NHS
Jobs

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.

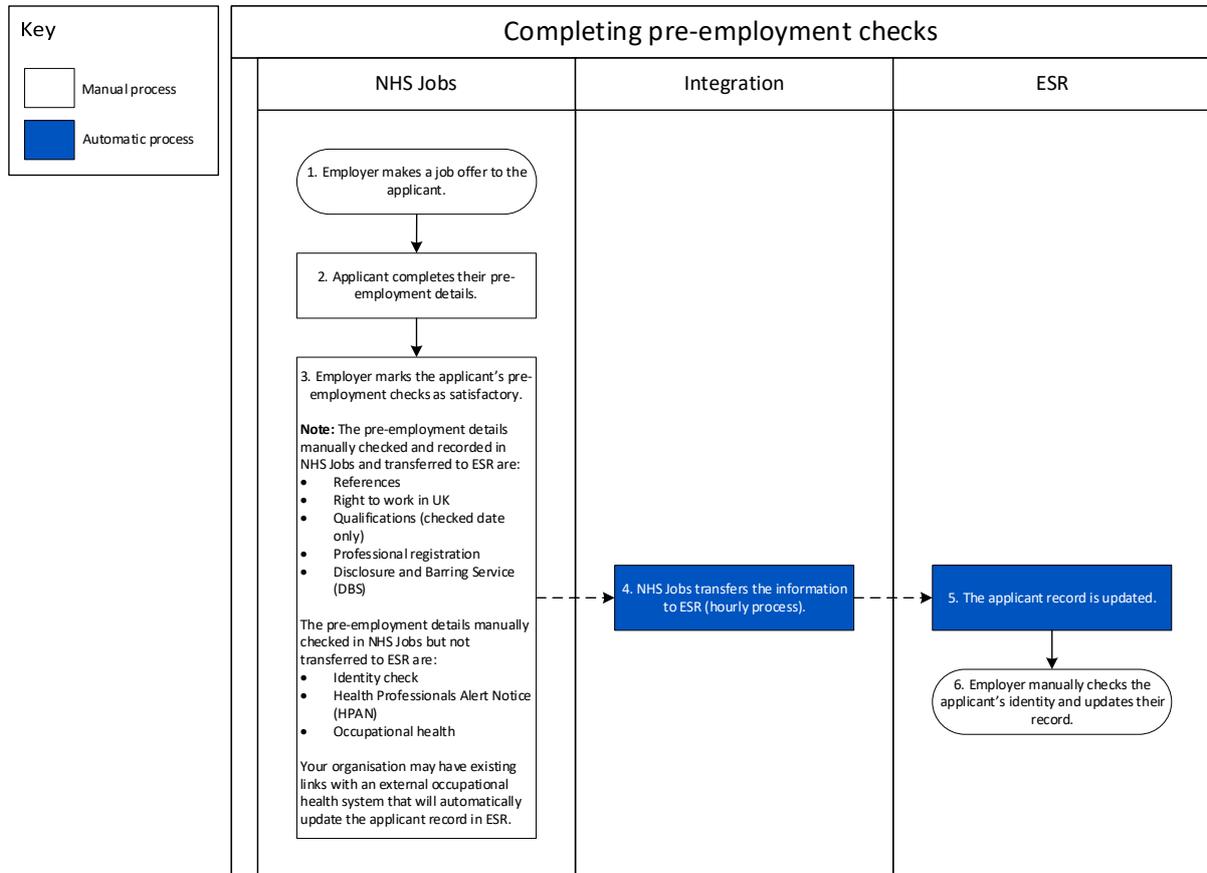For users of NHS Jobs and Electronic Staff Record (ESR) integration, go to the 'Process flow diagram' page.

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.

Delivered by the NHS Business Services Authority

Contents

Process flow diagram

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

Key	Completing pre-employment checks		
	NHS Jobs	Integration	ESR

Key
- Manual process (white box)
- Automatic process (blue box)

Completing pre-employment checks

NHS Jobs

1. Employer makes a job offer to the applicant.

2. Applicant completes their pre-employment details.

3. Employer marks the applicant's pre-employment checks as satisfactory.

Note: The pre-employment details manually checked and recorded in NHS Jobs and transferred to ESR are:
- References
- Right to work in UK
- Qualifications (checked date only)
- Professional registration
- Disclosure and Barring Service (DBS)

The pre-employment details manually checked in NHS Jobs but not transferred to ESR are:
- Identity check
- Health Professionals Alert Notice (HPAN)
- Occupational health

Your organisation may have existing links with an external occupational health system that will automatically update the applicant record in ESR.

Integration

4. NHS Jobs transfers the information to ESR (hourly process).

ESR

5. The applicant record is updated.

6. Employer manually checks the applicant's identity and updates their record.

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.

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.

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.

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 '<u>References</u>' link.

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.

Check reference received

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

<mark>Important:</mark> 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.

