

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 applicant's reference details, you can accept, query, or reject the reference.

For users of NHS Jobs and Electronic Staff Record (ESR) integration, go to the '[Process flow diagram](#)' page.

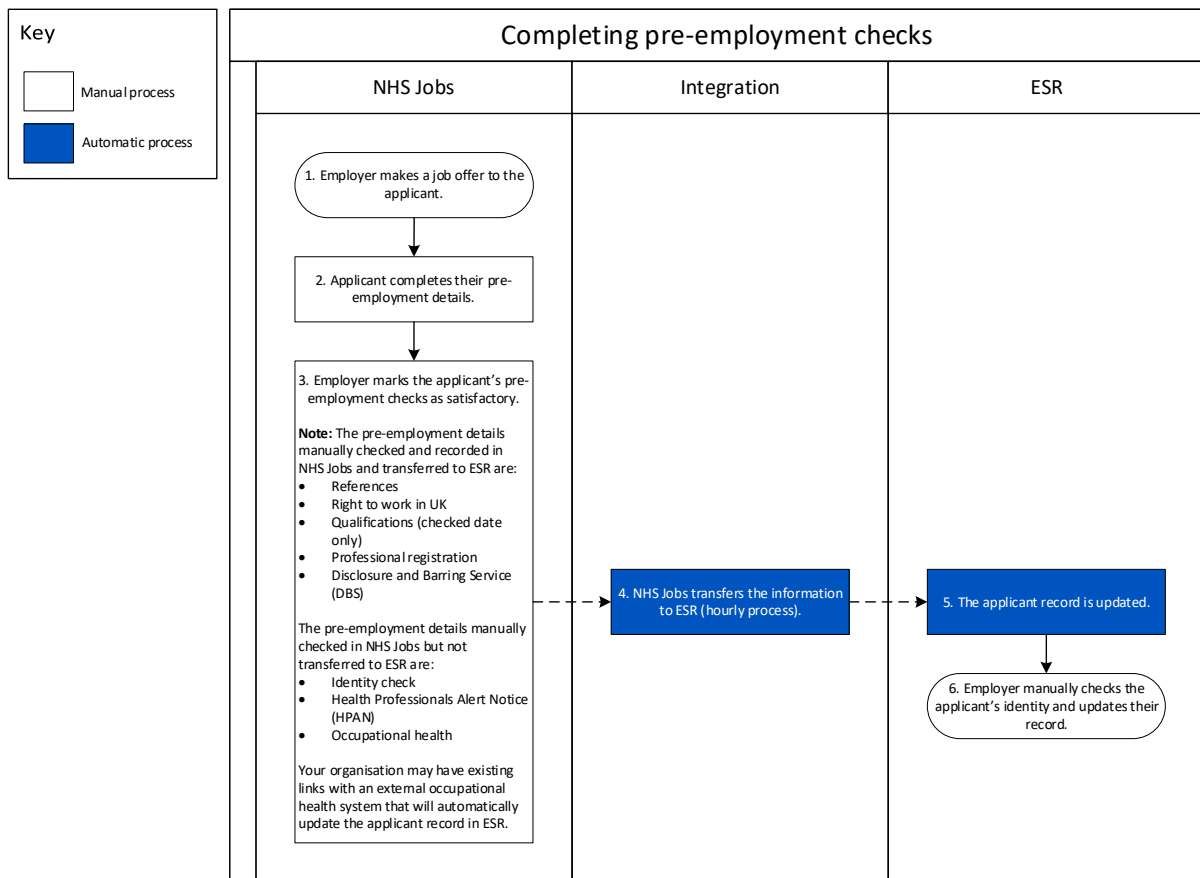
To find out which roles can do this, go to the '**Roles and permissions**' link in the '**Help and information**' section of the [employer dashboard](#).

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Process flow diagram

This diagram shows the integration between NHS Jobs and ESR for completing a reference check.



Go to the ['Pre-employment checks'](#) page.

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.

The screenshot shows the NHS Business Services Authority Dashboard. At the top, it says 'NHS Jobs' and 'Signed in as NHS BSA Training'. There are navigation links for 'You're viewing', 'Change', and 'Sign Out'. A toggle switch for 'Show tasks for all accounts' is visible. A 'BETA' banner indicates that user feedback will help improve the service.

The main content area is titled 'NHS Business Services Authority Dashboard'. It has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. Below the tabs, there is a dropdown menu for 'Showing tasks for' set to 'All users'.

The dashboard displays a list of recruitment tasks with their counts, track status, and overdue amounts. Each task has a progress bar with green and red segments. The 'Pre-employment checks' task is highlighted with a yellow circle and a '1' icon.

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

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:**
 - [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](#)

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 copyright notice '© Crown copyright'.

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 interface for pre-employment checks. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as Liam M1'. Below that, there's a 'BETA' notice and a 'Show tasks for all accounts' toggle. The main heading is 'Pre-employment checks' with a dropdown menu set to 'All users'. The table below lists the checks 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.

