

## *Reference Checks DOs and DON'Ts*

DO	DON'T
Disregard information about which the provider does not have first-hand knowledge, or which is unrelated to the individual's skills or performance.	Do not conduct any reference checks until you have notified the candidate(s) that you will be doing so.
Use caution when evaluating comments that are "off the record."	Forms of discrimination that apply to interviewing and hiring also are applicable to reference checking. Do not ask any questions based on age, ethnicity, color, race, religion, sex, sexual orientation, gender identity or expression, genetic information, marital status, national origin, disability status or protected veteran status.
Protect the confidentiality of the recruiting process and the privacy of your applicants whenever possible. Information learned through the recruitment process, including information from references, should be treated as confidential.	Do not ask questions that can be answered with "yes" or "no." Be sure that all questions are open-ended and relate directly to the position.
Keep documentation of your recruitment effort.	Your inquiry should be as objective as possible and relate directly to the finalist's job performance and job duties and to information provided on the application, resume, or during the interview.
References should support information supplied on the application, resume, and as stated during the candidate's interview.	
Treat all candidates fairly and consistently.	
Only request information that is relevant to the candidate's skills and qualifications in relation to the vacancy.	
During interviews, remind candidates that you will be checking their references if they are a finalist. <b>If an external candidate requests that their current supervisor/employer not be contacted, you may still proceed with checking their other references and may extend an offer contingent upon a favorable reference from their current/employer supervisor.</b>	
Talking to the reference by phone is preferred to ask follow-up questions or for clarification.	