

## How to complete a reference check in NHS Jobs user guide

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

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

If you accept the reference, you'll complete the applicant's reference check.

If you have a query about the reference, you'll contact the referee with your query.

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

To view the different reference statuses, go to the '[Reference statuses](#)' page.

For user of NHS Jobs to ESR integration, go to the '[Process flow diagram](#)' page.

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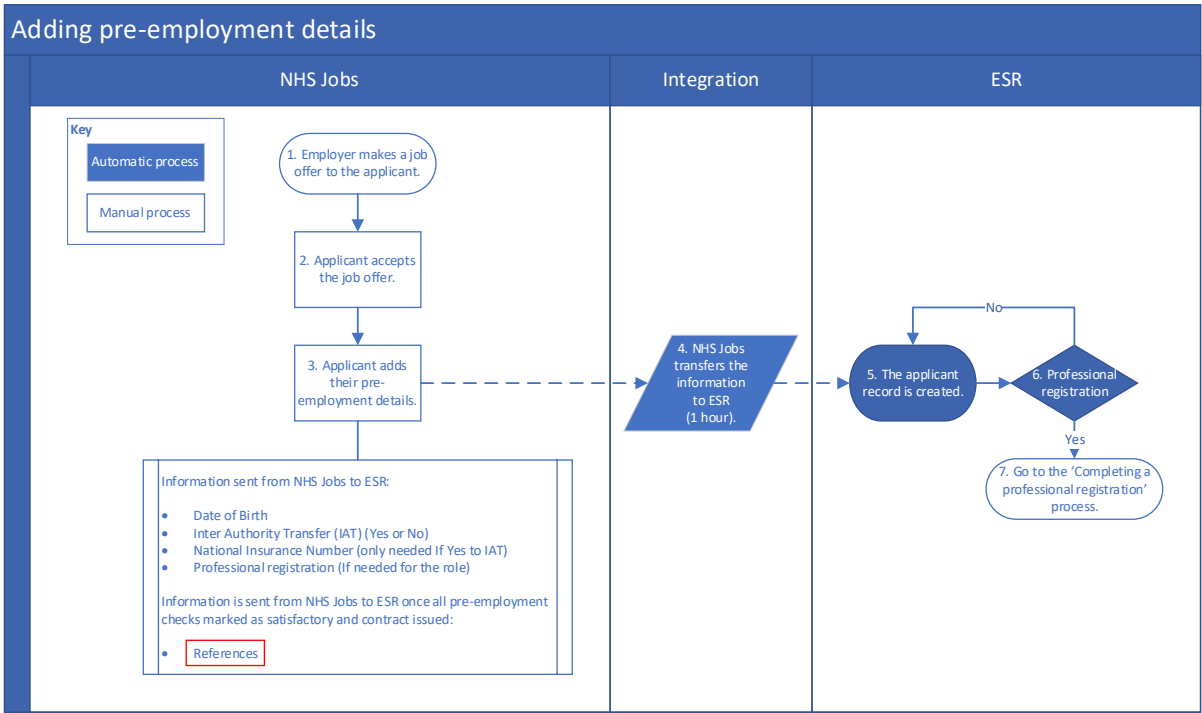
## Reference statuses

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

Status name	Description
Reference received	You've received a reference from the referee.
Reference accepted	You've accepted the reference from the referee.
Reference queried	You've queried the reference with the applicant.
Reference rejected	You've rejected the reference and asked the applicant for another.

Process flow diagram

This process flow diagram shows the integration between the NHS Jobs service and ESR system for a reference check.



## 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 Dashboard. At the top, there's a blue header with the NHS logo, 'Jobs', and user information: 'You're viewing NHS Training and Support' and 'Signed in as Liam M1'. Below the header, there's a toggle for 'Show tasks for all accounts'. The main content area is titled 'NHS Training and Support Dashboard' and has two tabs: 'Tasks by stage' and 'Listings by user'. Under 'Tasks by stage', there's a dropdown for 'Showing tasks for' set to 'All users'. A table lists various stages with their counts and progress bars. The 'Pre-employment checks' stage is highlighted with a red circle and the number 1. To the right, there are three sections: 'What you can do' with buttons for 'Create a job listing', 'Search for a listing', and 'Search for an applicant'; 'Manage the account' with links for 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', and 'Welsh listings'; 'Documents and templates' with links for 'Supporting documents', 'Contract templates', and 'Offer letter templates'; 'Help and information' with links for 'The employer hub', 'Roles and permissions', and 'Contact your super users'; and 'Reporting' with a link for 'Run a report'. 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'.

