

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.

The screenshot shows the NHS BSA Training Dashboard. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as NH5BSA Training'. Below this is a 'BETA' notice and a 'Show tasks for all accounts' toggle. The main content area is titled 'NHS BSA Training Dashboard' and has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. A dropdown menu shows 'Showing tasks for All users'. The dashboard lists several recruitment stages with counts and progress bars:

Stage	Count	Track	Overdue
Draft	99	on track 25	overdue 74
Approvals	1		
Published	10	on track 9	overdue 1
Shortlisting	68	on track 42	overdue 26
Interviews	21	on track 3	overdue 18
Ready to offer	11	on track 7	overdue 4
Conditional offers	5	on track 3	overdue 2
Pre-employment checks	1		
Contracts	12	on track 8	overdue 4
End recruitment	7	on track 5	overdue 2

The 'Pre-employment checks' item is highlighted with a yellow circle containing the number '1'. On the right side of the dashboard, there are several utility 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, Criminal convictions and cautions, Welsh listings, Moving applicants to other accounts.
- Documents and templates:** Overview of your organisation, Supporting information library, 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 Help and guidance. The footer also includes '© 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.

You're viewing NHS BSA - UAT
Signed in as Mike Wardman Sign Out

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

[Go back](#)

NHS BSA - UAT

Pre-employment checks

Showing tasks for Mike Wardman

Applicant	Job title	Deadline	Outstanding checks	What needs doing next
<p>1</p> <p>Thomas Ship AR-230117-87806</p>	<p>2</p> <p>Training and Support Officer T0001-23-2501 INTERNAL</p>	<p>19 Jan 2023</p> <p style="background-color: #d4edda; padding: 2px; text-align: center;">ON TRACK</p>	<p>References</p> <p>Home address</p> <p>Identity check</p> <p>Right to work in the UK</p> <p>Qualifications</p> <p>Professional registrations</p> <p>DBS</p> <p>HPANs</p> <p>Health assessment</p>	<p>3</p> <p>View checks or withdraw offer</p>

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 [Terms and conditions](#)
 [Accessibility Statement](#)
 [Cookies](#)
 [Help and guidance](#)

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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, 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 present. 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.

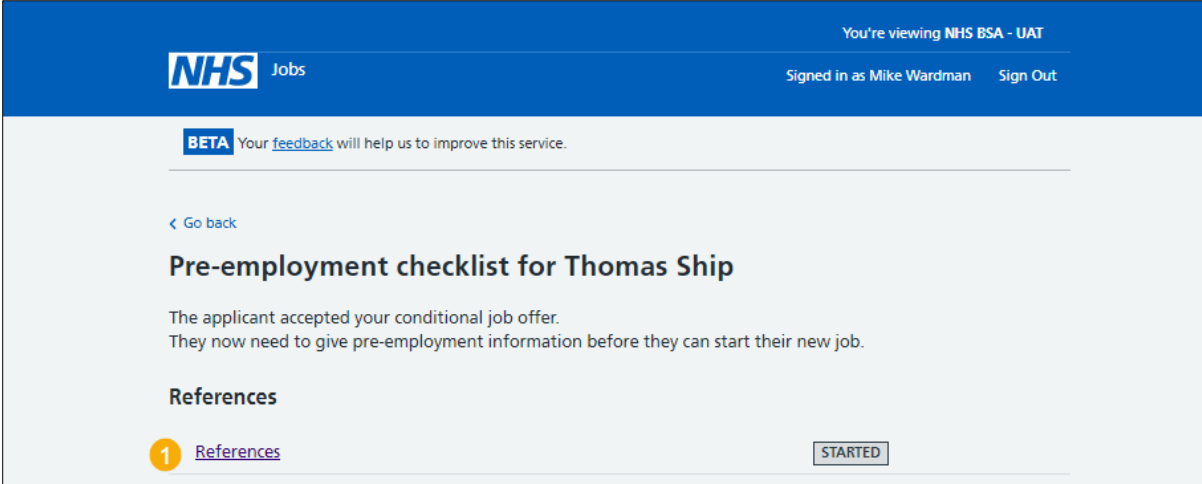
References

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.



