

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.

You'll need to check the applicant's references as part of their pre-employment checks.

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 an applicant's pre-employment checks.

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

To access an applicant's 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 indicates the user is signed in as 'NHSBSA Training' and is viewing 'NHS BSA Training'. A 'BETA' notice states 'Your feedback will help us to improve this service.' The dashboard 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 main content area displays a list of recruitment stages with their counts and overdue status, each accompanied by a progress bar:

Stage	Count	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
1 Pre-employment checks	1	
Contracts	12	- on track 8, overdue 4
End recruitment	7	- on track 5, overdue 2

On the right side, 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, there are links for Privacy policy, Terms and conditions, Accessibility Statement, Cookies, and Help and guidance. A copyright notice '© Crown copyright' is also present.

Find the applicant

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

To find the applicant to start their pre-employment checks, 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.

NHS Jobs

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

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

Show tasks for all accounts

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

[Go back](#)

NHS BSA Training
Pre-employment checks

Showing tasks for
All users

Pre-employment checks

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

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

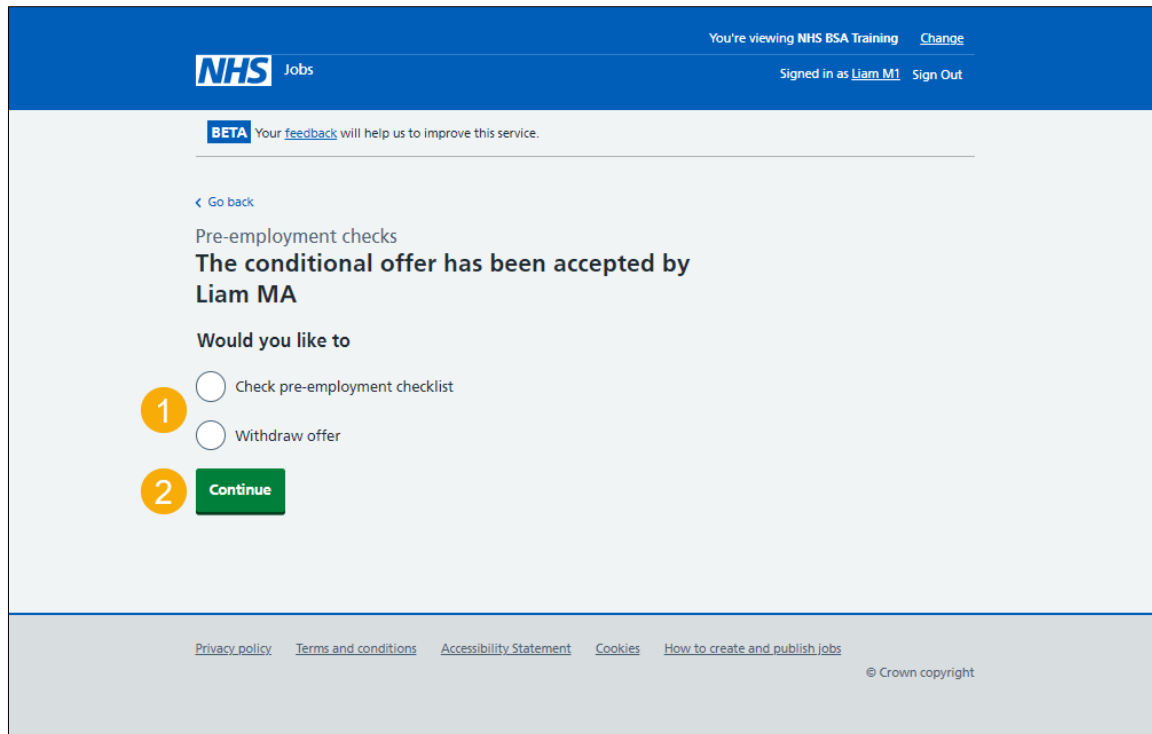
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Start pre-employment checks

This page gives you instructions for how to start the applicant's pre-employment checks.