Task Stage	Count	Progress
Draft	0	0%
Published	0	0%
Shortlisting	0	0%
Interviews	4 - on track 0, overdue 4	0%
Ready to offer	2	0%
Conditional offers	0	0%
<b>Pre-employment checks</b>	4	0%
Contracts	0	0%
End recruitment	0	0%

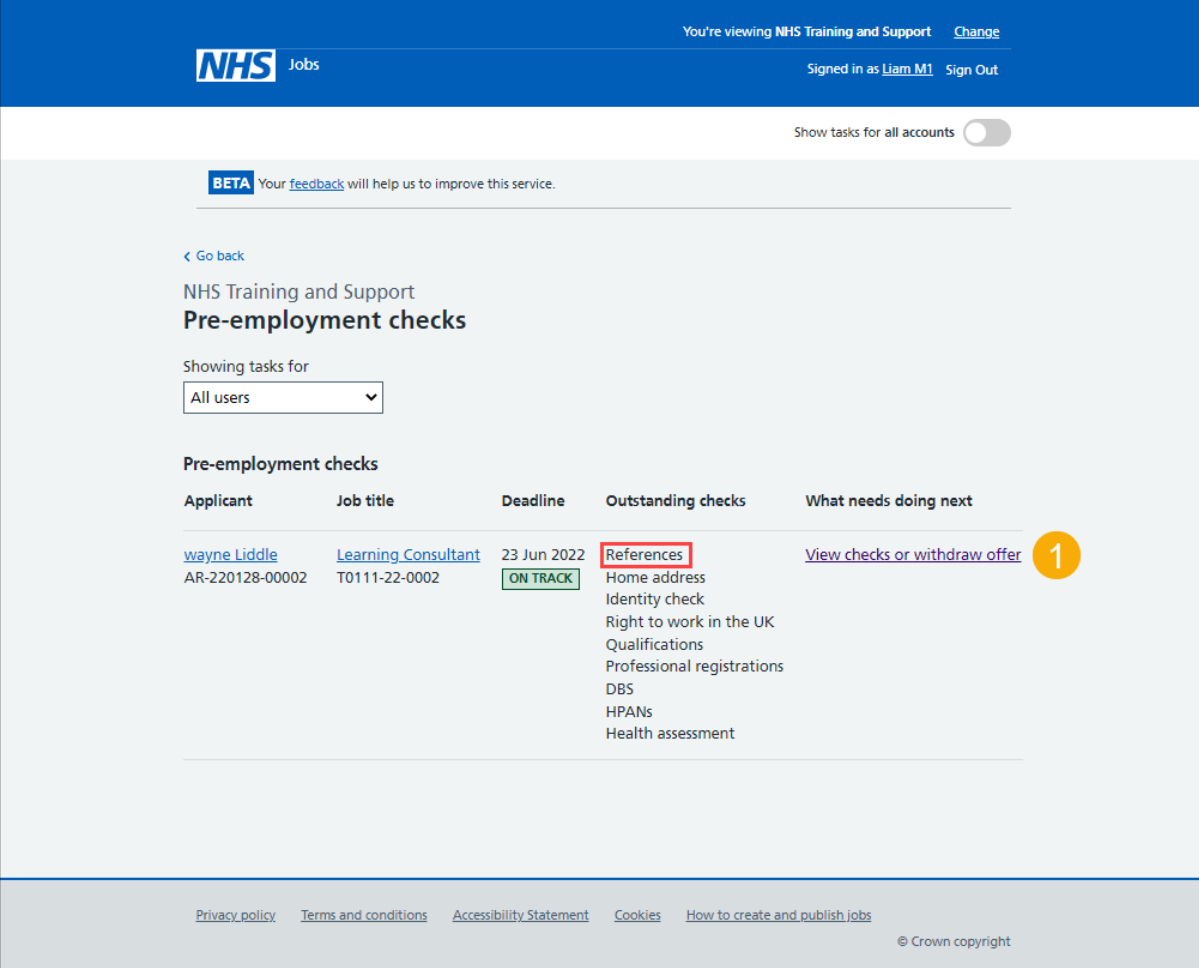
## View pre-employment checks or withdraw offer

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.



