

Employee References

A Guide for those Receiving or Providing References

It is standard policy to request references as well as validating previous employment or other such activity e.g. education. References form a part of our pre-employment checking process and ensure that we take steps to ensure that those who are successful in applying for a position are robustly vetted. Such checks are common place in most workplaces, and our references are of a standard that can be found throughout the United Kingdom.

Please ensure you include update to date contact details in your email, in the event that a referee needs to contact you.

Requesting References

References are usually requested once a conditional offer has been made to the successful candidate. Reference requests are sent directly to the referee provided, subject to permission from the successful candidate or unless stated otherwise. These will be chased on a regular basis.

Where sufficient references have not been received, the Recruiting Manager may consider accepting a verbal reference; one reference or a reference from another source. It is not advisable for a candidate who is in employment to start without a reference from their current employer.

Recruiting Managers should be aware that provision of a reference is not a legal obligation and referees are therefore able to provide as much or as little information as they wish. A manager may contact a referee for further information if required but be aware that the referee may be unwilling to release/provide any further information.

Safeguarding References

Where the vacancy requires working with a vulnerable group, then 'safer recruitment' best practice will be followed. References will be sought prior to interview, subject to permission from the candidate. These reference requests will include a separate section which will relate specifically to safeguarding.

Whilst we understand that this may not be welcomed by all candidates, we hope that they will appreciate the significance of safeguarding and our responsibility to take appropriate steps to ensure the welfare of the vulnerable people we support.

Students and Unemployed Applicants

Any candidate who does not have current or previous work experience will need to provide alternative references. Where appropriate this will include previous or current tutors or teachers, or can include personal references or Job Centre contacts.

Internal References

Where the successful candidate is a current employee then only one reference is required, this being from the current manager. In circumstances where the employee's manager is relatively new, the Recruiting Manager may seek additional references.

Providing References for Leavers

References for current or previous employees are available on request. Generally, these references are provided by the HR Service Centre, where factual information will be provided from the personal records of the employee. Alternatively, the manager of the ex-employee can provide a reference.

There is no legislation that dictates that detailed references should be provided and as such there may be occasions where managers refuse to provide more than simple factual information. However there should be no instances where a reference cannot be provided.

Managers who provide references for those leaving, or who have left, will only provide factual data where they did not know the employee or ex-employee. In addition, the manager will provide only information relating to the role undertaken by and performance during their employment, and must never comment on the potential to fulfil a new role as this is not for the manager to speculate.

Educational/Character Reference

If a candidate has no employment history, an educational or character reference will be required. A character reference has to be from a person who knows the candidate, for example a teacher. This should not be a friend or family member.

We are here to help

Further information and assistance can be obtained by contacting us;
Recruitment, Shire Hall, Market Place, Warwick, CV34 4RL.
Tel.: 01926 418125, Email: recruitment@warwickshire.gov.uk