

How to complete a referee check in NHS Jobs user guide

This guide gives you instructions for how to complete a referee check in the NHS Jobs service.

Once you've received and checked the applicant's referee's details, you can accept, query, or reject them.

If you accept the referee, you'll contact them for a reference.

If you have a query about the referee, you'll contact the applicant.

If you reject the referee, you'll contact the applicant and ask them for another if needed.

To view the different referee statuses, go to the ['Referee status'](#) page.

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Referee statuses

This table shows the different referee statuses in the NHS Jobs service.

Status name	Description
Referee received	You or the applicant has added referee details.
Referee contacted	You've contacted the referee for a reference.
Referee queried	You've queried the referee details with the applicant.
Referee rejected	You've rejected the referee and asked the applicant for another.
Reference chased	You've chased the referee for a reference.

Pre-employment checks

This page gives you instructions for how to start the pre-employment checks.

Important: You must have an applicant who has accepted a conditional job offer and completed their pre-employment checks.

To start the pre-employment checks, complete the following step:

1. Select the '[Pre-employment checks](#)' link.

The screenshot shows the NHS Training and Support Jobs Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts'. A 'BETA' notice states 'Your feedback will help us to improve this service.' The main content area is titled 'NHS Training and Support Dashboard' and has two tabs: 'Tasks by stage' and 'Listings by user'. A dropdown menu shows 'Showing tasks for All users'. The main table lists various stages with their counts and progress bars:

Stage	Count	Progress
Draft	0	0%
Published	0	0%
Shortlisting	0	0%
Interviews	4 - on track 0, overdue 4	0% (with red bar)
Ready to offer	2	0% (with green bar)
Conditional offers	0	0%
1 Pre-employment checks	4	0% (with green bar)
Contracts	0	0%
End recruitment	0	0%

On the right side of the dashboard, there are several sections:

- What you can do:**
 - Create a job listing
 - Search for a listing
 - Search for an applicant
- Manage the account:**
 - Manage users
 - At risk applicants
 - Accredited logos
 - Key performance indicators (KPIs)
 - Approval settings
 - Departments
 - Welsh listings
- Documents and templates:**
 - Supporting documents
 - Contract templates
 - Offer letter templates
- Help and information:**
 - The employer hub
 - Roles and permissions
 - Contact your super users
- Reporting:**
 - Run a report

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 also includes '© Crown copyright'.

View pre-employment checks or withdraw offer

This page gives you instructions for how to view pre-employment checks or withdraw offer.

Important: In this example, the 'Outstanding checks' section shows the 'References' check is outstanding.

Find the applicant and complete the following step:

1. Select the '[View checks or withdraw offer](#)' link.

The screenshot shows the NHS Training and Support 'Pre-employment checks' page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a toggle for 'Show tasks for all accounts'. A 'BETA' banner indicates that feedback will help improve the service. The main content area has a 'Go back' link and the title 'NHS Training and Support Pre-employment checks'. There is a dropdown menu for 'Showing tasks for' set to 'All users'. Below this is a table of pre-employment checks.

Applicant	Job title	Deadline	Outstanding checks	What needs doing next
Andrea Ballantyne AR-220127-00003	Learning Consultant T0111-22-1458	22 Jun 2022 ON TRACK	References Home address Identity check Right to work in the UK Qualifications Professional registrations DBS HPANs Health assessment	View checks or withdraw offer

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 includes '© Crown copyright'.

