



## Reference Check Policy FAQ

### 1. Why do we conduct reference checks?

- Reference checks help CIEE verify the information provided by candidates during the hiring process. They help us make informed decisions based on a candidates' qualifications, experience, and work-related characteristics.

### 2. When in the hiring process are reference checks conducted?

- Reference checks should be conducted after job interviews and before extending verbal offers. The referees can be contacted concurrently with final interviews to expedite the hiring process. The most recent supervisor can be contacted when the hiring manager (HM) is ready to make a verbal offer unless the finalist is comfortable with us contacting their current supervisor without the offer.

### 3. Who is responsible for conducting reference checks?

- The HM is responsible for conducting reference checks. Talent Acquisition (TA) will assist HMs in this process if needed. See the policy for a detailed description of the roles.

### 4. What information is typically obtained during a reference check?

- To help HMs, the CIEE HR team created a comprehensive list of questions to be used to collect references.
- If HMs want to make inquiries beyond the scope of the suggested questions, they must be job specific.

### 5. How are references contacted?

- References are usually contacted by phone. The HM should contact referees within 1-3 business days, to ensure timely completion in making a verbal offer.
- In situations when referees are outside of the country or are not available during business hours, reference checks can be conducted via email.

### 6. Are there restrictions on the type of references we can contact?

- We seek professional references, such as former supervisors, or in rare circumstances academic references, colleagues, or clients. Personal references, such as friends or family members, are not accepted.

### 7. Can a candidate provide a list of references from outside their current employer?

- Yes, candidates must provide references from previous employers. Candidates are required to include at least one reference from their most current workplace. See the policy for further information.

**8. Do we inform candidates before conducting reference checks?**

- Yes, candidates are informed that reference checks will be part of the hiring process. This information is shared in the job description, application and during the interview process.
- Additionally, candidates must sign a written consent and be provided with an opportunity to inform their referees before we conduct a reference check.

**9. How do we manage sensitive information obtained during reference checks?**

- All information obtained during reference checks is treated as confidential, in compliance with data protection laws, and is only shared with individuals involved in the hiring decision.

**10. Can a candidate be disqualified based on reference check results?**

- Reference check results are considered alongside other factors in the hiring decision. While a negative reference may raise concerns, it is only one aspect of the overall evaluation. Disqualification decisions are made based on a holistic assessment of the candidate's qualifications and fit for the role.

**11. What if a reference is not available or unwilling to provide information?**

- Because of their company policy, some referees may request that you contact their HR department. This will be managed on a case-by-case basis, and in rare circumstances we may ask the finalist to provide additional references from other organizations (colleagues, direct report, or clients).

**12. How long should we wait for referees to answer before escalating to the TA team or to the finalist?**

- We are committed to filling the open positions in a timely manner to support CIEE operations. Therefore, timely follow-ups and communication with referees and finalists must be maintained. If referees do not answer within 3 days, the finalists should be asked to follow up with their referee and update the hiring team.

**13. Is feedback from reference checks shared with the candidate?**

- The feedback from reference checks is not shared with the candidate.

**14. How do we conduct reference checks for recent graduates or those who joined the workforce recently and may not have 3 professional references?**

- Each case will be managed based on the circumstances. In most cases we will ask for academic references or references from their school project managers or supervisors. Character references may also be considered.

**Note:** This FAQ serves as a general guide. Specific policies and procedures may vary based on organizational preferences and local laws. Always consult CIEE's [policies](#) for the most accurate information.