

References Check Guidelines

- Make sure that you have written permission from the applicant before making reference checks. Generally, a statement to this effect appears on the application form filled-in by the applicant.
- Introduce yourself and your organization. Mention the purpose of your call.
- Indicate that this will only take few moments, maximum 10 minutes and your conversation will remain confidential.
- Describe the job or task as clearly as possible and ask whether the candidate has the skills or aptitudes for such a task.
- Prepare questions in advance with respect to the rights and freedoms of individuals. Ask open questions and let the source talk freely. Pay attention to the attitude, tone of voice or the source's hesitation. Sometimes we can detect if the speaker is upbeat and positive or, conversely, hesitant and cautious. Always perform a second check. Indeed, if you perceived discomfort when calling the first source, it may be due to the process rather than the candidate.
- Do not rely on a negative reference without having it validated by another source. Be aware that some problems are attributable to the supervisor or the context and not always to the candidate.
- During your conversation, do not indulge in personal impressions and do not disclose information that the candidate have revealed either during his interview or on his application form.
- Remember to thank the person for his/her time.