

XREF

Digital References: Better for All Roles



Why Digital References are Better for All Roles

In recruitment, time is of the essence and in a challenging market, minimising recruitment admin is key to remaining competitive. That's where digital reference checking comes in, taking 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.



Digital References for all Roles — A Snapshot

From blue collar staff to executive hires, Xref is used across a **diverse range** of roles.



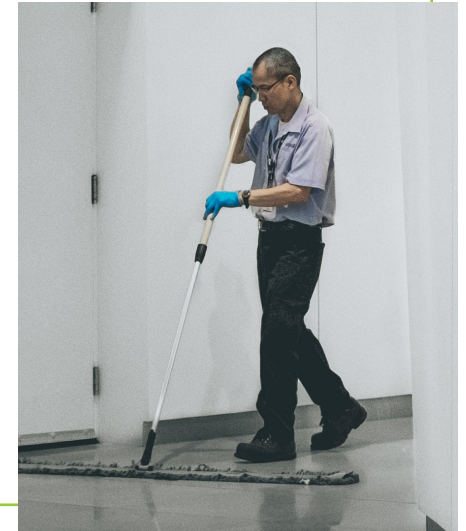
Sales, Business Support and Customer Services are the **most widely referenced** white-collar roles



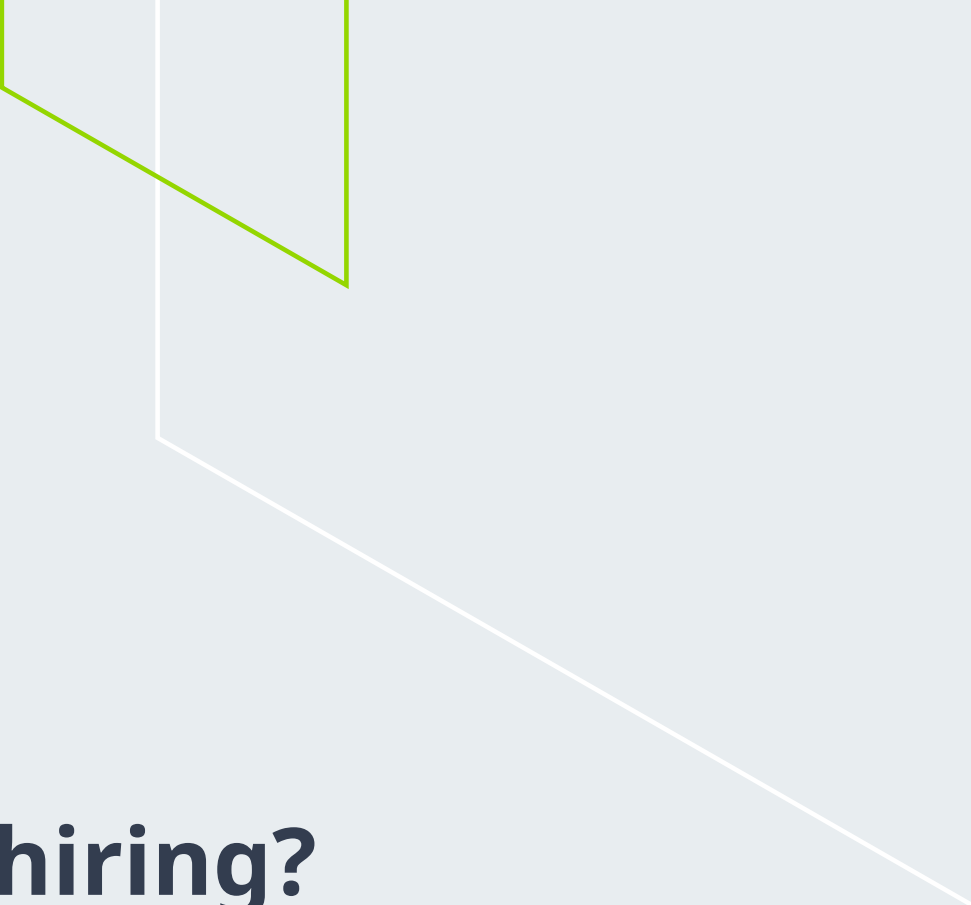
9,000 Xref requests were submitted for Customer Services roles in 2019 alone.