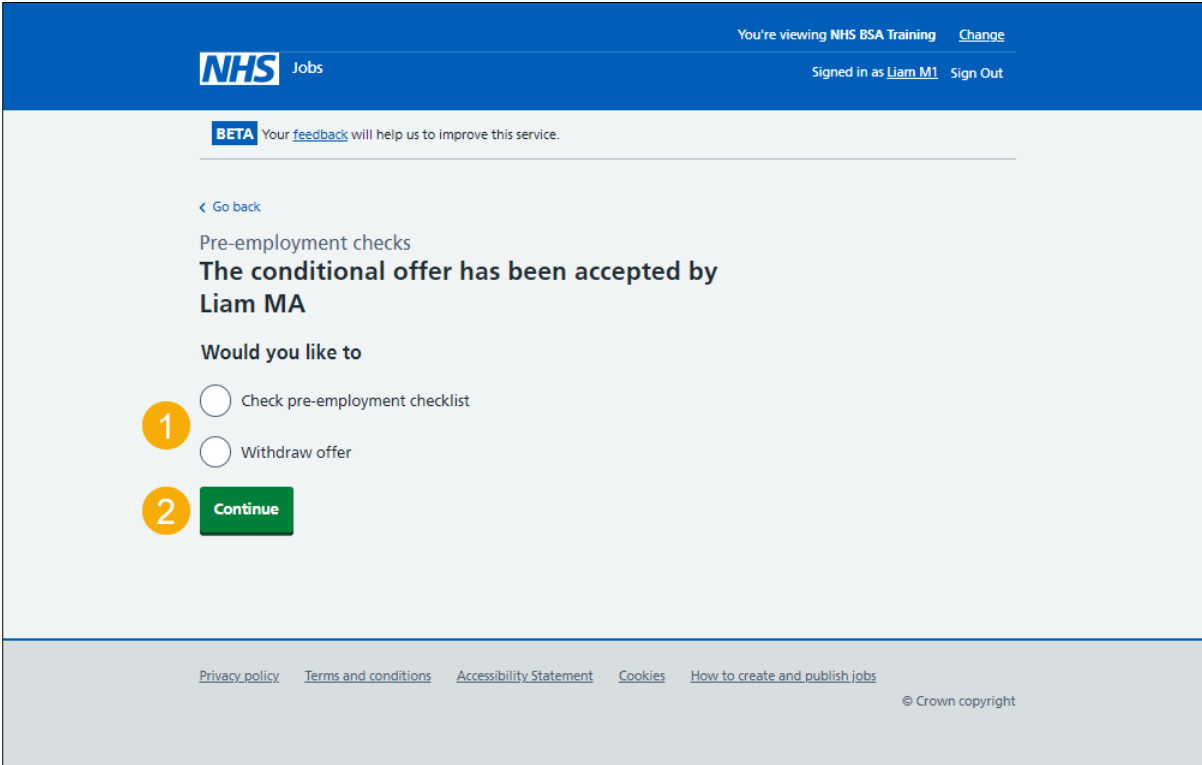
Tip: You can view the applicant or job title details by selecting the relevant link.

Conditional offer accepted

This page gives you instructions for how to confirm if you want to complete pre-employment checks or withdraw offer.

To complete the applicant's pre-employment checks or withdraw their offer, complete the following steps:

1. Select an answer:
 - ['Check pre-employment checklist'](#)
 - ['Withdraw offer'](#)
2. Select the 'Continue' button.



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 Training' with a 'Change' link, and 'Signed in as Liam M1' with 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 navigation link '< Go back' is visible. The main content area displays 'Pre-employment checks' and a large heading: 'The conditional offer has been accepted by Liam MA'. Below this, it asks 'Would you like to' and provides two radio button options: '1 Check pre-employment checklist' and '2 Withdraw offer'. A green 'Continue' button is positioned below the second option. 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', along with a copyright notice: '© Crown copyright'.

If you withdraw the applicant's job offer, you can make an offer to another applicant. Go to the '**How to make a job offer in NHS Jobs**' user guide or video from the '**Make a job offer**' drop down box on the '[Help and support for employers](#)' webpage.

If you withdraw the applicant's job offer, you can end the recruitment. Go to complete the '**How to end a recruitment in NHS Jobs**' user guide or video from the '**End a recruitment**' drop down box on the '[Help and support for employers](#)' webpage.

If you've withdrawn the applicant's job offer, you've reached the end of this user guide.

References

This page gives you instructions for how to start a referee check.

The different statuses are:

- **NOT STARTED** – you haven't started the applicant's reference check.
- **STARTED** – you've confirmed the applicant needs a reference check.
- **COMPLETED** – you've accepted the applicant's reference check.
- **NOT REQUIRED** – you've confirmed the applicant doesn't need a reference check.
- **NEEDS FURTHER INVESTIGATIONS** – you've got a query about the applicant's reference check.
- **REJECTED** – you've rejected the applicant's reference check.

To start the referee check, complete the following step:

