PROVIDING REFERENCES PROCEDURE

Policy Title	**Providing References Procedure**
Policy Review Date	
Policy Reviewed by	

This applies to Phoenix Rising and is designed to assist employers who receive a reference request for a former or current employee.

References must only be provided by the manager/leader or chair of the Board

PROVIDING THE INFORMATION REQUESTED

The individual dealing with the reference request should ensure that the individual to whom the request for the reference relates has given his/her consent for a reference to be provided. If the person dealing with the request has any doubts about whether or not the individual has given their consent, they must contact the individual to check whether or not they want a reference to be provided.

Any references provided must be in writing. The reference should explain that it is Phoenix Rising's policy to respond to requests for information in a standard format. The only factual information that may be provided is:

- the dates of the employee's employment with the organisation;
- the employee's job title;
- a short description of the employee's key job duties and level of responsibility;
- whether or not any disciplinary warnings have been issued to the employee during the last 12 months or, if the reference is for a former employee, in the 12 months prior to his/her leaving the organisation;
- where the employee has left the organisation, the reason for termination of employment, for example resignation, redundancy, or the expiry of a fixed-term contract.

The individual providing the reference must only provide information about the individual's performance which is based on documented evidence from appraisals or supervision. It is the responsibility of the author of the reference to ensure that the information provided is true, accurate, fair and not misleading.

A disclaimer should be included in the reference making it clear that, while the information provided is, to the best of the organisation's knowledge, completely accurate, the organisation cannot accept any liability for decisions based on it.

INDIVIDUAL REQUESTS TO SEE THE REFERENCE

The author of the reference may allow the employee to see the draft reference before it is provided to the prospective employer, but this is not obligatory.

DEALING WITH ENQUIRIES RAISED BY THE PROSPECTIVE EMPLOYER

If the author of the reference receives an enquiry from the prospective employer for clarification of information given in the reference, the author must ensure that he/she does not go beyond the content of the reference in the information provided. Any such enquiry should, where possible, be dealt with in writing to avoid any subsequent confusion. If the enquiry is dealt with over the telephone, a written record of the information provided must be made at the time of the conversation.

RETAINING A COPY OF THE REFERENCE

A copy of the reference and written record of any subsequent enquiries should be retained securely for 12 months in the employee's file. Thereafter, the reference should be disposed of securely unless it contains safeguarding issues in which case it should be retained permanently.

IN OUR POLICIES:

'Board' refers to the Boards, committees or legal entities that govern the Phoenix Rising organisation.

'Manager/leader' refers to people who are in charge of various activities across the Phoenix Rising organisations. They may be paid staff or volunteer