More than **10,000 Nurses** were referenced using Xref in 2019.

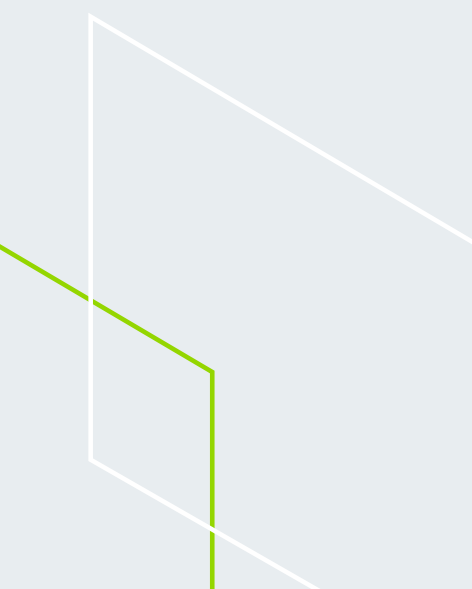


A wide variety of blue-collar roles were referenced using Xref in 2019, including **more than 1000** correctional officers, drivers and cleaners.

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PART ONE

Who are you hiring?

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White Collar

When making white-collar hires, particularly at an executive level, you require considered reference feedback.

The Challenges:

- Rushed phone-based references or fast-tracked verifications lack detail and don't help to paint an informed picture of the candidate's past.
- Senior referees may be too busy to track down during business hours, which can make reference collection an onerous task for both parties.

How Xref can help:

- Verbatim responses collected and securely stored.
- References contain, on average, more than 300 words, giving you comprehensive feedback.

Blue Collar

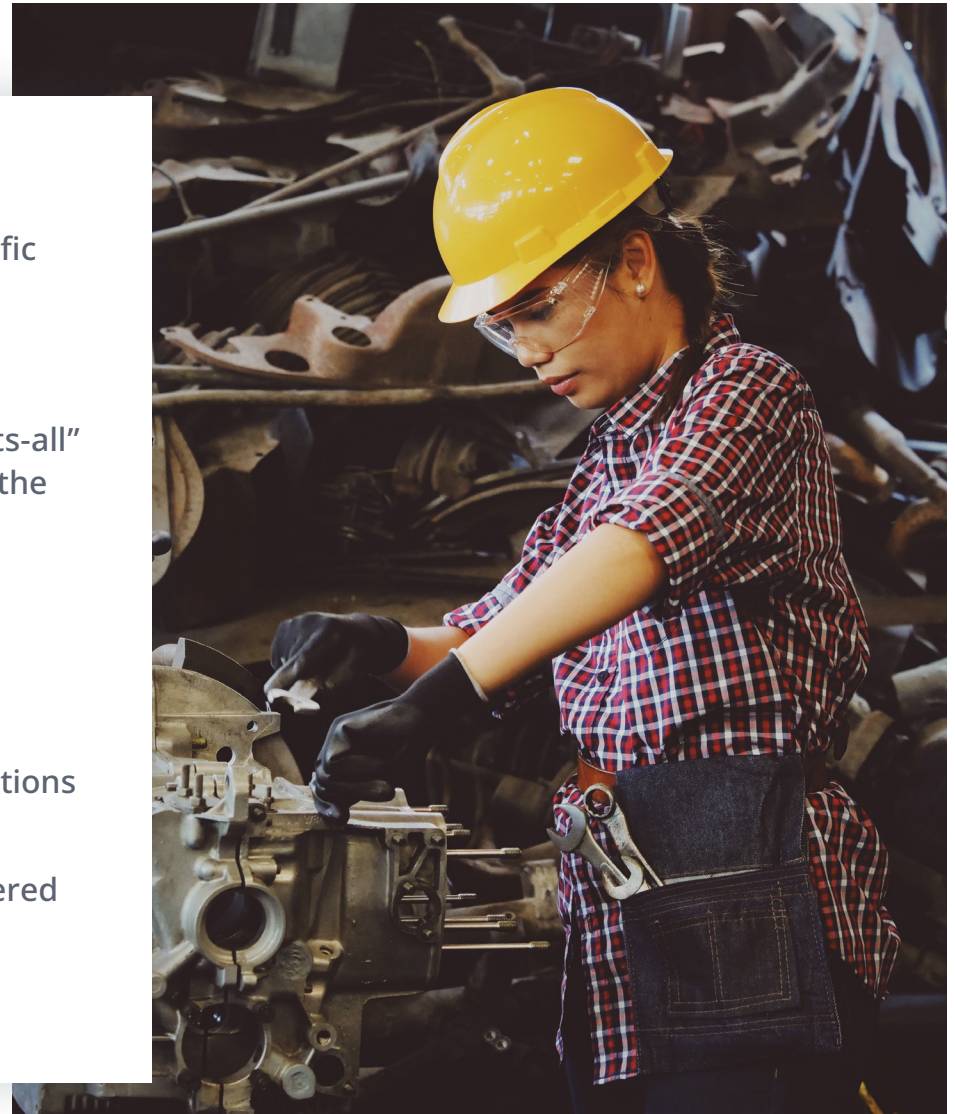
Blue-collar reference checks will typically include just the role-specific questions relevant to the practical capabilities of a candidate.