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

Show tasks for all accounts ☐

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NHS Training and Support  
**Pre-employment checks**

Showing tasks for  

All users

Applicant	Job title	Deadline	Outstanding checks	What needs doing next
<a href="#">wayne Liddle</a> AR-220128-00002	<a href="#">Learning Consultant</a> T0111-22-0002	23 Jun 2022 <b>ON TRACK</b>	<b>References</b> Home address Identity check Right to work in the UK Qualifications Professional registrations DBS HPANs Health assessment	<a href="#">View checks or withdraw offer</a>

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**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 pre-employment checks or withdraw offer, complete the following steps:

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

**NHS** Jobs

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Pre-employment checks

**The conditional offer has been accepted by Liam MA**

Would you like to

1 ☐ Check pre-employment checklist

2 ☐ Withdraw offer

**Continue**

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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 complete a reference check.

**Important:** In this example, the status is '**STARTED**' as you've started the applicant's reference check.

To complete the reference check, complete the following step:

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

The screenshot shows the NHS Jobs 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 Training and Support' with a 'Change' link. Below that, it says 'Signed in as Liam M1' with a 'Sign Out' link. A 'BETA' badge is visible. The main content area has a 'Go back' link. The title is 'Pre-employment checklist for wayne Liddle'. 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.' The 'References' section is highlighted with a yellow background. It contains a '1' icon in a yellow circle and a 'References' link. A 'STARTED' status is highlighted in a red box.





## Check reference received

This page gives you instructions for how to check the reference received.

**Important:** If you're querying the reference, use the referee's phone number or work email address to contact them. If you're rejecting the reference, use the applicant's phone number or email address to contact them and ask for another referee.

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

1. Select an answer:
  - ['Accept'](#)
  - ['Query reference'](#)
  - ['Reject'](#)
2. Select the 'Save and continue' button.

Jobs

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

BETA

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[Go back](#)  
References  
**org reference**

Referee received	28 January 2022
Referee contacted	28 January 2022
Reference received	28 January 2022

Referee

Date started	March 2015
Date ended	Current
Organisation	org
Reference type	Current employer
Referee's relationship to you	Human resources
Referee's name	Andy Person
Referee's phone number	
Referee's work email address	<a href="#">@nhs.net</a>

Referee details

Most recent job title	Training Consultant
Reason for leaving	left for a new job
Date started	March 2015
Date ended	Current
Days of absence	2
Episodes of absence	2
Any warnings?	No
Any investigations?	No
Any DBS checks required?	No

What to do next

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

1

☐ Accept  
☐ Query reference  
☐ Reject

2

[Go back to list of references](#)

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## Reference accepted

This page shows confirmation a reference is accepted as the status is '**REFERENCE ACCEPTED**'.

To add another referee or finish the references check, complete the following steps:

1. Select the '[Add another referee](#)' button (optional)
2. Select the '[Finish references check](#)' button.

References

wayne Liddle's references

Referees provided

Name	Organisation	Dates	What you can do
Andy Person	org	Mar 2015 to Current	<a href="#">View</a>

REFERENCE ACCEPTED

1 Add another referee

2 Finish references check

[Return to pre-employment checklist](#)

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## Reference queried

This page shows confirmation a reference is queried as the status is **'REFERENCE QUERIED'**.

Once you've received a response from the referee, complete the following steps:

1. Select the 'View' link.

References

wayne Liddle's references

Referees provided

Name	Organisation	Dates	What you can do
Andy Person <b>REFERENCE QUERIED</b>	org	Mar 2015 to Current	<a href="#">View</a> 1

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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If you accept the references, go to the ['References accepted'](#) page.

If you reject the references, go to the ['References rejected'](#) page.



## Enter referee details you've received offline

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

**Important:** This page is only shown if you're entering referee details you've received outside of the NHS Jobs.

To enter the referee details, complete the following steps:

1. In the **Date started Month** and **Year** boxes, enter the details.
2. In the **Date ended Month** and **Year** boxes, enter the details.
3. In the **Organisation name or what they were doing** box, enter the details.
4. In the **If you were not in work, education, or training** box, enter the details (optional).
5. In the **Reference type** box, select an option from the drop down menu.
6. In the **Referee's relationship to the applicant** box, select an option from the drop down menu.
7. In the **Referee's first name** box, enter the details.
8. In the **Referee's last name** box, enter the details.
9. In the **Referee's contact number** box, enter the details (optional).
10. In the **Referee's work email** box, enter the details.
11. Select the 'They understand that this referee will be contacted' box.

