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| **Reference Check Report Confidential** |

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| **Instructions for the Hiring Manager** |
| Reference checks can help you make more informed hiring decisions. Reference checks should be conducted by making direct contact with nominated referees and having discussions with them. Verbal checks tend to be more useful, candid and detailed, and less time consuming, than written reference checks.  This template should help you plan and develop the questions for your verbal reference checks and document responses.  Reference checks should be performed when potentially appointable candidates have been identified and before any offer of employment is made. The objectives of a reference check are to:   1. obtain information about a candidate’s experience, knowledge, skills and abilities in relation to the selection criteria / requirements of the position; 2. validate the candidate’s claims in relation to their work/academic history and performance; 3. seek clarification or elaboration in relation to information provided or claims made by the candidate.   All notes that you take during discussions with referees are an official part of the documentation for the selection process and may be disclosed if the candidate requests to access this information as outlined in the Australian Privacy Principles. You should ensure that the information recorded on this form is factual and an accurate record of your discussion with a referee.  When a candidate provides referees as part of the application process, this is deemed as implied consent to contact those referees to discuss their work performance, in relation to the selection criteria for the position. If you want to contact someone other than the referees provided by the candidate, you must obtain specific consent from the candidate to do so. A failure to obtain consent is a breach of privacy.  One report is to be completed for each referee. At least two (2) reference checks should be conducted.  Please upload the completed referee report onto the appropriate Offer Card in **Manager Online – Recruitment** to accompany the offer recommendation. |

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| Candidate Name: |  | Position Sought: |  |
| Functional Unit: |  | Organisational Unit: |  |
| Referee Name: |  | Referee Position: |  |
| Referee Organisation: |  | Contact Number: |  |
| Nature of relationship to candidate: | |  | |
| Candidate worked with referee from: |  | To: |  |

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| **Introduction** | | |
| * Advise the referee that their name has been given to ACU by the candidate. * Confirm whether it is a convenient time to talk. * Explain the position the candidate has applied for, the expertise required and responsibilities to be undertaken. * Privacy information: Inform the referee that: * The information they provide will only be used for the recruitment and selection functions and activities of Australian Catholic University. * The provision of information requested is voluntary. * Information obtained through the reference check may be disclosed to the nominated supervisor, members of the selection panel and officers within Human Resources. * The reference check may be disclosed to the candidate if they request access as outlined in the Australian Privacy Principles. * For further information on the University's Privacy Policy they may refer to the University’s website at http://www.acu.edu.au/home/privacy. | | |
| **Question** | **Referee Comments** | |
| *When conducting the reference check ask for specific examples and avoid accepting answers such as ‘He/she is good.’ Ask them to explain why they think he/she is good and provide examples.* | | |
| The information you give may be used to assess <name>’s potential employment to the position of <position>. Do you understand and accept that any comments noted during the discussion may be accessed by <name> under the Australian Privacy Principles? | |  |
| We are considering hiring <name> for the position of <briefly describe the role>.  Please outline <name> key work responsibilities. | |  |
| How effective was <name>’s in the performance of their role? | |  |
| What did you consider <name>’s main strengths? Can you provide examples of how <name> demonstrated these strengths? | |  |
| Based on your experience of <name> what areas needed further development? Why? | |  |
| What management style is best suited to <name>? | |  |
| Why did <name> leave your organisation and when did this occur? | |  |
| **Position Specific Questions**  Used when seeking validation, additional information or clarifying responses provided by the candidate at interview, specifically in relation to the selection criteria. The selection criteria will include leadership competencies for the appropriate positions. For further information, including sample questions, visit [www.acu.edu.au/475647](http://www.acu.edu.au/475647).  *Please provide comment on <name> abilities in regard to:* | | |
| Question related to selection criteria |  | |
| Answer |  | |
| Question related to selection criteria |  | |
| Answer |  | |
| Question related to selection criteria |  | |
| Answer |  | |
| Question related to selection criteria |  | |
| Answer |  | |
| Question related to selection criteria |  | |
| Answer |  | |
| **Working with Children and/or Vulnerable People**  *If the position involves any activities involving children and/or vulnerable people ask referees for information about the candidates experience and behavior while working with children and/or vulnerable people. Example questions are provided below.* | | |
| Tell me about <name>’s experience with working with children (vulnerable people)? |  | |
| Have you directly observed <name> working with children (vulnerable people)? Describe your observations of how <name> has interacted with children (vulnerable people).  What have others, including children (vulnerable people), said about <name>’s ability to interact with children (vulnerable people)? |  | |
| To your knowledge is there any aspect of <name>’s background, behaviour, actions, or activities that would make them unsuitable for working with children (vulnerable people)? |  | |
| Has there been any difficulty with <name> obtaining and retaining a Working with Children Check? |  | |
| **Additional Questions**  *You may wish to ask the referee additional questions to clarify the candidate’s experience and capabilities in relation to the position. Example questions are provided below. It is not an exhaustive list and you should add or delete questions as appropriate.* | | |
| Did <name> manage staff in their position? If yes, please tell me about <name>’s management and leadership skills and style? |  | |
| How would you describe <name>’s working relationship with colleagues? |  | |
| How would you describe <name>’s working relationship with more senior staff? |  | |
| The role will need to operate with a strong alignment to a distinctive Mission.  Has <name> needed to align his/her objectives to an organisational Mission? How would you describe his/her commitment to aligning delivery to Mission. |  | |
| The role will need to foster and operate within a service focused culture.  When <name> interacted with internal and/or external clients how would you describe his/her commitment to delivering quality customer service? |  | |
| Please comment on <name>’s reliability, commitment, honesty and integrity. |  | |
| The role is on a full-time (part-time \_\_%) basis. <also state the span of hours if evening and/or weekend work is required>. Could you comment on <name>’s capacity to work on this basis? |  | |
| To your knowledge is there any aspect of <name>’s background, behaviour, actions, or activities that would make them unsuitable for the ACU role that has been described to you? |  | |
| Are there additional comments you'd like to make?  Is there anything else a future employer should be aware of? |  | |
| How would you rate <name>’s overall work performance? |  | |
| Would you re-employ <name> if you had the opportunity? Why/why not? |  | |
| *Thank the referee for their time.* | | |

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| **Your Details** | | |
| Name: |  | |
| Position: |  | |
| Role (please tick): | ☐ Chairperson ☐ Hiring Manager ☐ Panel Member | |
| Signature: |  | Date: |