To start the applicant's pre-employment checks, complete the following steps:

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



If you withdraw the applicant's job offer, you have reached the end of this user guide.

References

This page gives you instructions for how to check the applicant's references.

To check the applicant's references, 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 BSA Training' with a 'Change' link on the right. Below the header, it says 'Signed in as NHSBSA Training' with 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 [redacted]'. The text below reads: '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 link 'References'. To the right of this link is a 'STARTED' button.

Review referee

This page gives you instructions for how to review the referee.

To review the referee, complete the following steps:

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

The screenshot shows the NHS Jobs 'References' 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 NHSBSA Training' with a 'Sign Out' link. Below the header, there is a 'Go back' link. The main content area is titled 'References' and features a table with the following data:

Name	Organisation	Dates	What you can do
Joe Bloggs REFEREE RECEIVED	NHS	Mar 2016 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 'Help and guidance', along with the text '© Crown copyright'.

Check referee received

This page gives you instructions for how to check the applicant's referee received.

Important: You'll need to review the referee and reference details received.

To check the applicant's referee received, complete the following steps:

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

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

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
 Query reference
 Reject

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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Reference accepted

This page gives you instructions for what to do when you've accepted an applicant's references.

Important: You'll only see this page if you've accepted the reference details.

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

1. Select the 'View' link to view the reference (optional).
2. Select the '[Add another referee](#)' button (optional).
3. Select the '[Finish references check](#)' button.

The screenshot shows the 'References accepted' page for Ashleigh [redacted] references. The page header includes the NHS logo and 'Jobs' text, along with user information: 'You're viewing NHS BSA Training' and 'Signed in as NHSBSA Training'. A 'Go back' link is visible. The main content area features a table with the following data:

Name	Organisation	Dates	What you can do
Ashleigh [redacted] REFERENCE ACCEPTED	NHS	Mar 2016 to Current	View 1

Below the table, there are two numbered steps:

- 2** Add another referee
- 3** Finish references check

A link to 'Return to pre-employment checklist' is provided below the steps. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'Help and guidance', along with a copyright notice: '© Crown copyright'.

Reference queried

This page gives you instructions for what to do when you've queried an applicant's references.

Important: You'll only see this page if you've queried the reference details.

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

1. Select the 'View' link.

The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as NHSBSA Training'. The main heading is 'References' for 'Ashleigh [redacted] references'. Below this is a table with columns: Name, Organisation, Dates, and What you can do. The table contains one row for 'Ashleigh [redacted]' at 'NHS' from 'Mar 2016 to Current'. The 'What you can do' column has a 'View' link with a yellow notification badge containing the number '1'. Below the table are two buttons: 'Add another referee' and 'Finish references check'. At the bottom, there is a link for 'Return to pre-employment checklist' and a footer with 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', 'Help and guidance', and '© Crown copyright'.

Once you receive a response to your query, choose one of the following options:

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

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

Reference rejected

This page gives you instructions for what to do when you've rejected an applicant's references.

Important: You'll only see this page if you've rejected the reference details.

To add another referee, complete the following steps:

1. Select the '[Add another referee](#)' 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 Training' with a 'Change' link, and 'Signed in as NHSBSA Training' with a 'Sign Out' link. Below the header, there's a 'Go back' link and the page title 'References Ashleigh [redacted] references'. A table lists the reference details:

Name	Organisation	Dates	What you can do
Ashleigh [redacted]	NHS	Mar 2016 to Current	View

Below the table, there's a red box indicating 'REFERENCE REJECTED'. A numbered step '1' is shown next to a dark grey button labeled 'Add another referee'. Below that is a green button labeled '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 a copyright notice '© Crown copyright'.

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 offline outside of the NHS Jobs.

To enter the referee details you've received offline, 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](#).

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

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

Month Year

3

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

Month Year

4

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

Referee's relationship to the applicant
Choose an option

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

10 Referee's first name

11 Referee's last name

12 Referee's phone number (optional)

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

14 They understand that this referee will be contacted

15

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

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Once you've added the referee details and received a response. Go to the '[Check referee received](#)' page.

