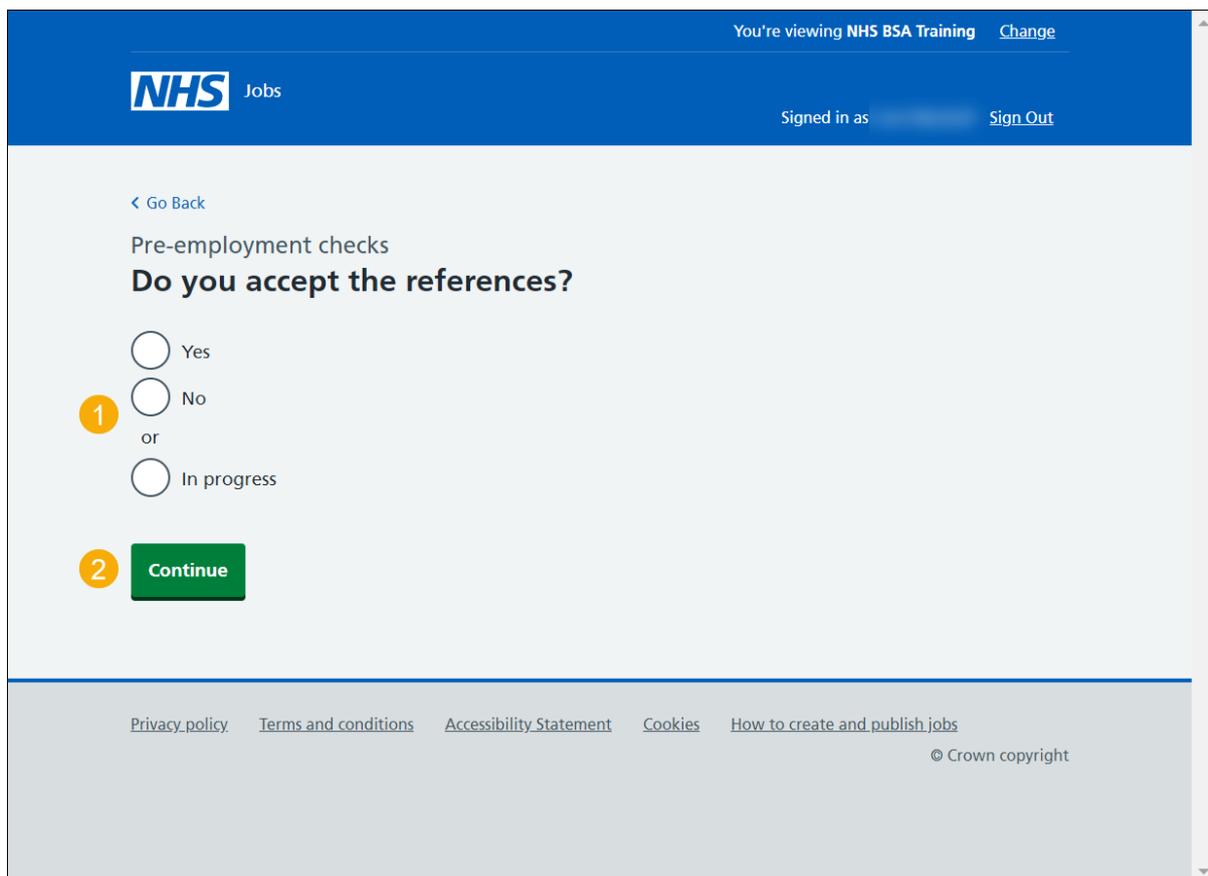
- Pre-employment checks**
  - Enter referee details you've received offline**
  - All references received from the applicant must cover their last 3 years of work, education or training.
  - Two numbered instructions (1) with expandable links: 'If the applicant is currently unemployed or has gaps in their employment' and 'If the applicant has only worked in the NHS but in different jobs'.
- Referee**
  - Date started: For example, 3 2015. Includes 'Month' and 'Year' input fields (2).
  - Date ended: For example, 6 2016. Includes 'Month' and 'Year' input fields (2).
  - Organisation name or what they were doing: For example, 'Healthcare Assistant at Northumbria Healthcare, Studied at University of Reading, Gap year to travel, or Unemployed.' Includes a text input field (2).
  - If you were not in work, education or training, give details of what they were doing (optional): For example, 'Unemployed for a year and looking for work, Full-time parent, Voluntary work overseas.' Includes a large text input field (2).
  - Reference type: A dropdown menu with 'Choose an option' (2).
  - Referee's relationship to the applicant: A dropdown menu with 'Choose an option' (2).
  - Find out who a person of some standing is: A link to a list of people of some standing (1).
  - Referee's first name: A text input field (2).
  - Referee's last name: A text input field (2).
  - Referee's contact number (optional): A text input field (2).
  - Referee's work email address: Only give personal email addresses for character references. Includes a text input field (2).
  - They understand that this referee will be contacted: A checkbox (3).
  - Save and continue: A green button (4).