1. Select the [References](#) link.

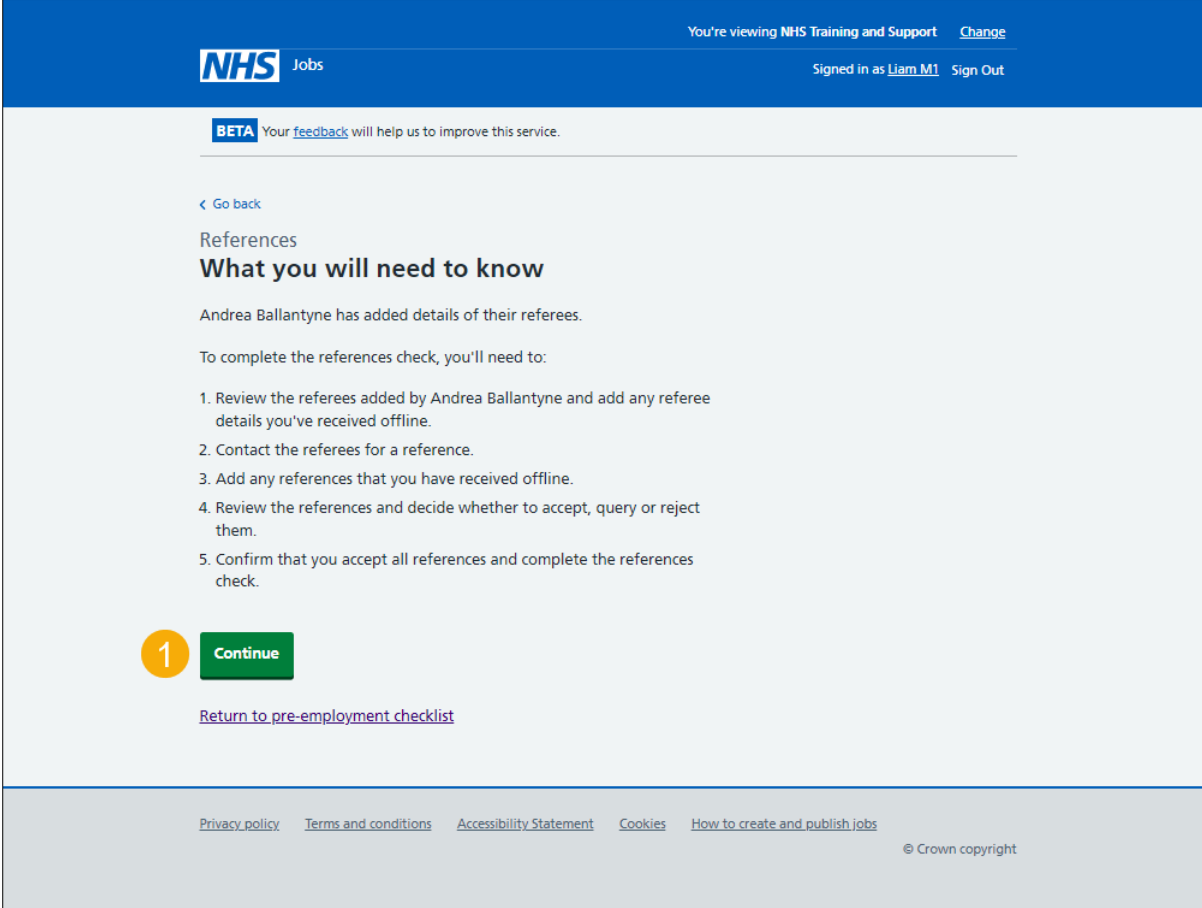
The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1'. Below that, there's a 'BETA' notice. The main heading is 'Pre-employment checklist for Andrea Ballantyne'. Underneath, it states 'The applicant accepted your conditional 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'. A red box highlights the 'STARTED' status in the top right corner of the section.

What you will need to know

This page gives you information for what you will need to know to complete a referee check.

Read the information on the page and complete the following step:

1. Select the [‘Continue’](#) button.



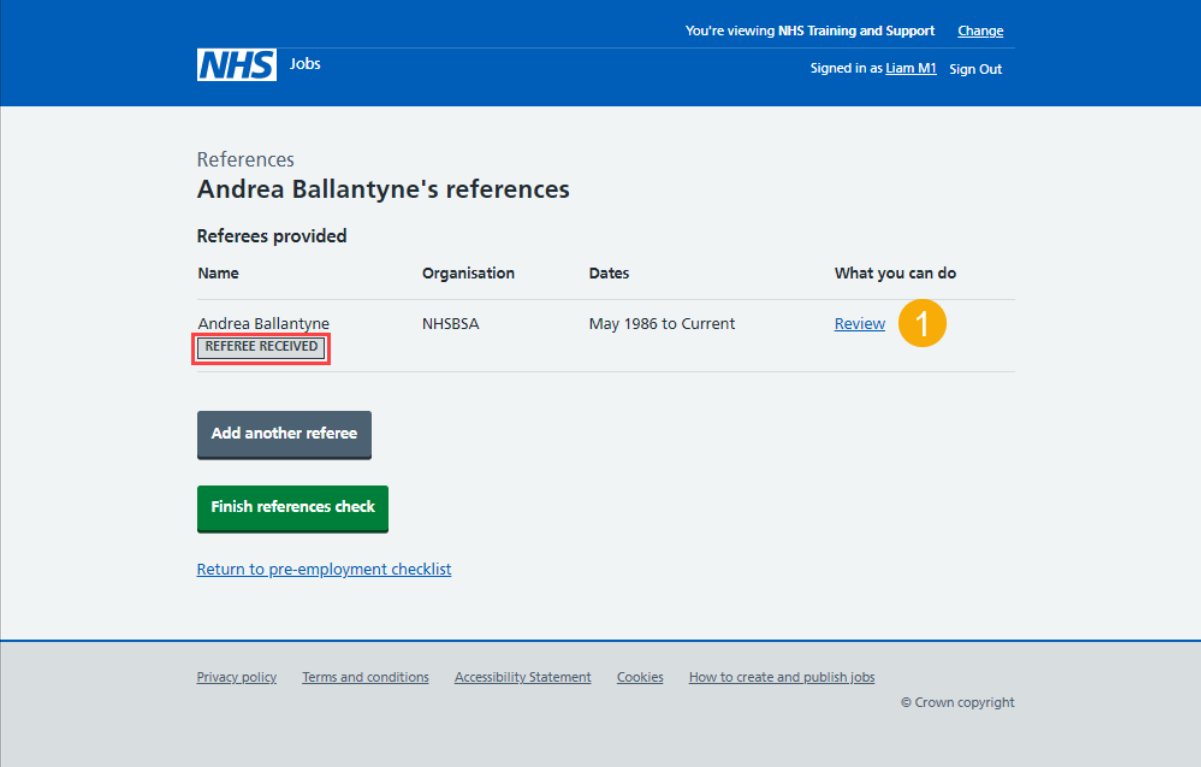
The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, there is a 'Signed in as Liam M1' and a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' Below this, there is a 'Go back' link. The main content area is titled 'References' and 'What you will need to know'. It states 'Andrea Ballantyne has added details of their referees.' and 'To complete the references check, you'll need to:'. A list of five steps follows: 1. Review the referees added by Andrea Ballantyne and add any referee details you've received offline. 2. Contact the referees for a reference. 3. Add any references that you have received offline. 4. Review the references and decide whether to accept, query or reject them. 5. Confirm that you accept all references and complete the references check. Below the list, there is a large green button with a white '1' in a yellow circle and the text 'Continue'. At the bottom of the main content area, there is a link 'Return to pre-employment checklist'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the text '© Crown copyright'.

Referee received

This page gives you instructions for how to confirm you've received a referee as the status is 'REFEREE RECEIVED'.

To review the referee, complete the following step:

1. Select the [Review](#) link.



The screenshot displays the NHS Jobs interface for managing references. At the top, the NHS logo and 'Jobs' are visible on the left, and user information 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1' is on the right. The main heading is 'References' followed by 'Andrea Ballantyne's references'. Below this, a table lists referees provided. The table has columns for Name, Organisation, Dates, and What you can do. One entry is shown for Andrea Ballantyne at NHSBSA, with dates from May 1986 to Current. The status 'REFEREE RECEIVED' is highlighted with a red box, and a yellow circle with the number '1' is next to the 'Review' link. Below the table are two buttons: 'Add another referee' and 'Finish references check'. A link 'Return to pre-employment checklist' is also present. The footer contains various policy links and a copyright notice.

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFEREE RECEIVED	NHSBSA	May 1986 to Current	Review 1

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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

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Check referees

This page gives you instructions for how to check the referee.

To check the referee, complete the following step:

1. Select an answer:
 - [‘Accept and contact them for a reference’](#)
 - [‘Query referee’](#)
 - [‘Reject and ask for a different referee’](#)
2. Select the ‘Save and continue’ button.

You're viewing [NHS Training and Support](#) [Change](#)
NHS Jobs
Signed in as [Liam M1](#) [Sign Out](#)

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

[Go back](#)

References

NHSBSA reference

Referee received 27 January 2022

Referee

Date started	May 1986
Date ended	Current
Organisation	NHSBSA
Reference type	Current employer
Referee's relationship to you	Manager
Referee's name	Andrea Ballantyne
Referee's phone number	
Referee's work email address	<input type="text" value=""/> @sky.com

What to do next

1 Accept and contact them for a reference

1 Query referee

1 Reject and ask for a different referee

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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Tip: If you don't want to do any of these options, select the 'Go back to list of references' link.

Email the referee and ask for a reference

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

Important: This page is only shown if you've accepted referee's details and are asking them for a reference.