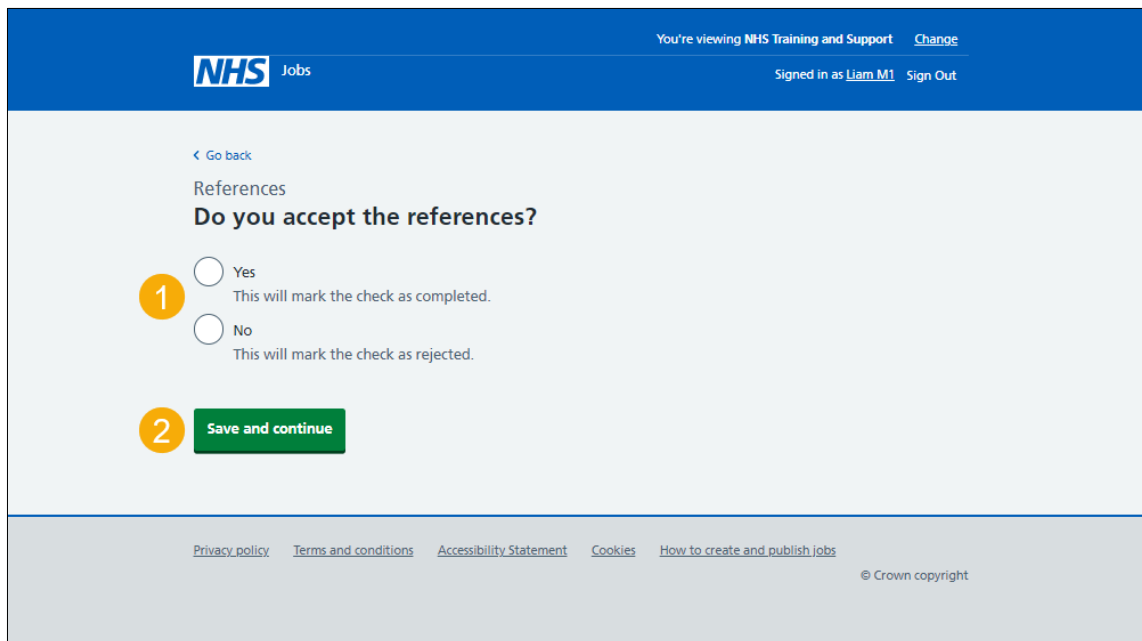
Do you accept the references?

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

Important: If you accept the references, this will mark the check as completed. If you don't accept the references, this will mark the check as rejected. This status will show on the pre-employment checklist.

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

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



The screenshot shows a web page from NHS Jobs. 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, it says 'Signed in as Liam M1' and 'Sign Out'. The main content area is light grey and contains a 'Go back' link, the title 'References', and the question 'Do you accept the references?'. There are two radio button options: 'Yes' (with a '1' in a yellow circle) and 'No' (with a '2' in a yellow circle). The 'Yes' option has a subtext 'This will mark the check as completed.' and the 'No' option has a subtext 'This will mark the check as rejected.'. Below the options is a green 'Save and continue' button. 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'.

Reference check completed

This page shows confirmation you have completed the applicant's reference check.

To start another pre-employment check, complete the following step:

1. Select a pre-employment check link.

The screenshot shows the NHS Jobs interface for a pre-employment checklist. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as NHSBSA Training'. Below that, a 'BETA' notice states 'Your feedback will help us to improve this service.' The main heading is 'Pre-employment checklist for Ashleigh [redacted]'. A message indicates the applicant has accepted a conditional job offer and needs pre-employment information. The checklist items are:

Section	Item	Status
References	References	COMPLETED
Identity	1 Home address	NOT STARTED
	1 Identity check	NOT STARTED
	Inter Authority Transfer (IAT)	COMPLETED

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

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