

## Appendix M – Reference Checking template

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### Reference Check

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*Decide which ten questions are most applicable to the role*

Applicant: \_\_\_\_\_

Volunteer Role: \_\_\_\_\_

Name of Referee: \_\_\_\_\_

Title: \_\_\_\_\_

Organisation: \_\_\_\_\_

Date: \_\_\_\_\_

#### Instructions for the person doing the reference check

- Introduce yourself to the referee and state the purpose of the call.
- Name the applicant and explain that the applicant has given the referee's name to allow us to make a confidential verbal reference check. The information will not be passed onto the applicant.
- Check the referee has time to talk to you (it may take up to 15 minutes).
- Briefly describe the volunteer role.
- Ask questions chosen from the list below that are most relevant for the role.
- Close interview, thanking referee for his/her time.

#### Tips for following up on responses

If the referee makes any negative statements follow up by asking the referee to explain: "What makes you say that?" "Can you give me an example where this ..... had an impact?"

If the referee offers any opinions that will seriously prejudice the applicant's opportunity to be a volunteer, ask whether the referee can recall any particular incidents that gave rise to the opinion, anything the applicant did or did not do.

Follow up on incomplete or hesitant responses, by prompting the referee: "Could you elaborate?", "Can you explain?", "What gave you that impression?", or "You sound as if you have some reservations".

If you have questions about the applicant coming from the application form or the interview ask about those.

# Reference checking questions

- 1. Can I please confirm your association/relationship with *applicant*?  
OR: As I understand it, you are/were his/her (manager/colleague/client etc) from month/year to month/year?

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Checks       Doesn't check

- 2. What were/are *applicant's* main responsibilities in the position?

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Checks       Doesn't check

- 3. Overall, how would you rate the quality of his/her work?

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- 4. Were there any areas *applicant* performed especially well in?

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- 5. What were some of his/her achievements in the time he/she was with your organisation?

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- 6. What would you consider are *applicant's* strengths?

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7. In which areas do you think he/she could improve?

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8. How would you rate **applicant's** interpersonal communication skills? (clear written and spoken communication, asks questions to clarify, good listener)

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9. Have you seen **applicant** interact with people of other cultures? Could you please comment on his/her approach and ability?

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10. What are/were his/her relationships like with managers, colleagues, team members and clients?

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11. How do you think he/she would manage in an emergency situation?

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12. How does **applicant** like to be managed and to work? For example, does she/he like to work closely with a manager or others, or autonomously?

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13. How does he/she handle conflicting priorities or work pressures?

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14. How does he/she respond to feedback?

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15. What comment you would make about his/her general work attitude?

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16. Clear written and spoken communication skills are required for this role. How would you rate *applicant* in this area?

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17. This role also involves *<skill/knowledge needed>*. How would you rate his/her skills in this area?

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18. This role also involves *<skill/knowledge needed>*. How would you rate his/her skills in this area?

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19. Has *applicant* got any injuries, health issues or conditions that would limit or interfere with their ability to safely perform the tasks in this role?

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20. Were there any issues or concerns during his/her time with you?

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21. How would you describe *applicant* as a person?

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22. Could you comment on his/her integrity?

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23. Given the opportunity, would you re-employ/re-engage him/her?

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24. Is there any other information you could offer to help me develop a complete picture of *applicant*?

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Name of Interviewer: .....