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

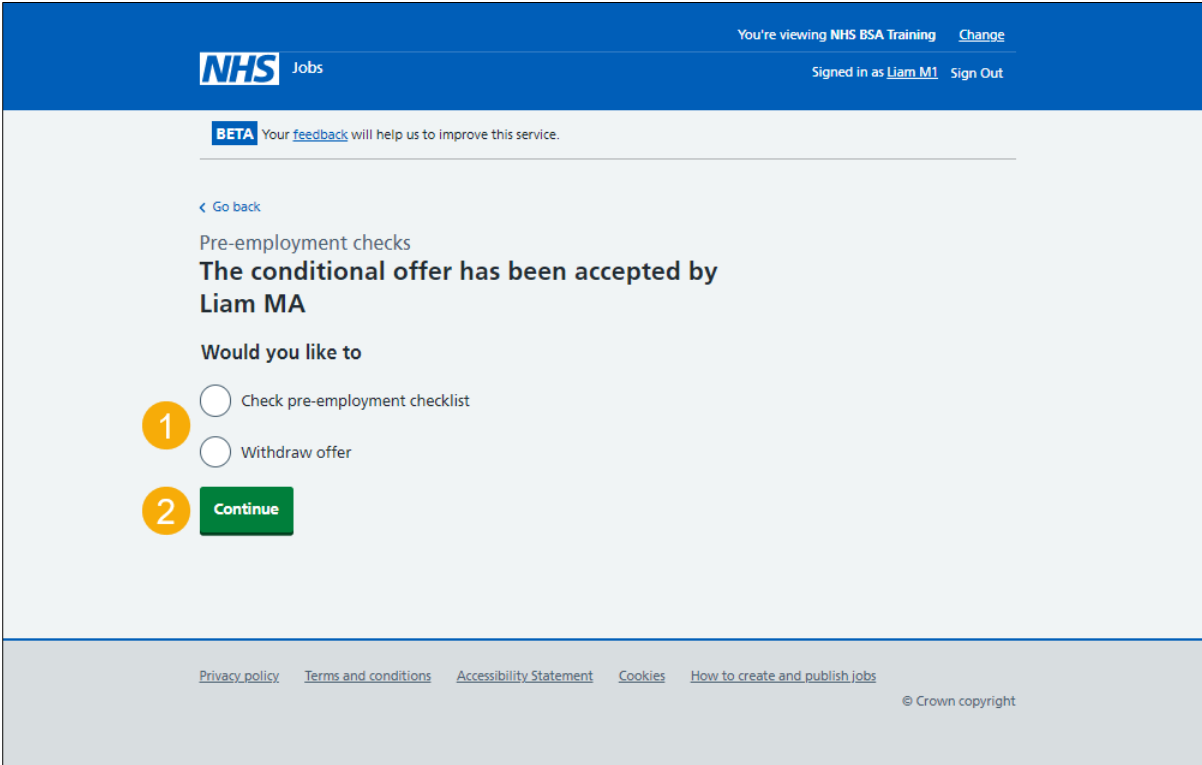
At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer also includes '© Crown copyright'.

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 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'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 reference check.

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

To start a reference 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' 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 is a 'Go back' link. The main heading is 'Pre-employment checklist for wayne Liddle'. 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.' A section titled 'References' contains a step indicator '1' in a yellow circle next to the 'References' link. To the right of this link, a box contains the word 'STARTED' in red text, indicating the current status of the reference check.

Reference received

This page shows the status is **REFERENCE RECEIVED** as you've received a reference.

To review the reference, complete the following steps:

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

References

wayne Liddle's references

Referees provided

Name	Organisation	Dates	What you can do
Andy Person REFERENCE RECEIVED	org	Mar 2015 to Current	Review 1

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

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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.

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

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	@nhs.net

Reference 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 \(opens in a new tab\)](#)

Accept
 1 Query reference
 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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Reference accepted

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

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.

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 'wayne Liddle's references'. Below this is a table titled 'Referees provided' with columns for Name, Organisation, Dates, and What you can do. One referee is listed: 'Andy Person' from 'org' with dates 'Mar 2015 to Current'. A red box highlights the 'REFERENCE ACCEPTED' status. Below the table are two numbered steps: '1 Add another referee' and '2 Finish references check'. A link 'Return to pre-employment checklist' is at the bottom. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with '© Crown copyright'.

Name	Organisation	Dates	What you can do
Andy Person	org	Mar 2015 to Current	View

Reference queried

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

Important: If you accept the references, go to the [References accepted](#) page. If you reject the references, go to the [References rejected](#) page.

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 REFERENCE QUERIED	org	Mar 2015 to Current	View 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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Reference rejected

This page shows confirmation the status is **'REFERENCE REJECTED'** as you've rejected the reference.

To add another referee, complete the following steps:

1. Select the ['Add another referee'](#) button.

References
wayne Liddle's references

Referees provided

Name	Organisation	Dates	What you can do
Andy Person REFERENCE REJECTED	org	Mar 2015 to Current	View

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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Enter referee details you've received offline

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

Important: You'll only see this page if you're entering referee details you've received outside of the NHS Jobs.