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)
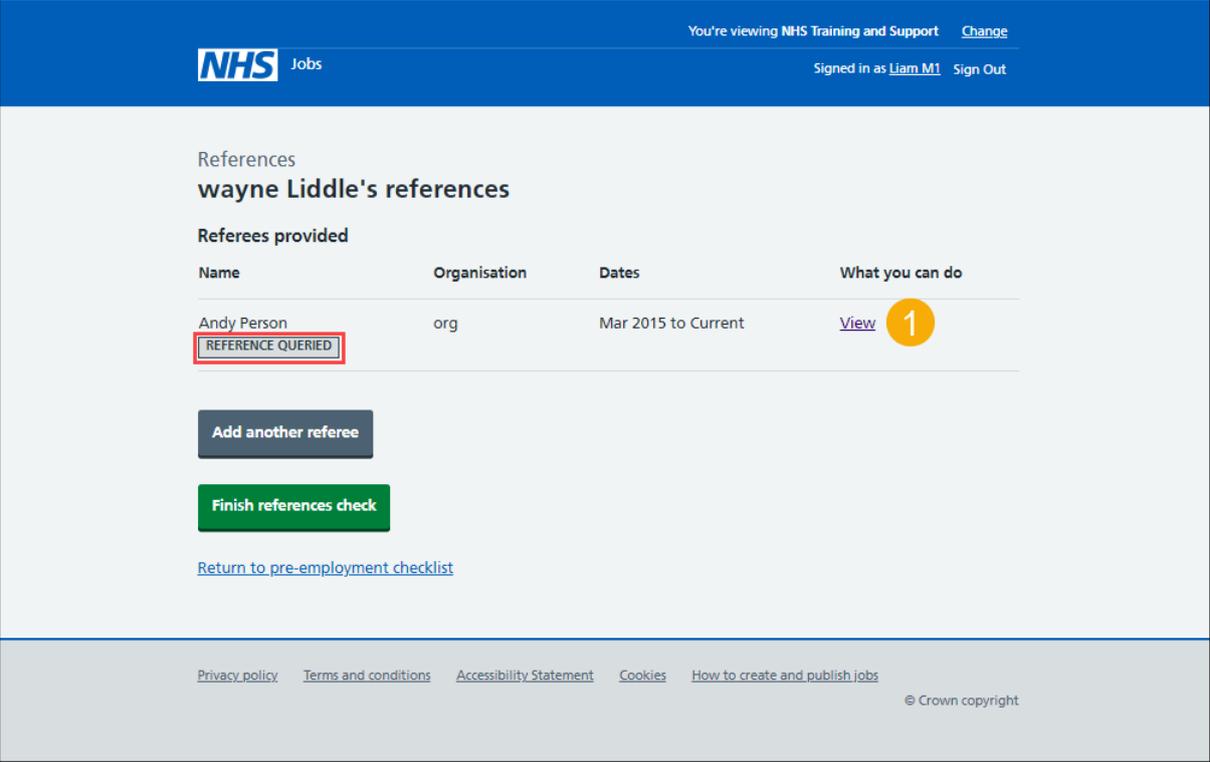2. Select the 'Finish references check' button.

Reference queried

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

<mark>Important:</mark> 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.

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 '<u>Add another referee</u>' button.

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.

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 '<u>Help and support for employers</u>' 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.

NHS Jobs

< 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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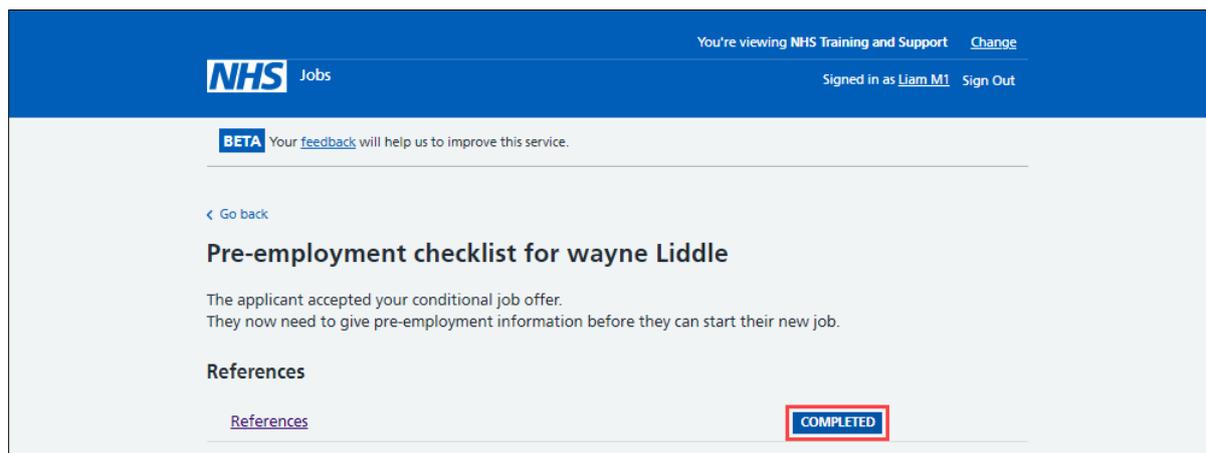
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Check the reference status in NHS Jobs

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

<mark>Important:</mark> 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.

<mark>Tip:</mark> 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.

<mark>Important:</mark> 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.

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.