

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 the referee
- query the referee
- reject the referee

To find out which roles can do this, go to the **'Roles and permissions'** link in the **'Help and information'** section of the [employer dashboard](#).

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Pre-employment checks

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

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

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

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

NHS Jobs | You're viewing [] | Change | Signed in as NHS BSA Training | Sign Out

Show tasks for all accounts

BETA Your feedback will help us to improve this service.

NHS Business Services Authority Dashboard

Tasks by stage | Listings by user

Showing tasks for: All users

Stage	Count	On Track	Overdue
Draft	386	22	364
Approvals	3	1	2
Published	4	0	0
Shortlisting	8	1	7
Interviews	1	0	1
Ready to offer	42	16	26
Conditional offers	22	5	17
1 Pre-employment checks	24	4	20
Contracts	57	11	46
End recruitment	7	4	3

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

- [Overview of your organisation](#)
- [Supporting documents](#)
- [Contract templates](#)
- [Offer letter templates](#)

Help and information

- [The employer hub](#)
- [Roles and permissions](#)
- [Contact your super users](#)

Reporting

- [Run a report](#)

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Applicant's pre-employment checks

This page gives you instructions for how to find the applicant and start their pre-employment checks.

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

Find the applicant and complete the following steps:

1. Select the 'Applicant' link to view the applicant's details (optional).
2. Select the 'Job title' link to view the job details (optional).
3. Select the '[View checks or withdraw offer](#)' link.

The screenshot shows the NHS Jobs '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 BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'Show tasks for all accounts' toggle switch. A 'BETA' banner indicates that feedback will help improve the service. The main content area is titled 'Pre-employment checks' and includes a 'Showing tasks for' dropdown menu set to 'All users'. Below this is a table with the following columns: Applicant, Job title, Deadline, Outstanding checks, and What needs doing next. The table contains one row for an applicant named Liam MA. The 'References' check is highlighted in red, and the 'View checks or withdraw offer' link is highlighted with a yellow circle. The 'ON TRACK' status is shown in a green box.

Applicant	Job title	Deadline	Outstanding checks	What needs doing next
Liam MA AR-210128-00006	Learning Consultant T2020-21-4641	01 Apr 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 also includes the text '© Crown copyright'.

Check pre-employment checklist or withdraw offer

This page gives you instructions for how to confirm if you want to check the pre-employment checklist or withdraw the job offer.

To confirm if you want to check the pre-employment checklist or withdraw the job 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 side of the header, 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 'Go back' link 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: 'Check pre-employment checklist' (with a yellow circle containing the number 1) and 'Withdraw offer'. A green 'Continue' button (with a yellow circle containing the number 2) is positioned below the radio buttons. 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'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.

Important: In this example, the status is '**STARTED**' as you've confirmed the applicant needs a reference check.

To start a referee check, complete the following step:

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

The screenshot shows the NHS Jobs 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 Training and Support' 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 'Go back' link is visible. The main heading is 'Pre-employment checklist for Andrea Ballantyne'. Below this, it states: '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 step indicator '1' in a yellow circle next to the 'References' link. To the right of this link, there is a red-bordered box containing the word 'STARTED'.

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'. Below the button is a link 'Return to pre-employment checklist'. 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', followed by '© Crown copyright'.

Referee received

This page shows confirmation the status is '**REFEREE RECEIVED**' as a referee has been added.

To review the referee, complete the following step:

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

The screenshot shows the NHS Jobs 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 Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. The main content area is titled 'References' and 'Andrea Ballantyne's references'. Below this, it says 'Referees provided' and shows a table with the following data:

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

Below the table, there are two buttons: 'Add another referee' (grey) and 'Finish references check' (green). 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'.


Check referee details

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

To check the referee details, 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](#)


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

Query referee

Reject and ask for a different referee

2 [Save and 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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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: You'll only see this page if you've accepted the referee's details and asking them for a reference.

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

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

NHS Jobs

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

Email the referee and ask for a reference

Your email will be:

Subject: Job reference for Andrea Ballantyne

Dear Andrea Ballantyne

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

1 [Send email](#)

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

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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: You'll only see this page if you're querying the referee's details with the applicant. In this example, an email address is added.

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](#)
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[Accessibility Statement](#)
[Cookies](#)
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Referee queried

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

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

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

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

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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Reject referee

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

Important: You'll only see this page if you're rejecting the referee's details and asking the applicant for another referee. In this example, an email address is added.

To reject the referee and ask the applicant for another 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](#)
Jobs
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](#)

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

Important: Once another referee is added, go to the '[Review referees](#)' page.

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

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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Referee contacted

This page shows the status is 'REFEREE CONTACTED' as you've contacted the referee and requested a reference.

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: You'll only see this page if you've contacted the referee for a reference.

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

1. Select the 'these NHS Employers standards' link (optional).
2. Select an answer:
 - ['Chase reference offline'](#)
 - ['Enter references received offline'](#)
 - ['Reference not required'](#)
3. 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

3 [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 the status is **'REFERENCE CHASED'** as you've chased the referee for a reference.

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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Tip: Once you've received a reference, go to the **'How to complete a reference check in NHS Jobs'** user guide or video from **'Pre-employment check'** section of the ['Help and support for employers'](#) webpage.

You've chased the referee for a reference and reached the end of this user guide.

