

Human Resources Manual

Directive 511: Reference Checks

REFERENCE CHECKS

PURPOSE

1. This directive outlines the process for conducting reference checks for candidates being considered for employment with the Government of Nunavut (GN). This is an essential part of the selection process as it allows hiring managers to verify information provided by the candidate during the interview process, collect quality information about the candidate's capability, suitability, and employment history in order to select a candidate who is qualified and suitable for the position(s) being staffed.

APPLICATION

2. This directive applies to all candidates being considered for GN positions.

VALUES/GUIDING PRINCIPLES

- 3. This directive is guided by the following values:
 - Aajiiqatigiingniq decision making through discussion and consensus:
 The reference checking process allows the Selection Committee to discuss and gather information from referees about candidate's suitability for the position being staffed; and
 - Havaqatigiingniq/lkajuqtigiingniq working together for a common cause: The reference checking process allows the Selection Committee, referees and candidates to collaboratively work together to ensure the GN finds the most suitable candidate for the position.

DEFINITIONS

- 4. **Candidate** is a person whose application is being considered for employment with the GN.
- 5. **Competition File** is the official record of the competition containing all documents related to the staffing process in accordance with the established policies and procedures.

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- 6. **Screening Criteria** are prerequisite education and experience requirements that candidates shall possess in order to be invited for an interview or further assessment.
- 7. Selection Committee is a panel which includes, but is not necessarily restricted to, the Human Resources Representative and the Supervisor of the position being filled. Where appropriate, a member with technical expertise or a community representative may be added to the Selection Committee, either as a full participant or in an advisory capacity. Depending on the level of position, the recommended maximum size of a Selection Committee is comprised of three (3) people.
- 8. **Human Resources Representative** means those employees who have delegated authority for staffing and/or designated to co-ordinate the staffing process on behalf of the GN.

PROVISIONS

- Candidates who have met the prerequisite screening criteria and are invited for further assessment will be asked to complete a Reference Check Release Form by providing a list of references including their current supervisor.
- 10. Current GN employee candidates must provide two (2) references; one must be their current supervisor. All other candidates must provide three (3) references, including their current supervisor.
- 11. Where an external candidate has past work experience within the GN, he or she must provide a reference from their period of employment with the GN.
- 12. Each referee must have supervised the candidate for a reasonable amount of time, usually at least six (6) months or as determined by the Selection Committee.
- 13. The Selection Committee may accept another referee in place of the current supervisor where the candidate can provide evidence that such a measure is necessary in order to avoid bias.
- 14. A job offer will not be made to a candidate unless the selection committee has determined the candidate to be the most suitable for the position; this is usually confirmed through three (3) positive references or two (2) positive references in the case of a current GN employee. The onus is on the candidate to ensure the

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employment references provided are available and the contact information is upto-date.

- 15. Candidates should advise their referees that they may be contacted to complete the reference checks. If a referee is unavailable, the Selection Committee may at their discretion:
 - a. Provide an extension to the candidate
 - b. Provide the candidate the opportunity to provide an alternative referee
 - c. Proceed to the next candidate (Only if option A or B is not feasible).
- 16. Any Human Resources Representative or Selection Committee member, may conduct reference checks as long as the person conducting the references is not named as a referee and the person conducting references does so in accordance with the Government of Nunavut's *ATIPP Act*.
- 17. The representative completing the reference checks must inform a referee that the fact based information given about the candidate is subject to the *Access to Information and Protection of Privacy Act* (ATIPP) and may be viewed by the candidate. However, information that is evaluative or opinion based may be withheld at the referee's request.
- 18. When requested by the referee, any evaluative or opinion information which is collected concerning a candidate from a referee in confidence must be marked as "ATIPP s.22 exempt" and kept in a sealed envelope clearly marked "Confidential pursuant to ATIPP" for inclusion on the competition file.
- 19. The representative completing the reference checks must:
 - a. Ensure all the information obtained in a reference interview is documented on the Reference Check form;
 - b. Ensure the Selection Committee has agreed to the additional questions being asked, when applicable;
 - c. Ensure the completed reference check forms are placed in a sealed envelope and placed in the competition file, ensuring that any information taken in confidence must be marked as "ATIPP s.22 exempt" upon receipt of an ATIPP request.
 - d. Share the results of the reference checks with the Selection Committee who will be required to make a final decision related to a candidate's suitability for the position being staffed.
- 20. If the Selection Committee is unable to contact the candidate's references as provided or the Selection Committee considers the references obtained to be unsatisfactory or insufficient to make an informed hiring decision, the candidate's application will be eliminated from further consideration in the staffing process.

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AUTHORITIES

- 21. Public Service Act & Regulations
- 22. Access to Information and Protection of Privacy Act

CONTACTS

23. For further information or clarification, please contact:

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