

Applicant Reference Guidance – 2024 Cohort

Introduction

This document outlines the reference requirements for applicants commencing the Frontline programme for the 2024 cohort. Please read the entire guidance to ensure you understand the references you will be required to supply in support of your application. If you have any queries, please contact us by emailing recruitment@thefrontline.org.uk

Reference requirements

Every applicant is required to submit satisfactory references. Most applicants will be required to submit three or more, to ensure we receive a full picture of your previous work, voluntary and academic experience. Frontline has a duty to ensure the children and families we work with are kept safe and, due to the nature of social work, it is imperative applicants undergo thorough checks before commencing the programme. **Frontline, therefore, reserves the right to request additional references and/or details where required.**

Referees must have acted in a position of responsibility, for example as your line manager, supervisor or university tutor, and be able to comment on your suitability to work with vulnerable children and adults. Employer references cannot be submitted by a colleague.

For all references, you must supply the referee's professional (for example work or university) email address. Frontline would not normally accept references sent from personal email accounts.

To be considered a satisfactory reference, the reference must be provided via Frontline's online reference form, all questions must have been answered, there must be no concerns raised in response to safeguarding (or, where appropriate, competencies), and all details relating to both you and the referee must correspond with information provided your application form (e.g. dates of employment, position, company, etc). **Any discrepancies will result in delays, therefore please ensure you're liaising with your referee before submitting their details.**

Types of references

Employer – This must be obtained from your current/previous line manager or supervisor. It cannot be submitted by a colleague. **Current employer references must be obtained before you can commence your preparation for placement with your local authority.**

Academic – This must be obtained from your personal tutor/lecturer. The reference must comment on your likelihood of obtaining a 2.2 degree.

References by an academic can also be provided if you do not have sufficient work/voluntary experience where references can be requested. In these instances, providing you have already obtained your undergraduate degree, the referee will not need to comment on your academic ability but should confirm the length of time they've known you and complete all other questions.



Voluntary – This should be obtained from your manager/leader or the manager/head of the voluntary organisation. If you were supervised by another member of staff, the reference can be provided by this person.

Which references do I need to provide?

As outlined, it's important we have obtained sufficient references for each applicant joining the Frontline programme. You may be required to provide multiple references if you have held multiple roles and have experience working with children, and/or where your referee has been unable to provide a satisfactory reference. **The references required are listed on your conditional offer letter.**

PLEASE ENSURE YOU HAVE CONTACTED YOUR REFEREE AND CONFIRMED THEY CAN PROVIDE YOU WITH A REFERENCE BEFORE SUBMITTING THEIR CONTACT DETAILS.

FAQs

I don't want my employer to know yet that I will be leaving. Do I have to provide their details?

Yes, we will request that you provide us with your employer's details but you can indicate that they are not to be contacted at this time. Should we identify a local authority placement for you, we will contact you to arrange collecting this reference. You will be unable to commence your preparation for placement within your local authority without a satisfactory reference from your current employer. Your referee will not be contacted without your consent.

It is my organisation's policy to only provide standard references, do you accept standard references?

It is your responsibility to check your employer's reference policy *before* submitting their details. If you are aware that one of your referees will be unable to complete and return a Frontline reference due to organisational policy, please ensure you are informing Frontline so further advice can be provided. In some instances, standard company references will be accepted as proof of employment and for safeguarding purposes, however, please note additional references (specifically completed via our online template) may be required.

My previous manager no longer works at the company, how can I provide this reference?

If your previous manager has left the organisation and you are still in touch with them, in these instances, Frontline will accept the reference where it has not been submitted via the referee's work email address. Frontline may however need to verify the referee's employment with the organisation which will require consent from the referee. Additional checks may also be required if you remained employed at the organisation, after your manager left.

I have held multiple employment and/or voluntary positions, which references will be required?

If you have held multiple employment and/or voluntary positions you may be required to provide multiple references.



Frontline will assess the most appropriate referees to contact. If any of these positions involve(d) working with children, Frontline will prioritise this reference depending on the frequency of contact, as confirmed by you in your application form.

My referee is unresponsive, what should I do?

It is your responsibility to ensure that referees provided are willing and able to provide a reference to Frontline within the requested time. If your referee has not responded to Frontline, we will ask you to get in contact with them to stress the importance of them returning a completed reference form. If reasonable attempts fail you will be required to provide another referee from that organisation, particularly in the case of your current employer as you will be unable to commence your preparation for placement in your local authority without a satisfactory reference.

My referee has provided incorrect information, what happens next?

As part of the reference collection process, it is vital that Frontline verifies your employment/academic/voluntary details. If your referee provides information that is not consistent with information listed on your application form you and/or your referee will be expected to clarify any discrepancies.

What happens if Frontline receives an incomplete or unsatisfactory reference?

You will be required to provide additional references, if for any reason, your referee has been unable to answer all the relevant questions within the reference.

Where an unsatisfactory reference has been provided or any concerns have been raised, this will be looked into accordingly and, where appropriate, will be followed up with via a panel. Please refer to the Suitability Policy for more information on conduct panels.