



EMPLOYMENT REFERENCES POLICY

Issue Date: 05.04.2019

PURPOSE

References are used to confirm information obtained during the selection process for recruitment such as details of previous positions and qualifications. It is widely accepted that all employers will take up references during recruitment and provide references for ex-employees.

While organisations benefit from the opportunity to understand more about candidates' skills and abilities, the candidate also benefits from information about their own performance being backed up by their ex-employer.

In UK law there is no legal right to give or receive a reference.

REQUESTING REFERENCES

At least two employer references from the candidates' most recent jobs will provide a good understanding of the individual. Only referees provided by the candidate may be contacted once permission to contact them has been given.

Who requests and reviews references?

This will be the line manager or another manager acting on behalf of the line manager. Consideration needs to be given to how the information contained in references will be shared with those involved in the recruitment process and how this information will be acted upon.

When are references requested?

References are to be requested when a suitable candidate has been chosen and the candidate has given permission to approach their current employer.

How are references requested?

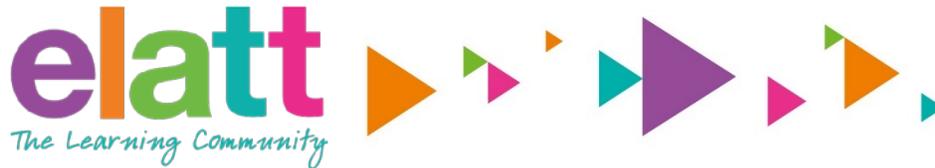
A letter with general questions is to be used for this purpose (See Appendix 1).

Verbal reference requests

Where possible a reference should be obtained in writing. If a verbal reference is the only option offered by the referee, the discussion should be documented in writing and the same questions asked as if a written request was being made.

The identity of the referee should be confirmed to ensure that the information you receive is legitimate. When obtaining the telephone reference, ensure that you document the name of the Company contacted, the person you spoke to, their position in the organisation and the date you spoke to them.

This policy is non-contractual and may change from time to time.



PROVIDING REFERENCES

It is ELATT's policy to provide employment references. You have a duty to take reasonable care to ensure that a reference or testimonial is true, accurate and fair and is not misleading.

If you provide a bad reference that you cannot substantiate, you run the risk of your ex-employee seeking damages if they do not get the job or suffer some other financial loss because of it. In a worst case scenario, they could bring an action against you or the organisation for defamation of character or discrimination. Provided every care is taken to be accurate and factual, this should not arise.

Who provides references?

References should be provided by either the line manager of the ex- employee or the Chief Executive.

How are references provided?

Completed references should be marked private and confidential for the attention of the named addressee. In order to have a consistent approach to providing references, please see Appendix 2.

Content of references

The content of references must be accurate and fair with comments based on documented evidence. When providing a reference, you must assume that the person concerned will be able to access it at a later date.

The standard response letter (Appendix 2) does not disclose information regarding sickness absence or any negative information such as disciplinary record or poor conduct. However if after you have sent the standard reference you are contacted to disclose further details such as sickness absence, you must consult with the Chief Executive or HR Consultancy for guidance.

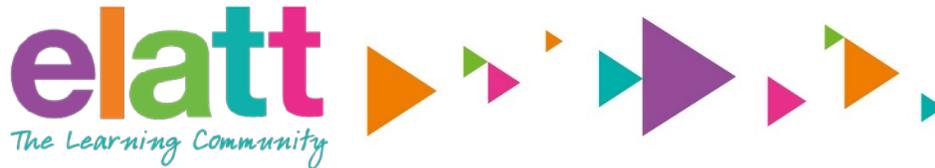
Verbal references

Do not provide a verbal reference to a prospective employer and advise the caller that it is ELATT's policy to only respond to written requests.

Questionnaire references

It is ELATT's policy to provide references using the standard reference template (*Appendix 2*) only. Therefore should you receive a questionnaire/form to complete, you need to respond with our standard reference.

This policy is non-contractual and may change from time to time.



ADDITIONAL CHECKS

Checking referees and reference content

It is essential that reference requests are sent directly to the appropriate person and checks are carried out to ensure that the referee is a line manager or an HR professional and not a colleague/friend of the candidate.

Ways of ensuring the integrity of a reference include:

- checking the address is a professional workplace
- ensuring the reference is signed and on letterhead or with a stamp
- verifying referee contact details on the company website and contacting all or at least one referee by phone

Criminal record checks

References are only one aspect of the recruitment process and should be used alongside other methods of checking candidates' suitability. In some cases, particularly where applicants will have direct contact with children and vulnerable adults, a check on the candidates' conduct i.e. whether they hold a criminal record or not is required.

Specific reference questions

Questions relating to the protection of children and vulnerable adults are also key to ensuring information on unsuitable candidates is obtained. The standard reference request includes this.

USING THIS POLICY

This policy is to be used for guidance and all relevant staff must be made aware of and adhere to it.

This policy is non-contractual and may change from time to time.



APPENDIX 1

ELATT
260-264 Kingsland Road
London E8 4DG
Tel. (020) 7275 6750

Confidential Reference (Strictly Private & Confidential)

Applicant's name: NAME

Dear **Name**

I am writing to you as a former employer seeking a reference for **(Insert Name)**.

Please would you be so kind as to confirm the following:

- The actual dates of employment
- Job title
- Reason for leaving
- Salary and benefits
- Would you reemploy this person? If not would you please indicate why this is the case.

(Insert Name) has been recruited to carry out the role of **(Insert Job Title)** and I would be grateful if you could give us any information relating to his/her work performance, conduct, relationships with colleagues that might be relevant.

In addition, the applicant's new role may involve the regular care, training and supervision of persons under the age of 18. Please comment if you are aware of any potential issues or have any concerns regarding their suitability for such a role (e.g. attitude towards young people, ability to support an agenda of safeguarding and promoting the welfare of children).

Please reply to **(Insert Name)** at ELATT, 260-264 Kingsland Road E8 4DG or email to insert name@elatt.org.uk or

Thank you for your help in this matter.

Yours sincerely,

NAME
JOB TITLE



APPENDIX 2

(Do you have a standard response letter / form?) Here is an example of a factually based reference:

PRIVATE AND CONFIDENTIAL
ADDRESSEE ONLY

Name
Address

Dear Name

Re: Name

Following your recent reference enquiry regarding the above, it is our policy to supply certain factual information concerning the record of employment for an individual.

We hope the following will be helpful to you.

Date employment commenced	
Date employment ceased	
Job Title on leaving	
Previous Jobs held	
Reason for Leaving	

We consider the above named to be honest and trustworthy and have no reason to doubt their suitability for the position.

The above information is given in the strictest confidence and in good faith. No responsibility or liability will be accepted for any errors, inaccuracies or omissions or for any loss or damage that may result from the reliance upon this information.

For and on behalf of
ELATT

NAME
JOB TITLE

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