Go to the [next page](#) to see a screenshot.

**NHS** Jobs

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

Signed in as [Liam M1](#) [Sign Out](#)

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## References

### Enter referee details you've received offline

All references received from the applicant must cover their last 3 years of work, education or training.

- [If the applicant is currently unemployed or has gaps in their employment](#)
- [If the applicant has only worked in the NHS but in different jobs](#)

#### Referee

Date started  
For example, 3 2015

Month Year

1

Date ended  
For example, 6 2016  
If this is for their current job, leave the date ended empty

Month Year

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.

3

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.

4

Reference type  
Choose an option

5

Referee's relationship to the applicant  
Choose an option

6

[Find out who a person of some standing is](#)

Referee's first name

7

Referee's last name

8

Referee's phone number (optional)

9

Referee's work email address  
Only give personal email addresses for character references

10

11 ☐ They understand that this referee will be contacted

12

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12. Select the '[Save and continue](#)' button.

**Tip:** You can select the reference links for more information.

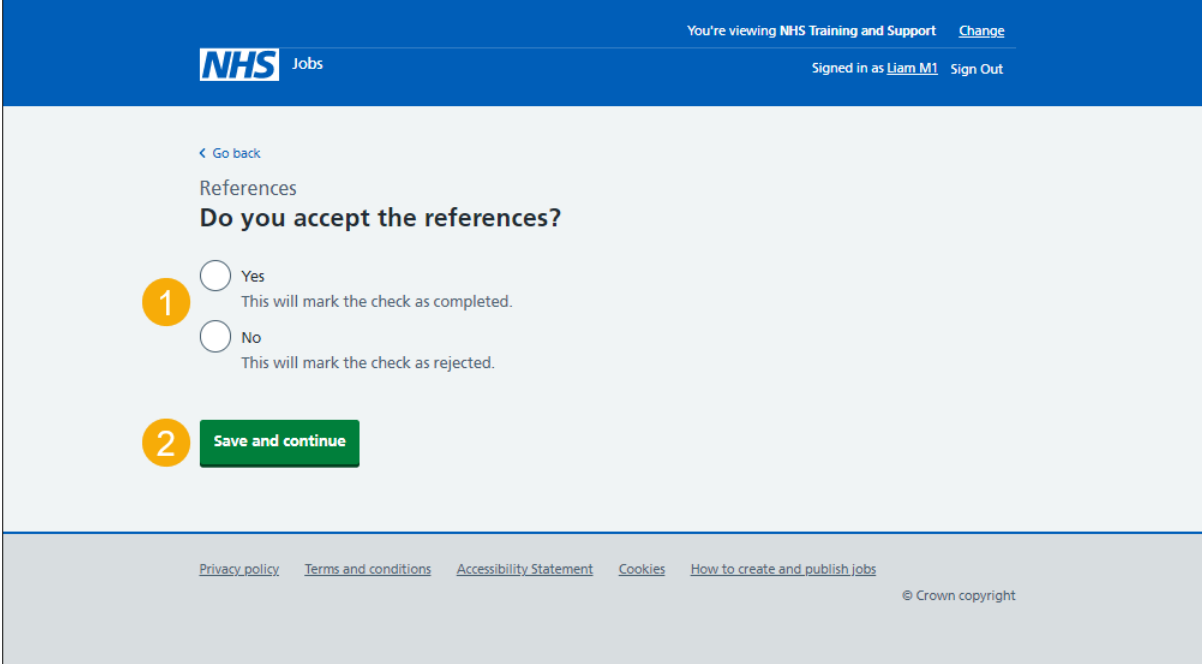
Once you've added a referee, you'll need to complete the steps in the '**How to complete a referee check in NHS Jobs**' user guide or video from the '**Pre-employment checks**' drop down box on the '[Help and support for employers](#)' webpage.