The challenges:

- Traditional reference templates are designed with a “one-size-fits-all” approach in mind and don’t help to gather relevant insights for the role.
- Reference checks using standard templates can seem like a long-winded task to collect just a few essential answers.

How Xref can help:

- Fully-customisable questionnaires ensure you ask only the questions you need answered.
- Reduced requirement of referees, meaning responses are delivered swiftly, at a time that suits them.
- More than 60% of references are provided outside of traditional working hours.





Volunteer

When looking for volunteers, having confidence that the candidate is suitable for a high-trust role, working with potentially vulnerable individuals, is critical and references are key to confirming an applicant's suitability.

The Challenges:

- Volunteers may not have appropriate referees to provide insights that will match the work that will be required of them in your role.
- Often, volunteer roles must be filled quickly and traditional reference checks can slow the process down.

How Xref can help:

- The ability to request a character reference, suitable for assessing a candidate's personal attributes, rather than their practical skills.
- References are returned in, on average, 24-36 hours.

Peak Period Hires

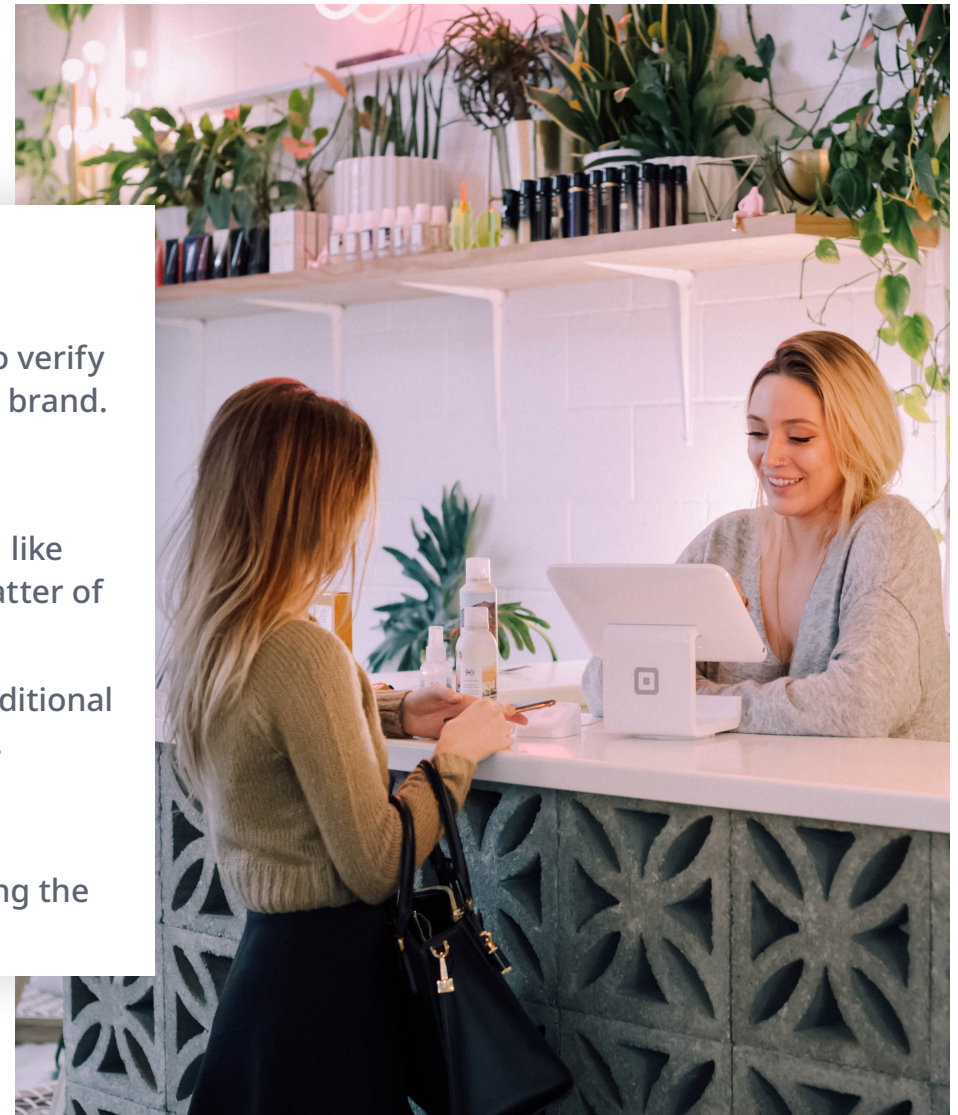
With temporary hires made for peak business periods, it's critical to verify the people that are being trusted with a company's cash, stock and brand.

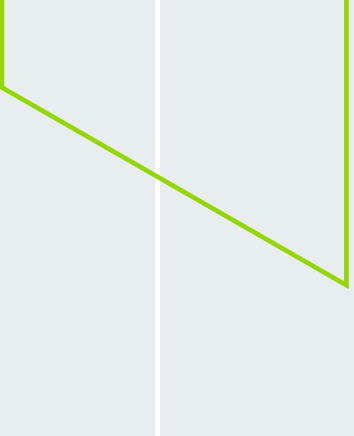
The challenges:

- The burden of phone-based reference checking can make it feel like overkill for a recruit that may only be with the business for a matter of weeks.
- Peak business periods require high-volume recruitment and traditional reference checking processes can create barriers to filling roles.

How Xref can help:

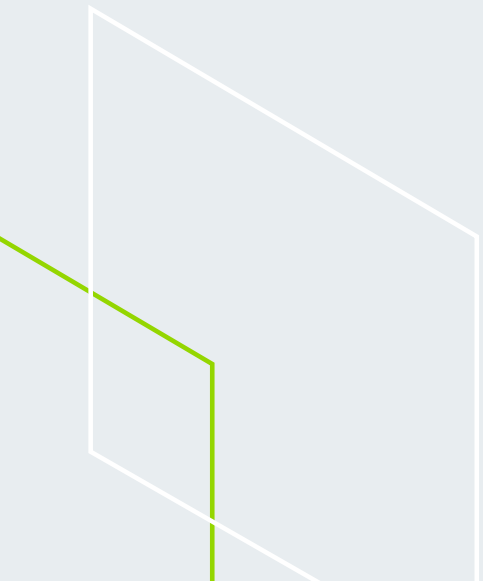
- Up to 100 reference requests can be submitted at one time, using the Xref bulk reference feature.



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PART TWO

Improvements on Phone-Based Reference Checking

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Time-saving

References returned within, on average, **24 hours** of request.