To email the referee and ask for a reference, complete the following steps:

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

The screenshot shows the NHS Jobs interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' and 'Change'. Below that, it says 'Signed in as Liam M1' and 'Sign Out'. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' Below this is a 'Go back' link. The main heading is 'References' followed by 'Email the referee and ask for a reference'. The text 'Your email will be:' is followed by a preview of an email. The email subject is 'Subject: Job reference for Andrea Ballantyne'. The salutation is 'Dear Andrea Ballantyne'. The body text says: 'Andrea Ballantyne gave your name and contact details as a reference for a Learning Consultant job at NHS Training and Support. 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 liam.marshall4@nhs.net. Thank you in advance for your assistance. Regards, Liam Marshall'. A red box highlights the 'Online reference' link. At the bottom left of the email preview, there is a green button with a white '1' and the text 'Send email'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

Tip: Once the referee receives the email, they can select the 'Online reference' link to give a reference.

Query referee

This page gives you instructions for how to query the referee.

Important: This page is only shown if you're querying the referee's details with the applicant. In this example, an email address is added, the applicant can also add a telephone number.

To query the referee, complete the following step:

1. Use the 'applicant's email address' link to contact them
2. Select the ['Save and continue'](#) button.

You're viewing [NHS Training and Support](#) [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

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

[Go back](#)

References

Query referee 1

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

[View referee details](#)

Referee 1 of 1

Referee's name	Andrea Ballantyne
Telephone number	
Email address	@sky.com
Organisation name	NHSBSA
Reference type	Current employer
Relationship to applicant	Manager
Date started	May 1986
Date ended	Current

You should email Andrea Ballantyne at [@nhs.net](#)

2 [Save and continue](#)

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

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Referee queried

This page shows confirmation you've queried the referee with the applicant as the status is 'REFEREE QUERIED'.

References

Andrea Ballantyne's references

Referees provided

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFEREE QUERIED	NHSBSA	May 1986 to Current	Review

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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

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Once you've received a response, go to the '[Review referees](#)' page.

Reject referee

This page gives you instructions for how to reject the referee.

Important: This page is only shown if you're rejecting the referee's details and asking the applicant for another. In this example, an email address is added, the applicant can also add a telephone number.

To reject the referee and ask the applicant for another if needed, complete the following step:

1. Use the 'applicant's email address' link to contact them
2. Select the [Save and continue](#) button.

You're viewing NHS Training and Support [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

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

[Go back](#)

References

Reject referee 1

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

[View referee details](#)

Referee 1 of 1

Referee's name	Andrea Ballantyne
Telephone number	
Email address	@sky.com
Organisation name	NHSBSA
Reference type	Current employer
Relationship to applicant	Manager
Date started	May 1986
Date ended	Current

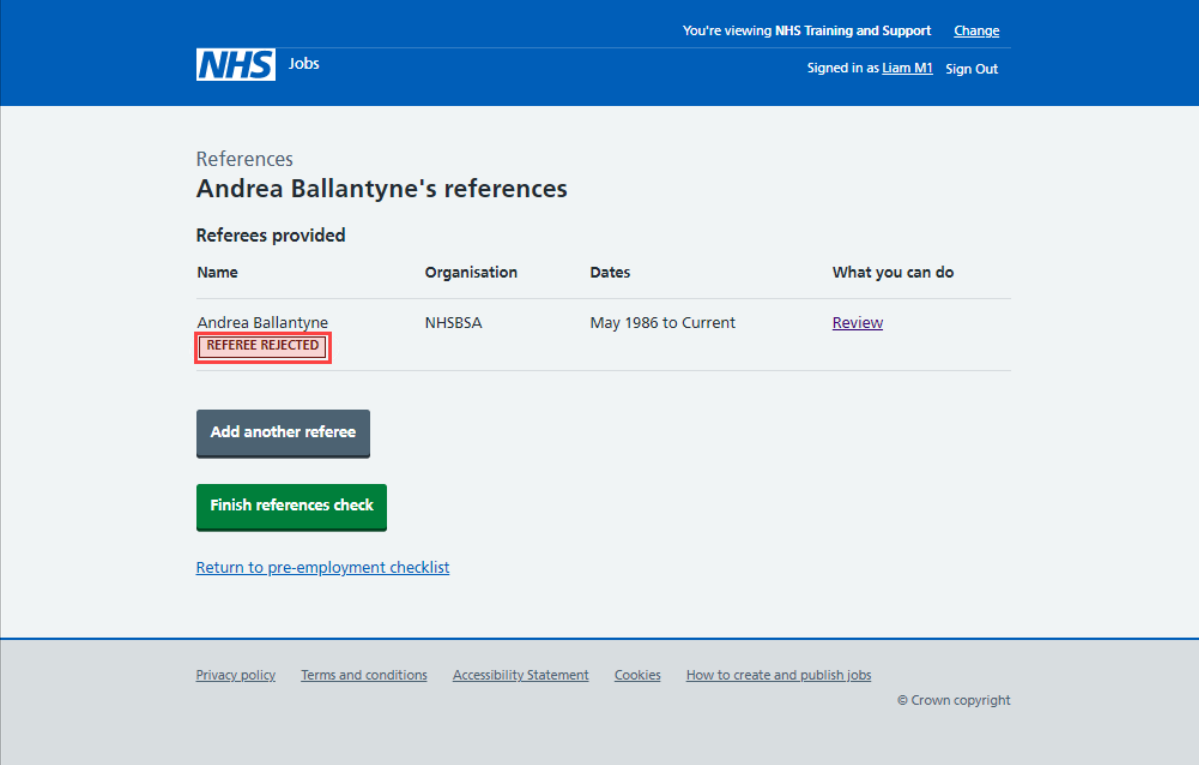
You should email Andrea Ballantyne at [@nhs.net](#) 1

