



X REF

— What is Online Reference Checking?



What is online reference checking?

Reference checking is a hiring staple, it's the only part of the recruitment process that leverages an opinion about a candidate's capabilities, from someone other than the candidate.

But it's fair to say it is not something that, in its traditional, phone-based form, is enjoyed by anyone involved. It's time-consuming, inconsistent and leaves candidates in the dark while their prospective employer and ex-colleague play phone tag.

The alternative to this old, manual approach is online reference checking.



What can you expect from an online reference checking process?

A mobile-friendly experience

Catching candidates and their references on the phone can be difficult. An online process enables employers to request references and candidates to input their details on the move, and allows references to respond at a time and using the device that best suits them.

Regular updates

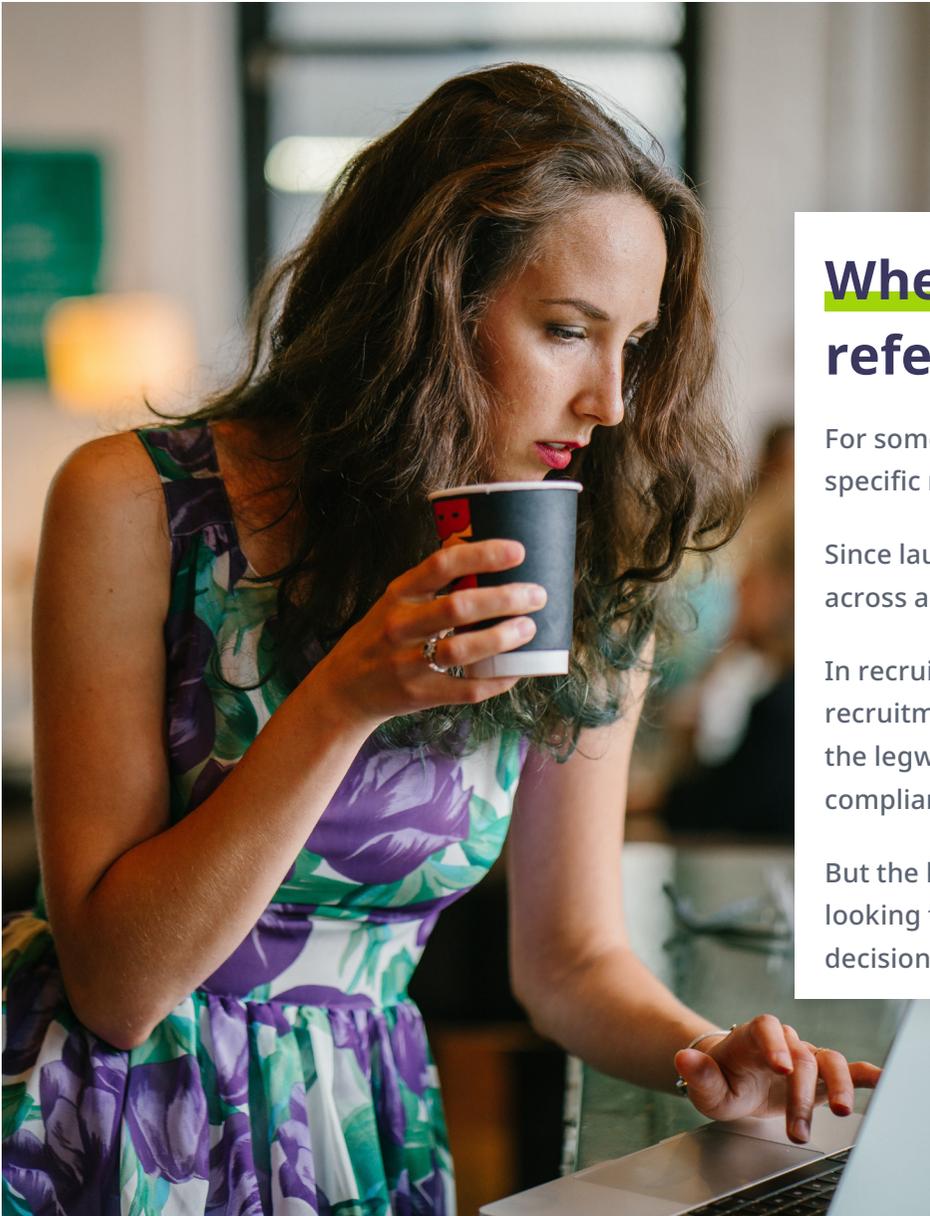
Often with phone-based references, the only person who knows the exact progress of the process is the employer or recruiter but, even in their case, they will often be unclear about just how long it might take. An online process provides both the employer and the candidate with regular updates on the progress of the reference and a clear understanding of the reasons for any delays.

A tailored approach

Rather than relying on the same template for every hire, online reference checking allows employers to tailor their reference questions to the role and even candidate, ensuring the feedback they receive is relevant and supports their hiring decision.

