

## 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.

You're viewing NHS BSA - GP

Jobs


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Training and Support Manager

**Applicants you've offered the job to**

Applicant	Status
<div>1 </div> <div>AR-201008-00005</div>	<a href="#">PRE EMPLOYMENT CHECKS</a>

[Offer to another applicant](#)

[Back to job listings](#)

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## 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

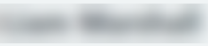
Jobs

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Pre-employment checks

**The conditional offer has been accepted**  
by 

Would you like to

1 ☐ Check pre-employment checklist

☐ Withdraw offer

2 [Continue](#)

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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, a blue header bar contains the NHS logo and 'Jobs' on the left, and 'You're viewing NHS BSA - GP' on the right. Below the header, a white bar displays 'Signed in as' followed by a blurred profile picture and a 'Sign Out' link. A blue 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area has a light blue background. It starts with a '< Go Back' link. The title 'Pre-employment checklist for' is followed by a blurred name. Below this, a message states: 'The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job.' The 'References' section is highlighted with a yellow circle containing the number '1'. Below the title, there is a link labeled 'References' and a red-bordered box containing 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.

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Change

Jobs

Signed in as

Sign Out

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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> <b>1</b>

**Add another referee?**

☐ Yes ☐ No

**Continue**

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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  Sign Out

BETA

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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.](#)

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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

[joj.bloggs@voluntary.com](mailto:joj.bloggs@voluntary.com)

What to do next

1

☐ Accept and contact them for a reference

☐ Get more information or ask questions

☐ Reject and ask for a different referee

or

☐ Go back to list of references

2

Continue

[Go back to list of references](#)

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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](#)'.

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[Change](#)

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.](#)

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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**

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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](#)'.

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 **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**

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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](#)'.

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 **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

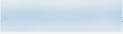
**Reject referee 1**

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> 1

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 'References' page. At the top, there's a blue header with the NHS logo and 'Jobs' text. Below the header, a yellow banner contains a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area is titled 'Pre-employment checks' and 'References'. It shows a table with 'Referee received' and 'Referee contacted' both dated 22 December 2020. Below this, the '1st Reference' details are listed: 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, and Referee's work email address (joj.bloggs@voluntary.com). Under the 'What to do next' section, there are three radio button options: 'Chase reference offline' (marked with a 1), 'Enter references received offline' (marked with a 2), and 'Reference not required'. A green 'Continue' button is marked with a 3, and a link 'Go back to list of references' is marked with a 4. 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 for Crown copyright.

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**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 contacted	22 December 2020

#### 1st Reference

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

You're checking against [these NHS Employers standards](#) **1**

☐ Chase reference offline

**2** ☐ Enter references received offline

or

☐ Reference not required

**3** [Continue](#)

**4** [Go back to list of references](#)

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## 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's 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. Below the header, there's a 'Signed in as' section with a 'Sign Out' link. A yellow banner below the header states: 'BETA Your feedback will help us to improve this service.' Below this, another yellow banner says: '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 heading 'Enter the reference you received offline'. Below this, it says: 'If you have received a reference by post or email, you can keep a record of it in NHS Jobs.' A yellow circle with the number '1' is next to the text. Below this, it says: 'To do this you'll [manually enter the reference you've received](#) (opens in new window or tab).' A yellow circle with the number '2' is next to the text. Below this, there's a link: '[Go back to list of references](#)'. At the bottom, there's a footer with links: 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. To the right of these links, it says '© 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

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

@gmail.com

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

1

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

☐ Accept

2

☐ Get more information or ask questions

or

☐ Reject

3

Continue

4

[Go back to list of references](#)

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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'.

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[Change](#)

Jobs

Signed in as  [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](#)

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

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'.

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## 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 the NHS Jobs website interface. At the top, a blue header bar contains the text 'You're viewing NHS BSA Training' with a 'Change' link, the NHS logo, the word 'Jobs', and a 'Signed in as' section with a 'Sign Out' link. Below the header, the page content is on a light grey background. It starts with a '< Go Back' link, followed by the heading 'Pre-employment checks' and the main question 'Do you accept the references?'. There are three radio button options: 'Yes', 'No', and 'In progress'. A yellow circle with the number '1' is positioned to the left of the 'No' option. Below these options is the word 'or'. At the bottom of the options is a green 'Continue' button with a yellow circle containing the number '2' to its left. The footer of the page is a light grey bar containing links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by the copyright notice '© Crown copyright'.

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

**NHS** Jobs

Signed in as [Sign Out](#)

[< Go Back](#)

Pre-employment checks

**Do you accept the references?**

☐ Yes

**1** ☐ No

or

☐ In progress

**2** [Continue](#)

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## 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, a blue header bar contains the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' with a 'Change' link on the right. Below the header, a white bar shows 'Signed in as' followed by a blurred profile picture and a 'Sign Out' link. A yellow banner below this contains a 'BETA' label and a message: 'Your [feedback](#) will help us to improve this service.' Below the banner, a light blue box contains the title 'Pre-employment checklist for Liam MA' and a message: '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 link 'References' and a blue button with the word 'COMPLETED' in white text, which is highlighted with a red rectangular border.

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