2 Save and continue

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

This page shows confirmation you've rejected the referee and asked the applicant for another as status is '**REFEREE REJECTED**'.



References

Andrea Ballantyne's references

Referees provided

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFEREE REJECTED	NHSBSA	May 1986 to Current	Review

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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

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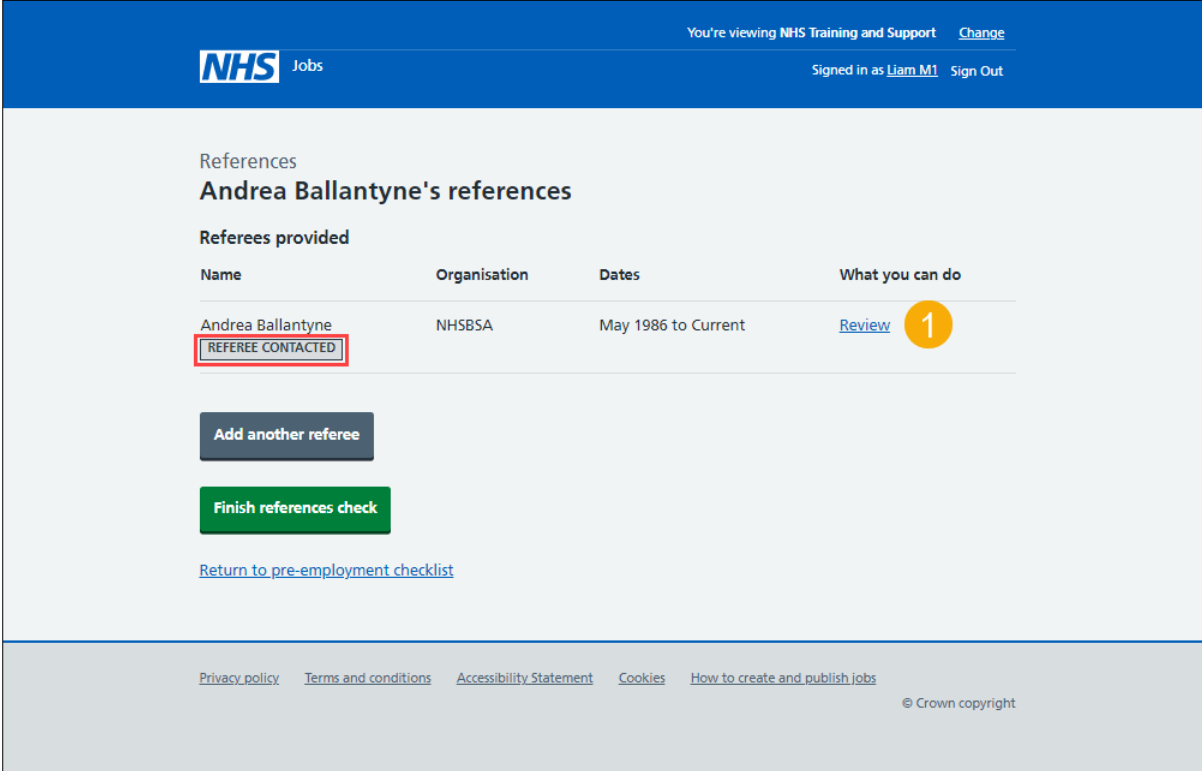
Once you or the applicant adds another referee, go to the '[Review referees](#)' page.