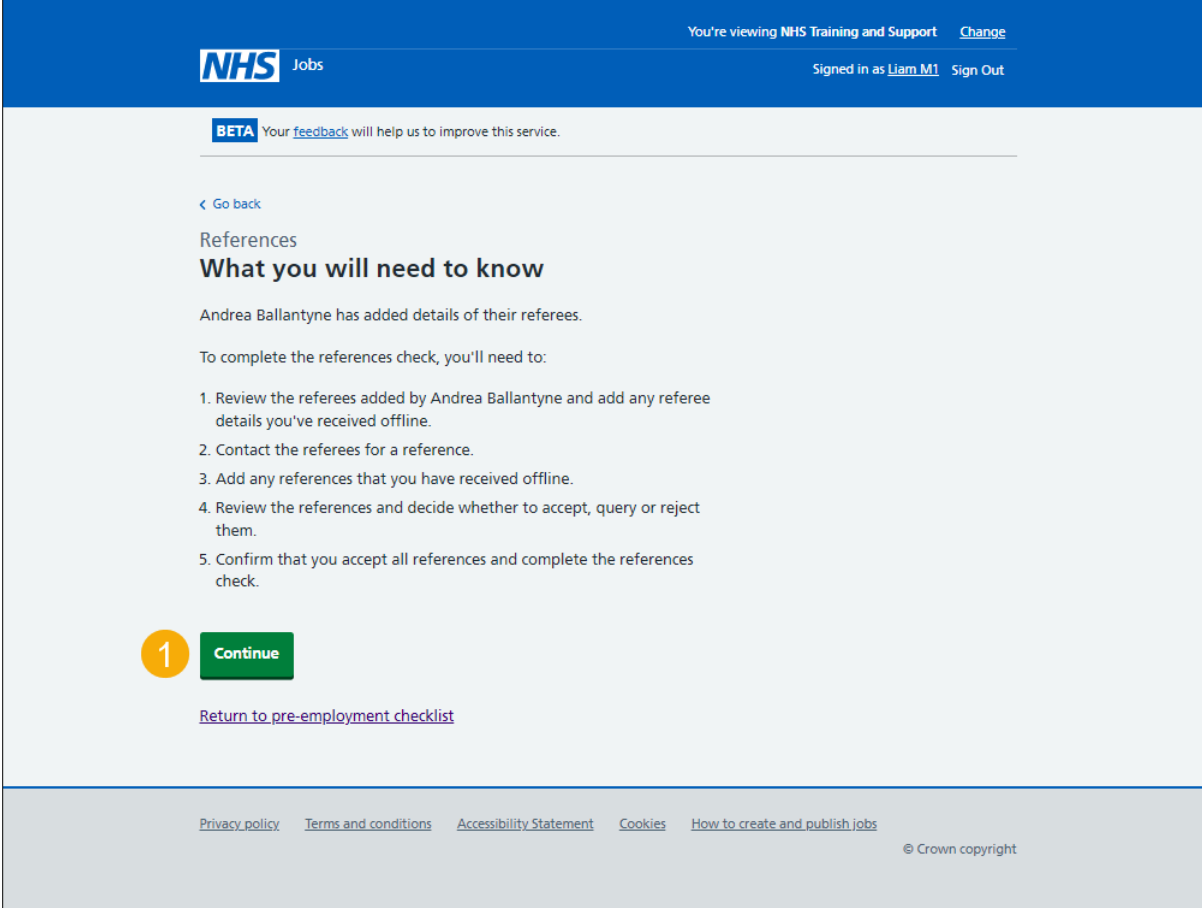
The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA - UAT' on the right. Below the header, there is a 'Signed in as Mike Wardman' and 'Sign Out' link. A 'BETA' banner with the text 'Your feedback will help us to improve this service.' is visible. Below the banner, there is a 'Go back' link. The main heading is 'Pre-employment checklist for Thomas Ship'. Below this, there is a message: 'The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job.' Underneath, there is a 'References' section. In this section, there is a '1 References' indicator (a yellow circle with the number 1) and a 'STARTED' status box.

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 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, it says 'You're viewing NHS BSA - UAT' and 'Signed in as Mike Wardman Sign Out'. The main heading is 'References' and 'Thomas Ship's references'. Below this is a table with the following data:

Name	Organisation	Dates	What you can do
Chris Cole REFeree RECEIVED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	Review 1

Below the table, there are two buttons: 'Add another referee' and 'Finish references check'. 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 'Help and guidance', along with the copyright notice '© 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

Accept and contact them for a reference
1
 Query referee
 Reject and ask for a different referee

2

[Go back to list of references](#)

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[Terms and conditions](#)
[Accessibility Statement](#)
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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.

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 BSA - UAT' and 'Signed in as Mike Wardman Sign Out'. Below the header, there's a 'BETA' notice: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'References' followed by 'Email the referee and ask for a reference'. Below this, it says 'Your email will be:'. The email preview shows:

Subject: Job reference for Thomas Ship

Dear Chris Cole

Thomas Ship gave your name and contact details as a reference for a Training and Support Officer job at NHS BSA - UAT.

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 michael.wardman@nhs.net.

Thank you in advance for your assistance.

Regards,
Michael

At the bottom of the preview, there is a green button labeled 'Send email' with a yellow circle containing the number '1' next to it.