A consistent process

Even when templates are used, phone-based reference checks will often be conducted differently depending on the person leading the process. An online platform ensures that every reference is conducted fairly, avoiding any chance of candidate discrimination and ensuring all references are managed compliantly.



When should you consider using online reference checks?

For some, a digital, online reference check seems like something best suited to only specific roles or industries.

Since launch, the Xref platform has been adopted for almost every role type and level, across a full spread of industries.

In recruitment, time is of the essence and in a challenging market, minimising recruitment admin is key to remaining competitive. Digital reference checking takes the legwork out of a critical recruitment task to ensure it is done quickly and with compliance.

But the buck doesn't stop at certain roles or industries. Regardless of the talent you're looking for, robust reference checking remains essential for confident recruitment decisions.

4 questions you should ask before choosing your provider

— 01 What legacy does the platform have?

A good starting point is to look at the company's background and take a moment to explore the other services it has under its belt. Knowing what a business has to offer can give you an insight into its potential growth and scalability.

— 02 What data security does the company offer?

Doing your due diligence to know that the tech provider you're looking into has good security measures in place, is critical to ensuring you're investing in a solution that can be trusted to securely collect and store your data.

— 03 What are other people saying about the tech?

Research what people are saying about a platform online. Start by looking at public reviews and checking if the business is active on social media. It can also be helpful to check the brand's website and read their testimonials to gain further insight into how clients are using their tech.

— 04 What support does the company offer?

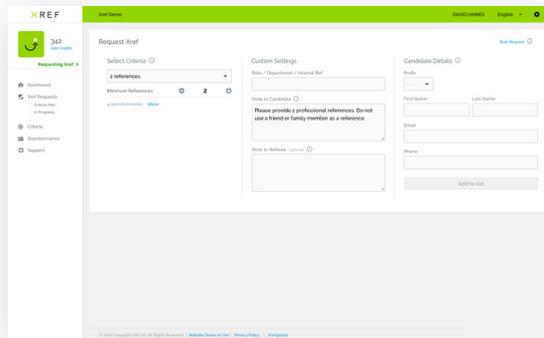
It is important to find out what level of support will be available to you. You want to be sure that the business provides adequate in-platform training and guides that you can access anytime you need. It's also helpful to understand if the business has local in-house support teams who can help you during your business hours and in a timely manner.



What does an Xref reference involve?

Conducting a reference with Xref is a simple three-step process:

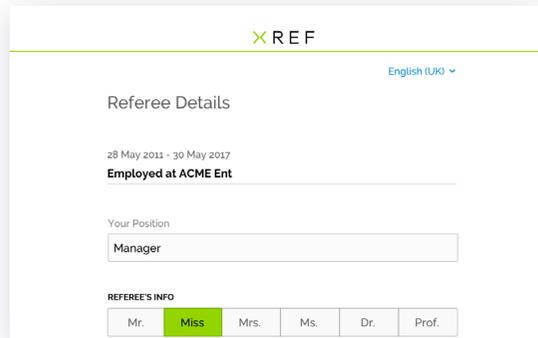
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A 30-second request

The Xref journey starts when you enter the details of your candidate into the Xref platform.

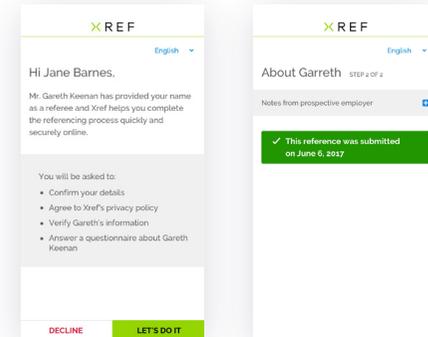
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The candidate provides details

This initial request triggers an email to the candidate, asking them to provide details of their reference contacts.

— 03



References provide their feedback

References receive an email linking to the Xref platform and asking them to provide their feedback online, against a set of questions defined by you.

After all three steps have been completed, your reference reports are immediately returned.