To enter the referee details, complete the following steps:

1. Select the 'Unemployed or gaps in employment' link (optional).
2. Select the 'worked in the NHS but in different jobs' link (optional).
3. In the **Date started Month** and **Year** boxes, enter the details.
4. In the **Date ended Month** and **Year** boxes, enter the details.
5. In the **Organisation name or what they were doing** box, enter the details.
6. In the **If you were not in work, education, or training** box, enter the details (optional).
7. In the **Reference type** box, select an option from the drop down menu.
8. In the **Referee's relationship to the applicant** box, select an option from the drop down menu.
9. Select the 'Find out who a person of some standing is' link (optional).
10. In the **Referee's first name** box, enter the details.
11. In the **Referee's last name** box, enter the details.
12. In the **Referee's contact number** box, enter the details (optional).
13. In the **Referee's work email** box, enter the details.
14. Select the 'They understand that this referee will be contacted' box.
15. Select the [Save and continue](#) button.

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

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

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

NHS Jobs

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

[Go back](#)

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.

1 [If the applicant is currently unemployed or has gaps in their employment](#)

2 [If the applicant has only worked in the NHS but in different jobs](#)

Referee

Date started
For example, 3 2015

3 Month Year

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

4 Month Year

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.

5

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.

6

Reference type
Choose an option 7

Referee's relationship to the applicant
Choose an option 8

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

Referee's first name

10

Referee's last name

11

Referee's phone number (optional)

12

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

13

14 They understand that this referee will be contacted

15

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Tip: Once you've added a referee, go to the **'How to complete a referee check in NHS Jobs'** user guide or video from the **'Complete pre-employment checks'** section of 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 application interface. At the top, there is a blue header with the NHS logo and 'Jobs' on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, the page title is 'References' and the main heading is 'Do you accept the references?'. There are two radio button options: 'Yes' (with a subtext 'This will mark the check as completed.') and 'No' (with a subtext 'This will mark the check as rejected.'). A green 'Save and continue' button is positioned below the options. 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'.

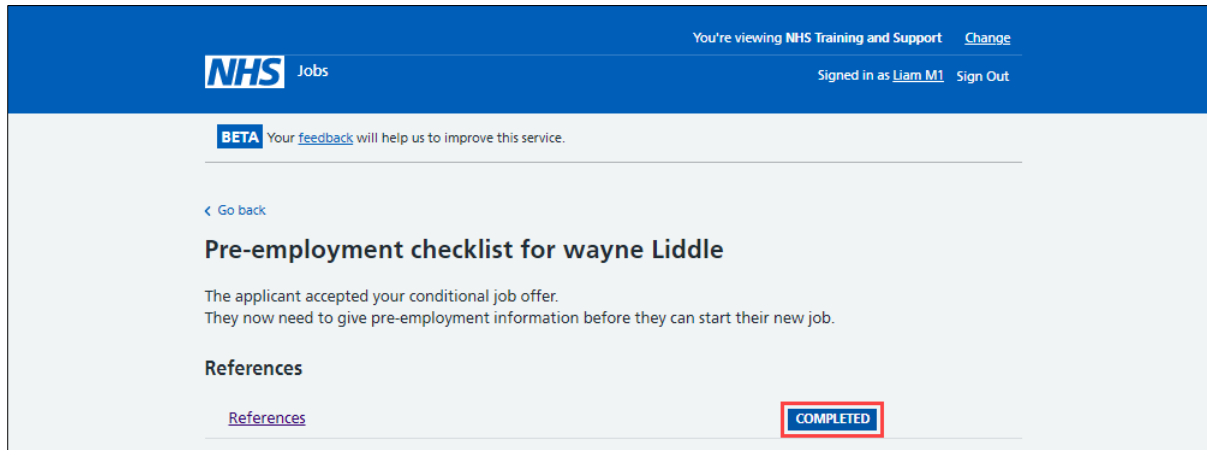
Check the reference status in NHS Jobs

This page gives you instructions for how to check the reference status in NHS Jobs.

Important: In this example, the status is **COMPLETED** as you've completed the applicant's reference check. You need to complete all sections of the pre-employment checklist before you can issue a contract.

To go to another pre-employment check, complete the following steps:

1. Select a pre-employment link.



Tip: To find out how to complete a pre-employment check, go to a user guide or video from the '**Complete pre-employment checks**' section of the '[Help and support for employers](#)' webpage.

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

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

Check the reference details 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.

The screenshot shows the Oracle Applications interface for ESR. The main window is titled 'Enter HR Personal Information - Combined'. A dialog box titled 'Extra Person Information' is open, displaying the following details:

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
Country	
Country	GB
Post Code	SR1 1DH
Telephone	03346762452
Referee's E-Mail	S.HOUGHTON@NHSTRUST.UK
E-Rec Vacancy Ref	504-Matron13 Modern Matron

The 'Date Requested' field is highlighted with a yellow circle containing the number '1'. The dialog box has 'OK', 'Cancel', 'Clear', and 'Help' buttons at the bottom right.

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

You've checked the reference details in ESR and reached the end of this user guide.