



# Users Guide

## Child Care Sector

### Reference Checks

#### Conducting Reference Checks

Conducting thorough and careful reference checks is an important step in hiring the right person. Letters of recommendation may take less time, however talking with former supervisors will allow you to ask questions that allow you to gain a more complete understanding of the candidates abilities, approach to work, values and how they interact with others in the workplace.

Reference checks are the last opportunity to verify the information provided by the candidate, validate their suitability for your workplace, and to consider any potential areas of concern. Always let the candidate know you will conduct references. Ask for names of former supervisors, as they are most likely to provide complete information on job performance and workplace behaviour.

Ideally, try to complete 2-3 reference checks. Early career candidates may not have enough work experience be able to provide the required number of supervisors, and instead provide the names of teachers, clergy, or volunteer related references.

Recognize that sometimes candidates will have been in workplaces or had work relationships that are always a good match, and respect a candidate who prefers that you do not speak with particular former supervisors or colleagues. It is more important to determine if this is a unique situation to that workplace or a common trend with the candidate. Be careful about conducting references with current employers as this can cause difficulty for the candidate should you not fill the position or hire the candidate for any reason.

Keep the conversation casual and professional, and record the responses remembering that any notes you take must comply with human rights legislation. Thank the referee for their honesty, time and assistance in speaking with you.



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Candidate Name	
Position Title	
Referee Name	
Reference Conducted By	
Date	

### Introduction Script

My name is \_\_\_\_\_ and I am the Executive Director of \_\_\_\_\_.

I am currently recruiting for an employee to join my child care centre and your name has been put forward as a reference by candidate \_\_\_\_\_. I wonder if you would have about 10-15 minutes to discuss your experience in working with \_\_\_\_\_? Your comments will remain confidential between you and I and will help me in making my hiring decision.

### Questions

Please confirm the approximate dates that X worked for your organization?

How did you meet X and what was the nature of your relationship with X? (Note: it is preferable to speak with direct supervisors rather than peers or subordinates)

What were X's duties and responsibilities and how did he/she complete those duties?

What were X's strengths at work?

What were X's development areas at work?

Describe X's attendance and punctuality at work?

Let me tell you about the job that X has applied for..... How do you think he/she would do in this role?

How does X deal with negativity, complaints or gossip at work?

Would you rehire X if you had the opportunity to do so?

Is there anything that you think is important for me to know about X that I have not yet asked you?