Referee contacted

This page shows confirmation you've contacted the referee as the status is '**REFEREE CONTACTED**'.

To manage the referee, complete the following steps:

1. Select the '[Review](#)' link.



The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1'. The main heading is 'References' and 'Andrea Ballantyne's references'. Below this is a table of referees provided. The table has columns for Name, Organisation, Dates, and What you can do. The first row shows Andrea Ballantyne from NHSBSA, with dates from May 1986 to Current. The status 'REFEREE CONTACTED' is highlighted in a red box, and there is a 'Review' link with a yellow circle containing the number 1. Below the table are buttons for 'Add another referee' and 'Finish references check', and a link to 'Return to pre-employment checklist'. 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 '© Crown copyright'.

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFEREE CONTACTED	NHSBSA	May 1986 to Current	Review 1

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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

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Manage referee

This page gives you instructions for how to manage the referee.

Important: This page is only shown if you've contacted the referee. You can select the 'these NHS Employers standards' link for more information.

Read the information on the page and complete the following steps:

1. Select an answer:
 - ['Chase reference offline'](#)
 - ['Enter references received offline'](#)
 - ['Reference not required'](#)
2. Select the 'Continue' button.

You're viewing NHS Training and Support [Change](#)
NHS Jobs
Signed in as [Liam M1](#) [Sign Out](#)

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

[< Go back](#)

References

NHSBSA reference

Referee received	27 January 2022
Referee contacted	27 January 2022

1st Reference

Date started	May 1986
Date ended	Current
Organisation	NHSBSA
Reference type	Current employer
Referee's relationship to you	Manager
Referee's name	Andrea Ballantyne
Referee's phone number	
Referee's work email address	<input type="text" value="@sky.com"/>

What to do next

You're checking against [these NHS Employers standards \(opens in a new tab\)](#)

Chase reference offline
 Enter references received offline
 or
 Reference not required

2 [Continue](#)

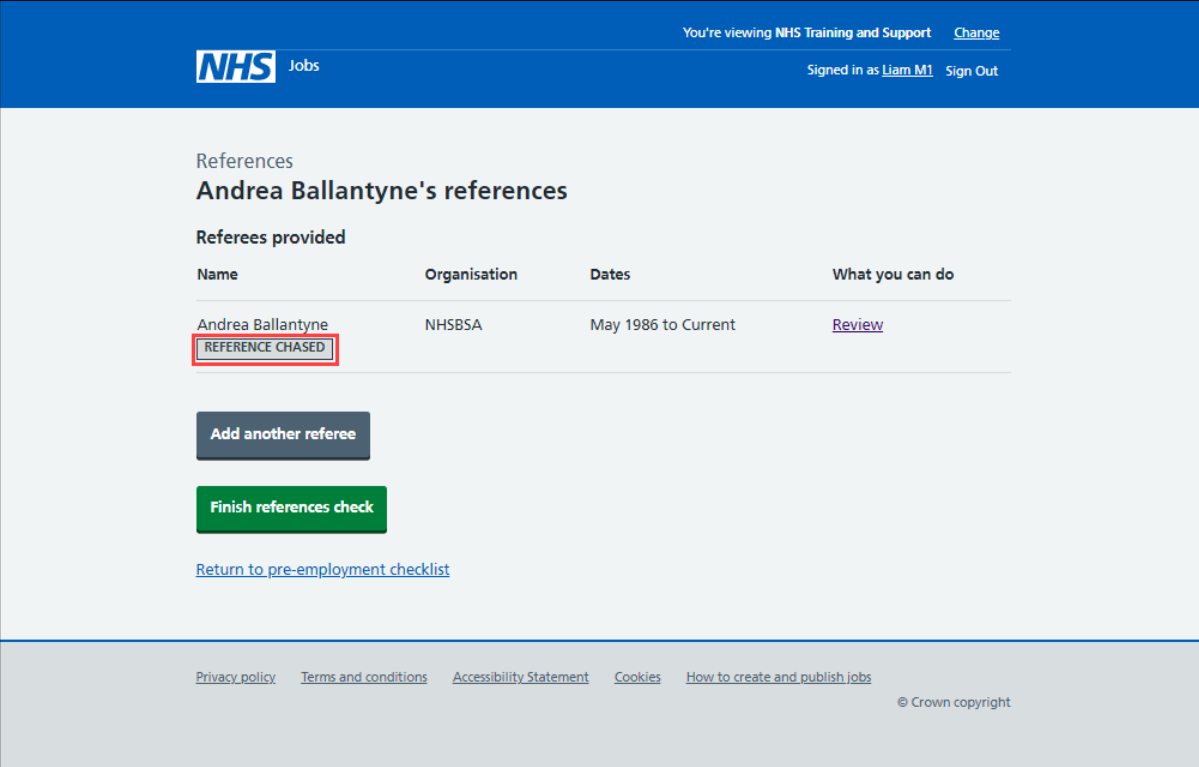
[Go back to list of references](#)

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

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Reference chased

This page shows confirmation you've chased the referee for a reference as the status is 'REFERENCE CHASED'.