What are the **benefits?**

Improved time-to-hire

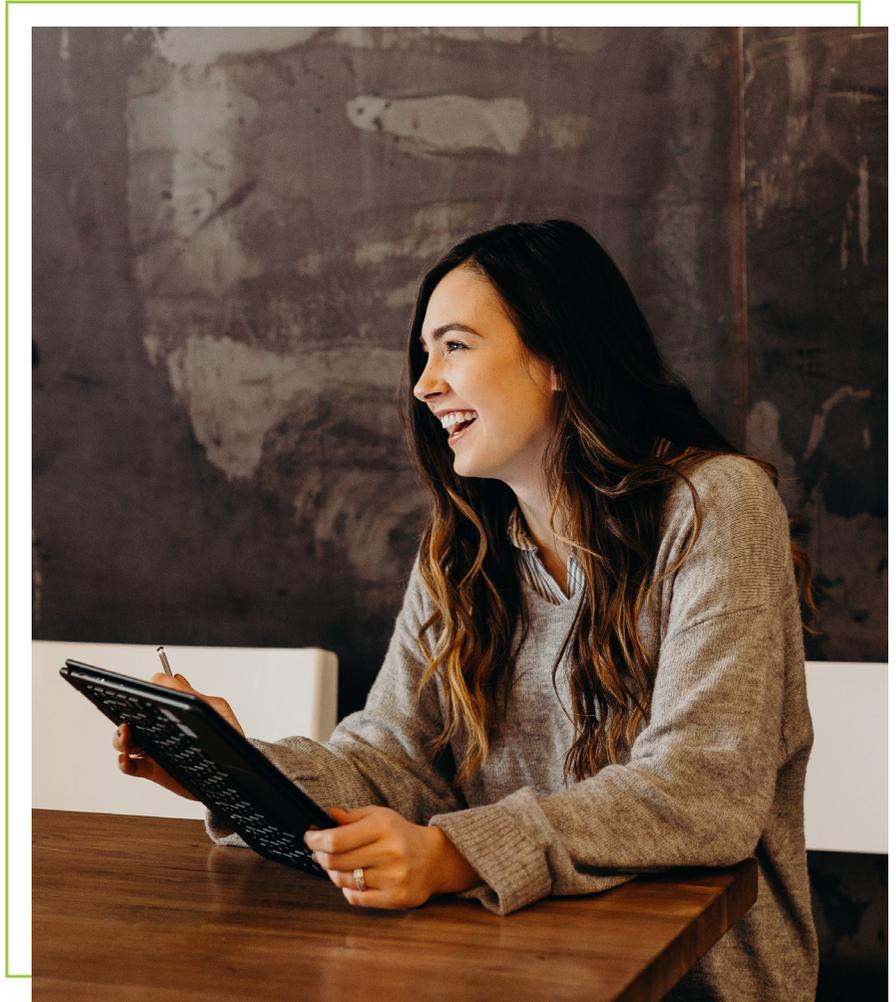
"Xref takes on average, five days out of our recruiting process. It allows our recruiters to spend more time building hiring manager relationships."

— [Hudson RPO](#)

Better candidate and reference experience

"Xref has made the reference checking process so quick and easy for our candidates and for their referees."

— [Lion](#)





Compliant pipelining opportunities

"Having access to a proactive searching platform reduces our need for costly job advertising, minimizes recruitment spend and enables us to make targeted recruitment efforts."

— Australian Unity

Secure data management

"We also enjoy the assurance that we are complying with data privacy regulations, a risk we hadn't sufficiently acknowledged when referencing in the past."

— APG&Co

Confident hiring decisions

"We would not have actively sought out fraudulent activity during the reference checking phase before, it would really just have been down to luck if we identified anything suspicious."

— Michael Hill

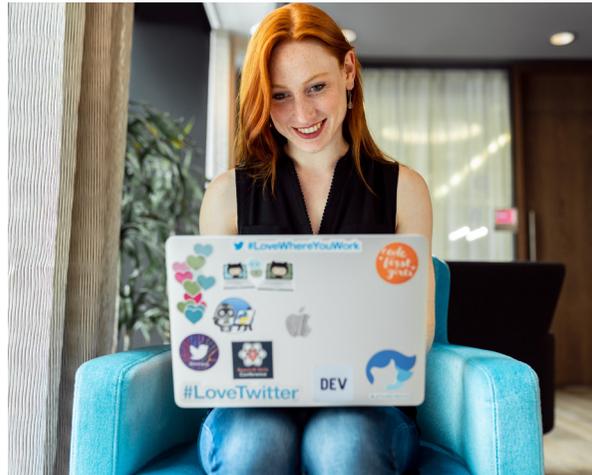
Maximising the results of the Xref process

There are three ways employers can ensure they are driving the best, most valuable results with Xref.



Optimise questionnaires

Working with our customer success team, Xref users are able to make sure their reference templates include the right number and type of questions for the role being filled. Our free [Template Builder](#) tool also offers anyone the opportunity to build a template using best-practice, compliant reference questions.



Prepare candidates

Our team offers all users some key advice for ensuring their candidates are prepared before they hit submit on their reference request. This ensures that they not only know what to expect from the process themselves but are able to give their references the information they need before they receive a request.



Consider timings

Being sympathetic to the expectations placed on references is as important as it is to do whatever you can to encourage a fast response. While we find that many Xref users receive their responses back over weekends and public holidays, when references have more time to consider their response, we encourage requests submitted on weekdays.

Before you hire, check with Xref.



How do I get started?

You can be up and running on Xref in 24 hours.

Get in touch for more information or to book a tailored demo with one of our awesome team in your local region.

[GET IN TOUCH](#)