## Do you accept the references?

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

To confirm if you accept the references, complete the following steps:

1. Select an answer.
2. Select the '[Save and continue](#)' button.



The screenshot shows the NHS Jobs interface. At the top, a blue header bar contains the NHS logo, the text 'Jobs', and user information: '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, the page title 'References' is followed by the question 'Do you accept the references?'. There are two radio button options: 'Yes' (with a note 'This will mark the check as completed.') and 'No' (with a note 'This will mark the check as rejected.'). A green 'Save and continue' button is positioned below the options. At the bottom of the page, a grey footer bar 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'.

< Go back

References

**Do you accept the references?**

1 ☐ Yes  
This will mark the check as completed.

☐ No  
This will mark the check as rejected.

2 **Save and continue**

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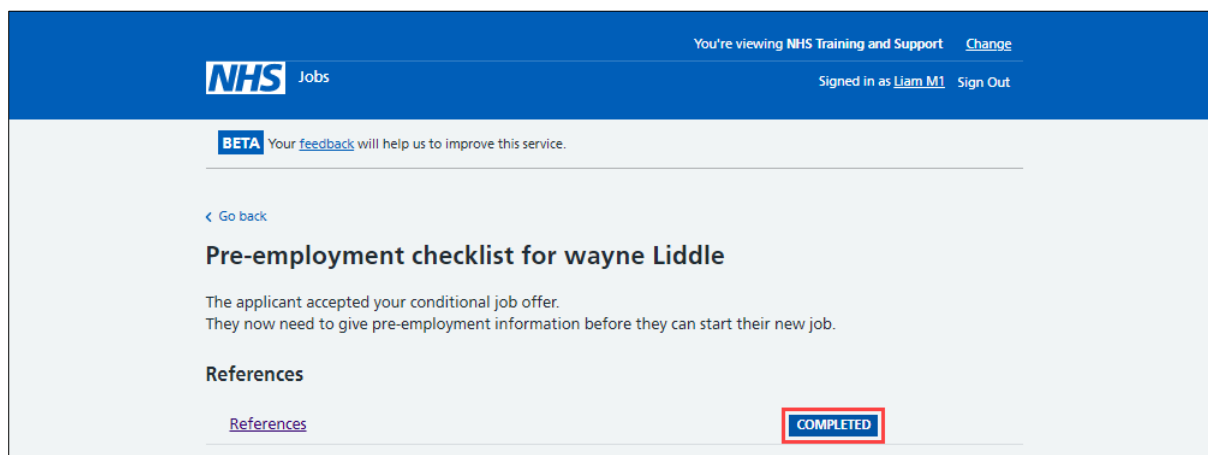


## Check reference in NHS Jobs

This page shows confirmation you've completed the reference check in NHS Jobs.

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.



You've completed the applicant's reference check in the NHS Jobs service and reached the end of this user guide.

For users of NHS Jobs and ESR integration, go to the '[Check references in ESR](#)' page.

## Check reference in ESR

This page gives you instructions for how to check the reference details in ESR.

**Important:** This information is found in the applicant record within the 'Extra Person Information' section of ESR and can be checked with the correct ESR roles and permissions.

1. The applicant's reference details are shown.

Oracle Applications - TPLY - ESR Release 50.1.0.0B + LOC V2.14

File Edit View Folder Tools Window Help

Enter HR Personal Information - Combined

Name

Last

First

Title

Prefix

Suffix

Middle

Personal

Birth

Town

Region

Country

Effective Date

From 01

Address

Type

New Starter Notification

OLM Data Groups

Print Payslip and P60

Real Time Information - NINO Verification Details

Refer to Disclosure and Barring Service

Reference Details

Registrations and Memberships

Sexual Orientation / Religious Belief

Termination Notification

Details

Extra Person Information

Date Requested 12-JAN-2021

Date Received 14-JAN-2021

Approach Indicator A After Shortlisting

Reference Type C Current Employer

Referee's Title Ms.

First Name Stephanie

Last Name Houghton

Referee's Job Title Department Manager

Employer NHS Previous Trust

Address Line 1 10 Seaside Lane

Address Line 2

Address Line 3

Town/City Sunderland

County

Country GB

Post Code SR1 1DH

Telephone 03346762452

Referee's E-Mail S.HOUGHTON@NHSTRUST.UK

E-Rec Vacancy Ref 504-Matron13 Modern Matron

OK Cancel Clear Help

You've completed the applicant's reference check in ESR and reached the end of this user guide.

For more information about ESR, go to the '[ESR User Manual](#)'.