References

Andrea Ballantyne's references

Referees provided

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFERENCE CHASED	NHSBSA	May 1986 to Current	Review

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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

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Once you've received a reference, you'll need to complete the steps in the '**How to complete a reference check in NHS Jobs**' user guide or video from '**Pre-employment check**' drop down box on the '[Help and support for employers](#)' webpage.

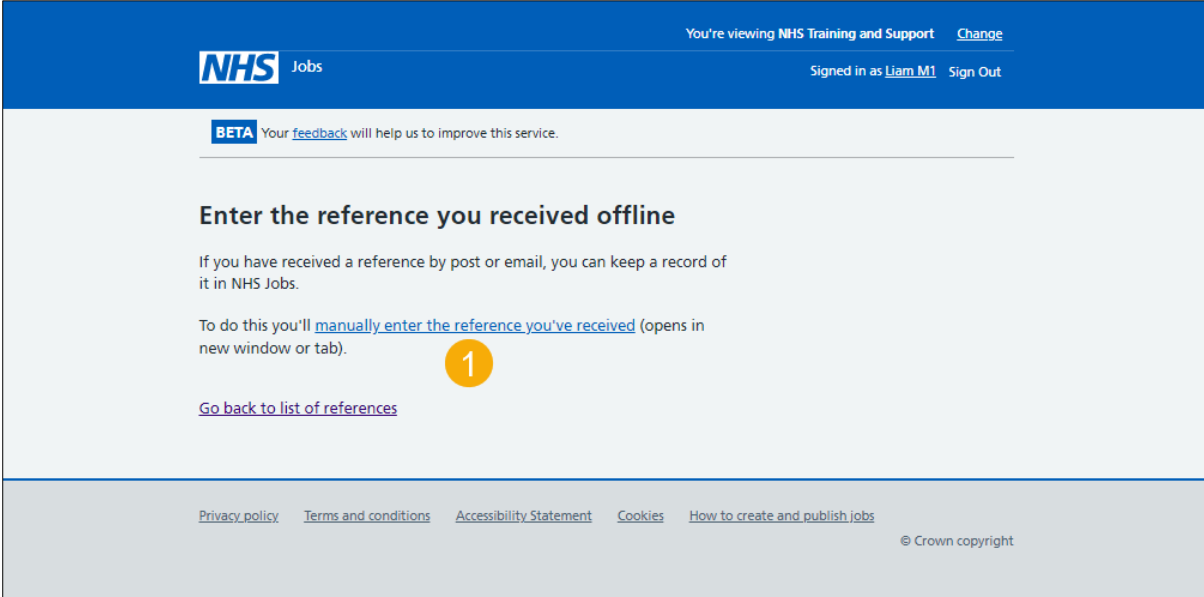
Enter the reference you've received offline

This page gives you instructions for how to enter the reference you've received offline.

Important: This page is only shown if you've received a reference outside of the NHS Jobs service such as by email.

To enter the reference details, complete the following steps:

1. Select the 'manually enter the reference you've received' link.



The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area has the heading 'Enter the reference you received offline' and explains that users can keep a record of references received by post or email. It instructs users to click on the link 'manually enter the reference you've received', which is highlighted with a yellow circle containing the number '1'. Below this, there is a link 'Go back to list of references'. 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 '© Crown copyright'.

Once you've added a reference, you'll need to complete the steps in the '**How to complete a reference check in NHS Jobs**' user guide or video from '**Pre-employment check**' drop down box on the '[Help and support for employers](#)' webpage.

Reference not required

This page shows confirmation a reference is not required as the status is **'REFERENCE NOT REQUIRED'**.

To finish the reference check, complete the following steps:

1. Select the 'Finish references check' button.

References

Andrea Ballantyne's references

Referees provided

Name	Organisation	Dates	What you can do
Andrea Ballantyne REFERENCE NOT REQUIRED	NHSBSA	May 1986 to Current	View

[Add another referee](#)

1 [Finish references check](#)

[Return to pre-employment checklist](#)

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

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If the applicant doesn't need a reference in NHS Jobs, you've reached the end of this user guide.