At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance'. The footer text is '© 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: 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](#)

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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 BSA - UAT
Signed in as Mike Wardman Sign Out

[< Go back](#)

References

Thomas Ship's references

Name	Organisation	Dates	What you can do
Chris Cole REFEREE QUERIED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	Review

Add another referee

Finish references check

[Return to pre-employment checklist](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [Help and guidance](#)
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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


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[Terms and conditions](#)
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[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 BSA - UAT

 Signed in as Mike Wardman Sign Out

[Go back](#)

References

Thomas Ship's references

Name	Organisation	Dates	What you can do
Chris Cole REFERENCE REJECTED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	View

[Add another referee](#)

[Finish references check](#)

[Return to pre-employment checklist](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [Help and guidance](#)

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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 BSA - UAT' and 'Signed in as Mike Wardman'. The main heading is 'References' and 'Thomas Ship's references'. Below this is a table with the following data:

Name	Organisation	Dates	What you can do
Chris Cole REFEREE CONTACTED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	Review 1

Below the table, there are two buttons: 'Add another referee' and 'Finish references check'. At the bottom, there is a link: 'Return to pre-employment checklist'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the copyright notice '© Crown copyright'.

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](#)

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Reference chased

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

The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS BSA - UAT' and 'Signed in as Mike Wardman'. The main heading is 'References' and 'Thomas Ship's references'. Below this is a table with the following data:

Name	Organisation	Dates	What you can do
Chris Cole REFERENCE CHASED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	Review

Below the table, there are two buttons: 'Add another referee' and 'Finish references check'. 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 'Help and guidance', along with the 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 chased the referee for a reference and reached the end of this user guide.

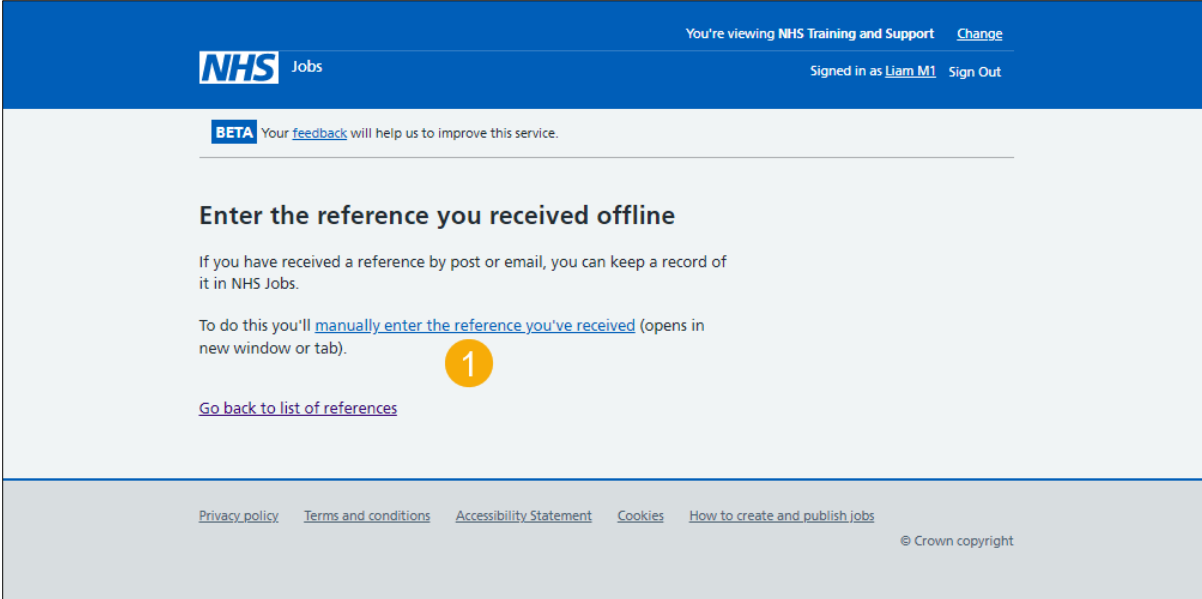
Enter the reference you've received offline

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 title '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.

The screenshot displays the NHS Jobs interface for managing references. At the top, the NHS logo and 'Jobs' are visible, along with the user's name 'Signed in as Mike Wardman' and a 'Sign Out' link. The page title is 'References' and the specific view is 'Thomas Ship's references'. A table lists the referee details:

Name	Organisation	Dates	What you can do
Chris Cole REFERENCE NOT REQUIRED	NHSBSA Prescriptions	Jan 2000 to Jan 2023	View

Below the table, there are two buttons: 'Add another referee' and '1 Finish references check'. A link 'Return to pre-employment checklist' is also present. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with the copyright notice '© Crown copyright'.

You've confirmed a reference isn't required and reached the end of this user guide.