

Reference Checking Template for Hiring New Employees

This document is one of a number of templates available through the Australian Government Fair Work Ombudsman at <http://www.fairwork.gov.au/about-us/policies-and-guides/templates>

You can use this template to help you check your applicant's references when you are hiring for a new job. Reference checks can help you verify the claims made by applicants in their interview and help you make more informed hiring decisions.

Suggested steps for checking references

For more information on hiring a new employee, see our 'Hiring employees' online learning course at www.fairwork.gov.au/learning. For information about minimum employment rights and entitlements you can also call the Fair Work Infoline on **13 13 94** or visit www.fairwork.gov.au.

Step 1: Obtain referee details from your interviewees or shortlisted applicants

At the interview stage, ask your applicants for referee details and get their permission to contact them. Referees are usually past or current employers of the applicant, but they can also be anyone who is able to provide details about the person's character, education or suitability for the job. Be aware that some applicants may be reluctant to have their current employer know that they are applying for another job.

Step 2: Decide what you want to ask the referees

Before you contact the referee, you should check what factors you need to check first. Are there any particular aspects of their application or their interview that you want to verify? Do you have any concerns about the applicant's suitability that the referee may be able to provide clarification on?

You can use the below to assist you with compiling your questions. The template has been colour coded to assist you to complete it accurately. You simply need to replace the <red> writing with what applies to your employee and situation.

Step 3: Contact the referees

Think about the best time to contact the referees. For some referees you may need to consider arranging a specific time to talk where they won't be busy and will have time to think about their answers.

Step 4: Choose a successful applicant

Use the information that you've collated during the reference check, as well as their interview and application, to help you pick the best person for the job.

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Reference Check

Short-list criteria

Applicant:	Date:
Position applied for:	Phone:
Referee's details:	Title:
Reference check conducted by:	

Introduction	
My name is <your name> and I'm calling to conduct a reference check for <name of applicant> who is being considered for a position with my business <name of business>. Your details have been provided to me by <applicant's name> and I would first like to check if you are prepared to provide a reference?	Yes No
The reference check will take approximately 10 minutes to complete. Is this a good time for you? If not, when is a convenient time for us to continue this conversation?	Call back Proceed
Please note that this reference will be used in the overall evaluation of the applicant and will affect whether they are selected for the job. The information you provide may be given to the candidate if requested, Do I have your permission to proceed?	Yes No
<Briefly explain the responsibilities of the job and the factors you will be assessing through the reference check>	

General Questions	
What is the nature of your relationship with the applicant?	
In what capacity is/was the applicant employed by your business?	
What were the dates of their employment?	From: To:
What duties and responsibilities does/did the applicant have?	
What the applicant's reason for leaving?	
General performance questions How would you describe the applicant's overall work performance?	
What would you say are the applicant's strengths?	

Reference Check

General Questions	
What would you say are the applicant's development areas (eg. weaknesses)?	
Have you had any concerns with their performance? If yes, please explain when these issues were identified? When were they discussed with the individual? What work are they doing to improve and what progress has been made?	
Can you comment on the applicant's: <ul style="list-style-type: none"> - reliability - punctuality - attendance - professionalism - <insert other factors where relevant> 	
Job-specific Questions	
<p style="color: #c00000;"><In this section, you should prepare your list of questions based on the skills or attributes required for the job, for example: In this role, the applicant is required to be very well organised and be able to manage a very busy office. Please describe <applicant's name> ability to organise their workload?></p>	
In Closing	
Would you re-employ the applicant? Why/why not?	
Do you have any final comments?	
Thank you for taking the time to provide feedback. If you wish to provide any further information, you can contact me on <your contact details>.	