

Reference Guidance

General Guidance

Generally, we are required to obtain the following references:

- One reference from your current or most recent role
- One reference from a former role

Please note that a role includes employment, education and volunteering.

If you have worked with children for a period of 3 months or more within the last 5 years while 18 or over, one of your referees must come from an organisation where you have worked with children. This will ideally be the organisation where you currently or most recently worked with children.

In line with our Safer Recruitment Process, we do occasionally require an additional third reference. If this is required, we will let you know.

Employment or Volunteering References

If you are submitting the details of a referee relating to employment or volunteering, the relevant referee should be your line manager/volunteer supervisor where possible.

If the above isn't possible, we would be happy to accept the HR Department or a senior colleague as your referee instead.

Failing both of the above, we can accept any colleague as a referee.

Education References

If you are submitting the details of a referee relating to education, the relevant referee should be your personal tutor or lecturer.

If the above isn't possible, we would be happy to accept the HR Department or similar as your referee instead.

Professional Character References

If you are submitting the details of a professional character referee, this person should ideally be employed. However, if this isn't possible, we can accept a reference from a retired person.

Professional character referees can be friends but not family members.

Common FAQs

How are references obtained?

Bookmark will send your referees a reference form to complete via email. Please do not request a reference from your referee yourself as we will not be able to accept this.

I am self-employed, who should my referee be?

We appreciate it can be trickier for self-employed individuals to provide references. If you are self-employed, your referee can be any of the following:

- Client
- Employee
- Colleague
- Company Accountant

I haven't had any roles in the last 5 years, who should my referees be?

If you have not had any roles in the last 5 years, your referees will need to be:

- Someone you worked with in your most recent role (ideally a line manager/volunteer supervisor)
- A professional character referee

If a reference from your most recent role cannot be obtained, we can obtain a reference from two professional character referees as a last resort.

If a reference from a professional character referee cannot be obtained, we can obtain two references from the same organisation as a last resort.

What happens if it is my employer's policy to only provide factual information?

We are able to accept **one** factual reference as long as the employer confirms it is their policy to only provide such information. If a factual reference relates to a role that involved work with children, we will also need the employer to provide confirmation of no safeguarding concerns.

If both of your references come back as factual ones, we will need to request a third reference.

I don't have the details of anyone I used to work for, how do I proceed?

If you don't have the details of a particular referee that we require, we would be happy to reach out to the organisation directly for a reference using the details on their website.