Professional / General with direct reports

Reference check template



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# General Information

Welcome to the Reference Check Template. As a hiring manager, conducting reference checks is an important step in the recruitment process. This template is designed to facilitate structured and effective verbal reference checks. It will help you gather valuable insights about candidates from their previous employers, or other relevant references. Your thoroughness in this process ensures we hire individuals who not only have the right skills but also align with the our purpose and values.

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## **Instructions for Conducting Verbal Reference Checks**

**Preparation:**

### **Review the Candidate's Application**: Familiarise yourself with the candidate’s resume, cover letter, and any notes from previous interview stages.

### **Identify References**: Use the contact details provided by the candidate to identify the appropriate references. Ideally, these should include previous supervisors or managers who can provide detailed feedback.

**Scheduling the Call:**

### **Reach Out:** Contact the references to schedule a convenient time for the reference check. Ensure you communicate the purpose and approximate duration of the call.

### **Confirm Details:** Send a calendar invite or an email confirmation to ensure the reference is prepared and available at the scheduled time.

**Conducting the Call:**

### **Introduction:** Begin the call by introducing yourself, your role, and the purpose of the reference check. Explain the importance of their feedback in the hiring process.

### **Confidentiality:** Assure the reference that their responses will be kept confidential and used solely for the purpose of evaluating the candidate.

### **Structured Questions**: Use the template to guide your conversation.

**Active Listening:**

### **Take Notes:** Document key points and examples provided by the reference. Pay attention to both positive feedback and any potential areas of development.

### **Clarify Details:** Ask follow-up questions if you need more information or clarification on specific details.

**Concluding the Call:** Thank the Referee for their time and insights. Provide an opportunity for them to add any additional comments or thoughts they might have outside of the questions.

**Next Steps:** Briefly outline what will happen next in the hiring process and how their feedback will be used.

**After the call:**

**Review Notes:** Reflect on the information gathered and compare it with the candidate’s application and interview performance.

**Discuss Findings:** Share relevant insights with your hiring team and incorporate the reference feedback into the overall candidate evaluation.

**Following these instructions will help ensure a consistent and thorough approach to verbal reference checks, ultimately contributing to more informed and effective hiring decisions.**

## **Privacy and personal information**

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.

## **After referee discussions**

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.

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## **Further information or concerns**

Please contact your Talemt Acquisition Consultant directly or email [jobs@csu.edu.au](mailto:jobs@csu.edu.au)

# Reference Check Template

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## **Candidate overview**

|  |  |  |  |
| --- | --- | --- | --- |
| Position title: |  | Position number: |  |
| Name of candidate: |  | Date of ref check: | Click here to enter a date. |
| Referee’s name: |  | Relationship to applicant:  If other, please specify: | Manager  Supervisor  Colleague  Other |
| Referee’s position: |  |
| Organisation name: |  | Check completed by: |  |

**Recommended questions (*If you wish to use different questions to those listed below we we recommend they are applied consistently to each referee you contact)***

|  |  |
| --- | --- |
| **Question** | **Response** |
| **What was your relationship to the applicant?** |  |
| **How long was this for?** |  |
| **What position/s did they hold during this time? Please describe the key responsibilities of the role/s** |  |
| **How effective were their leadership skills and capabilities?** |  |
| **What are their key leadership strengths and development areas?** |  |
| **Did they collaborate well with others and contribute to team culture and success?** |  |
| **Did they contribute innovative solutions or approaches to their work? Please provide any examples.** |  |
| **How effective were their problem-solving capabilities? Please share any examples.** |  |
| **Did they demonstrate a strong customer focus? Please provide examples.** |  |
| **Please comment on the effectiveness of their written and verbal communication skills?** |  |
| **How did they manage conflict or challenging interactions at work?** |  |
| **How did they respond to change and deal with setbacks?** |  |
| **What development areas were identified? Did you see improvement?** |  |
| **Were any significant performance or conduct issues raised?** |  |
| **What was their reason for leaving?** |  |
| **Any other comments you would like to share?** |  |
| **Would you consider them for re-employment?\*** |  |

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## **Sign off**

Please attach any other notes from the reference check and return to your Recruitment Consultant.

**Selection Committee members are advised that the Reference Check Reports may be released to applicants, if requested, under the Government Information Public Access (GIPA) Act 2009.**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Signature |  |
| Date | Click here to enter a date. |