

The referee check is an essential component of the selection process allowing you to better assess whether the candidate is a suitable fit for CSU. It provides insight into a candidate's previous work performance whilst validating evidence gathered during the application and interview process. Furthermore, it provides the opportunity to seek additional relevant information not captured during the application or interview.

<p>General Information</p>	<ul style="list-style-type: none"> • A minimum of 2 referee checks are required. • An appropriate referee is a person who has an intimate knowledge of the candidate's work performance. They are usually a current and/or previous direct supervisor. In the absence of a direct supervisor (i.e. when the candidate is self employed) clients/customers may be used as referees. • Co-workers and colleagues should not be used as referees • Reference checks are generally conducted by telephone. • If referees are overseas or are difficult to contact via telephone, questions may be emailed to the referee for completion and return. • Discriminatory questions must not be asked.
<p>Privacy and Personal Information</p>	<ul style="list-style-type: none"> • The information gathered during a referee check is stored and managed in accordance with the University's Privacy Management Plan and State Records Act (NSW). • Referee check documentation may be provided to the candidate if requested under the Commonwealth Freedom of Information Act 1982.
<p>During Interview</p>	<ul style="list-style-type: none"> • Note any points to be validated during reference checking. • For each referee confirm the relationship between themselves and the candidate. • One of the reference checks should be the most recent supervisor. If referees are deemed inappropriate seek alternative referee/s from the candidate.
<p>Post interview discussion</p>	<ul style="list-style-type: none"> • Selection Committees should discuss and agree on <ul style="list-style-type: none"> ○ The key areas requiring further investigation with referees including personal attributes; ○ Referees to be contacted; ○ Timeframe for completion of referee checks. • If the hiring manager is unable to complete referee checks, the Selection Committee will determine the most appropriate committee member to conduct the referee checks.
<p>Discussions with referees</p>	<ul style="list-style-type: none"> • Use referee check templates (academic & professional/general) to guide your discussions. The templates recommend using behavioural questions relating to CSU's values, Code of Conduct and generic responsibilities of staff. • Develop role specific questions, drawing on the key areas identified by the Selection Committee in post interview discussions. • Inform the referee that information provided by them may be disclosed to the candidate if requested. • Document the referee's comments
<p>A concerning referee check</p>	<ul style="list-style-type: none"> • Don't ignore concerning referee checks. • Discuss concerns with the HR Liaison Officer in the first instance. • Additional referee/s can be requested OR • You may decide to move to the next eligible candidate.

In the event of any discrepancy between this fact sheet and the Enterprise Agreement or Staff Recruitment and Selection Policy, the terms of the Agreement or Policy will prevail.

Following referee discussions	<ul style="list-style-type: none">• Report your findings back to the Selection Committee.• Consider how information obtained from the referee checks will influence your new staff members induction process and objective setting during the probationary period.• Complete a Recommendation for Appointment form and the Selection Committee Report and forward to the delegated officer for approval.
Further Details	Managing @ CSU – Referee Check Podcast Charles Sturt University Enterprise Agreement (2013 – 2016)