At the bottom of the page, there is a footer with links for Privacy policy, Terms and conditions, Accessibility Statement, Cookies, and How to create and publish jobs, along with a copyright notice for Crown copyright.

## Do you accept the references?

This page gives instructions for how to confirm if you accept the references.

1. Select an answer:
  - [‘Yes’](#)
  - [‘No’](#)
  - [‘In progress’](#)
2. Select ‘Continue’



The screenshot shows a web page for NHS Jobs. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as' with a 'Sign Out' link. Below the header, there is a navigation link '< Go Back'. The main content area is titled 'Pre-employment checks' and 'Do you accept the references?'. There are three radio button options: 'Yes', 'No', and 'In progress'. A yellow circle with the number '1' is next to the 'No' option. Below these options is the word 'or' and a green button labeled 'Continue' with a yellow circle and the number '2' next to it. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer text reads '© Crown copyright'.

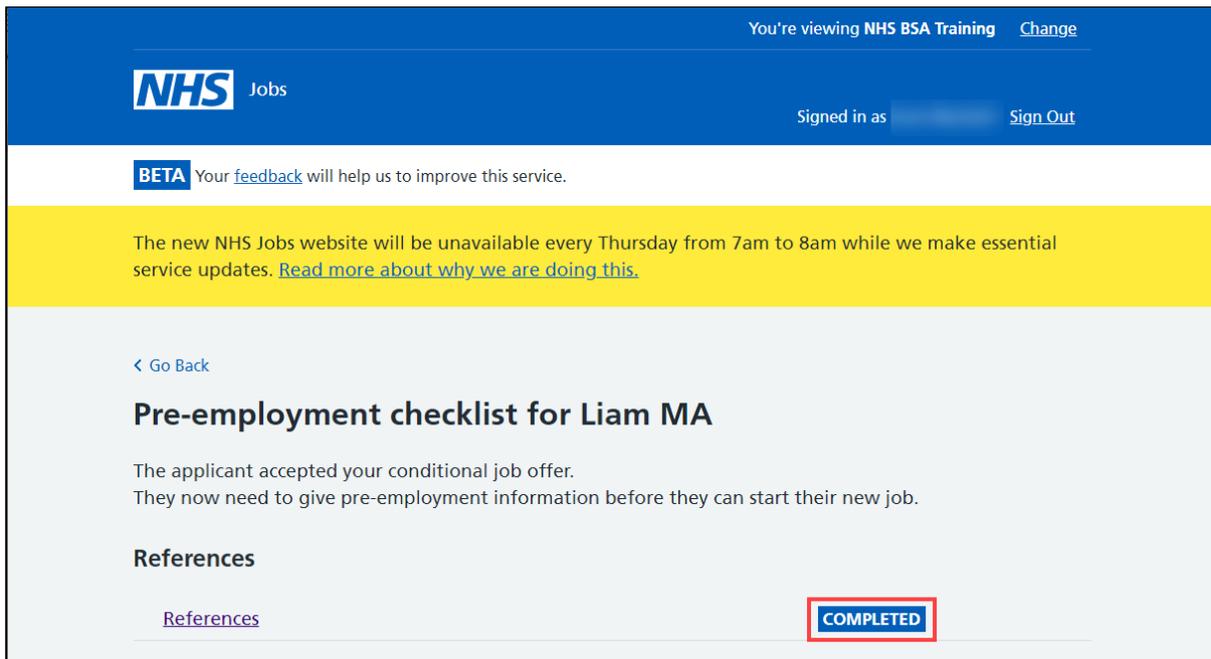
## Check reference status

This page gives instructions for how to check the status of the reference check.

The different statuses are:

- 'COMPLETED' means the checks are complete.
- 'IN PROGRESS' means the checks are incomplete.
- 'REJECTED' means the checks are not accepted.

Go back to '[Review references](#)', if the checks are 'IN PROGRESS' or 'REJECTED'.



The screenshot shows the NHS Jobs website interface. At the top right, it says "You're viewing NHS BSA Training" with a "Change" link. The NHS logo and "Jobs" are on the left. On the right, it says "Signed in as" followed by a blurred name and a "Sign Out" link. Below the header, there is a "BETA" badge and a message: "Your feedback will help us to improve this service." A yellow banner below that states: "The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)" The main content area has a "Go Back" link. The title is "Pre-employment checklist for Liam MA". Below the title, it says: "The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job." Under the heading "References", there is a "References" link and a blue box with the word "COMPLETED" in white text, which is highlighted with a red border.

You have reached the **end** of how to complete reference checks in NHS Jobs user guide.