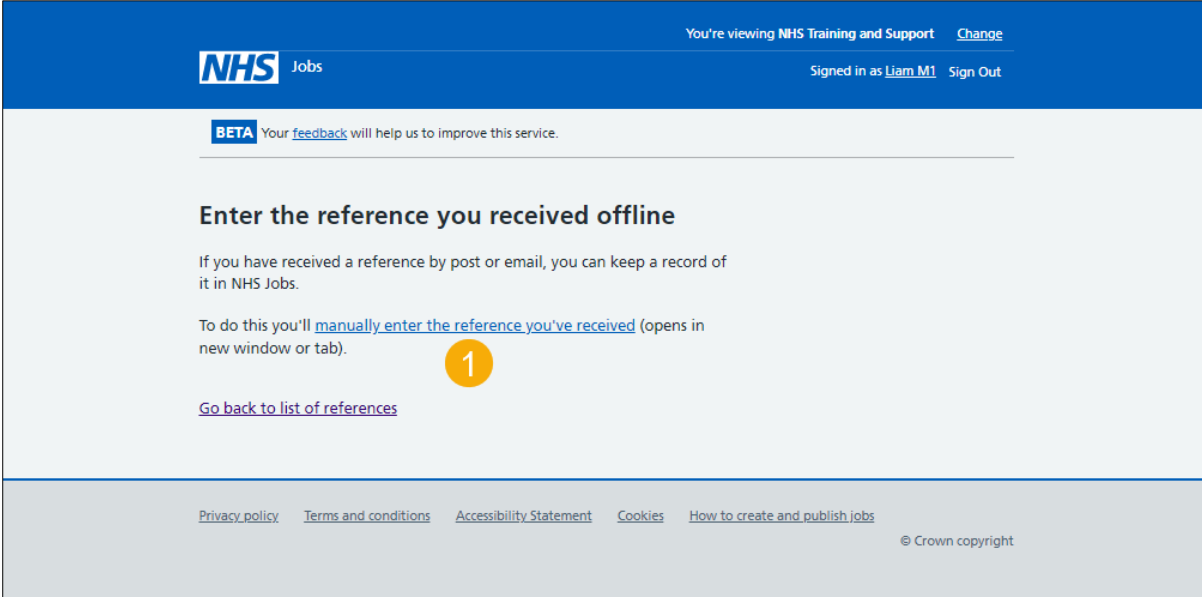
Enter the reference you've received offline

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

Important: You'll only see this page if you've received a reference offline outside of the NHS Jobs service.

To enter the reference you've received offline, 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'. A link 'Go back to list of references' is also visible. 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'.

Tip: Once you've received a reference, go to the 'How to complete a reference check in NHS Jobs' user guide or video from 'Pre-employment check' section of the '[Help and support for employers](#)' webpage.

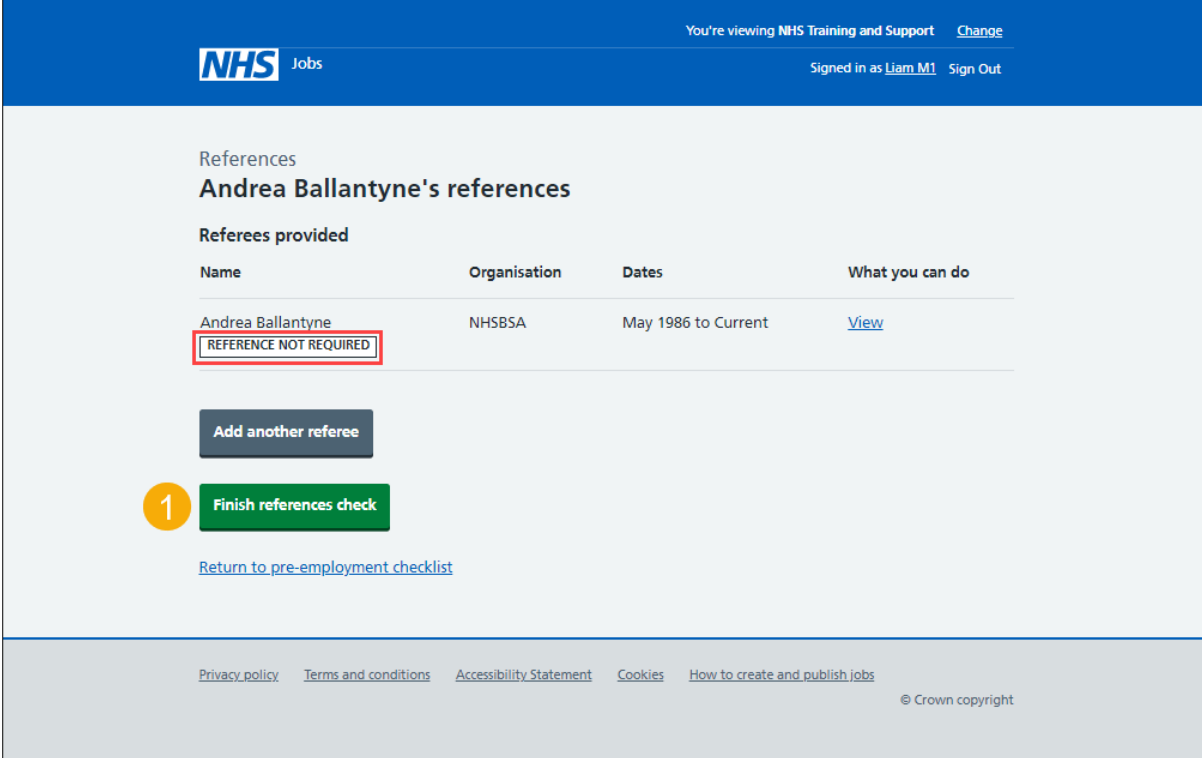
You've entered a reference you've received offline and reached the end of this user guide.

Reference not required

This page shows the status is **'REFERENCE NOT REQUIRED'** as a reference is 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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You've confirmed a reference isn't required and reached the end of this user guide.