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Xref minimises delays in the recruitment process, enabling you to focus on finding the best talent. It creates a smooth, fast process for everyone to ensure a lasting, positive recruitment experience. And it eliminates the need for any chasing, to allow you more breathing space to focus on sourcing and attraction.



Westpac >

"For me, the most impressive piece of the tool is the time it's saving. It really is turning reference checks from days into hours."

Fraud detection

More than **7,000 cases** of potential fraud detected in one year.

[READ BLOG >](#)

Xref's unique multi-touch fraud algorithm monitors for any unusual activity during a reference.

It raises a red flag and offers peace of mind that any potentially fraudulent activity from the candidate — such as writing their own references — will be detected.

If a fraudulent case does arise, Xref offers an audit trail of all activity to validate your process and recruitment decisions.



Solotel >

"Since implementing Xref we have had four potential fraud cases detected, some of which were for senior, GM-level roles, and one applicant was withdrawn from the recruitment process as a result."

Value & trust

Trusted by more than **1,200 businesses** globally.

[READ BLOG >](#)

Xref offers a reliable tech solution with a dedicated account manager and local, expert support.

It's an enterprise-ready solution that will meet your immediate needs and scale with you as you grow.

It creates a transparent recruitment process to ensure the best candidate experience.



Connect Hearing >

“As well as the improved efficiencies offered by the technology behind Xref, we have also loved the very human support they offer. It's been an absolute pleasure working with everyone on the Xref team — any questions we've had have been addressed quickly.”

Compliance

Certified by the world's **highest global standard** for data security.

[READ BLOG >](#)

Xref is ISO 27001 certified, built to the highest standards of security, for peace of mind about your processes. It offers globally compliant data collection and storage, to protect you and your business. And it delivers processes that meet all regulatory requirements, to ensure you assess every candidate fairly.



Life Without Barriers >

“The fact that we have our references typed up and stored in the cloud, available for us to access any time, makes it so much better than our previous process.”

Offering candidate suitability assessment and benchmarking **at a glance**.

READ BLOG >

Xref delivers data analytics at a glance, to inform great recruitment decisions, quickly.

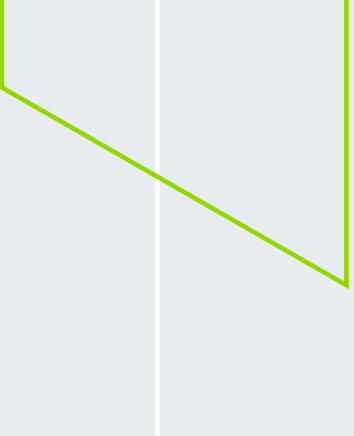
It gathers consistent and comparable insights, so you can benchmark candidates to identify top performers.

And collects relevant candidate feedback based on tailored processes specific to your needs for each role.



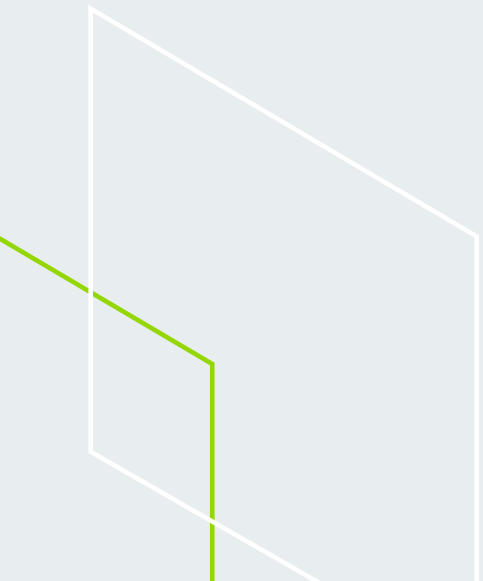
APG & Co. >

“The data provided by Xref helps us to better understand the strengths and weaknesses of new employees before they join us. We are now able to plan our training and management requirements to support the growth and development of each employee.”

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PART THREE

Xref tools and features

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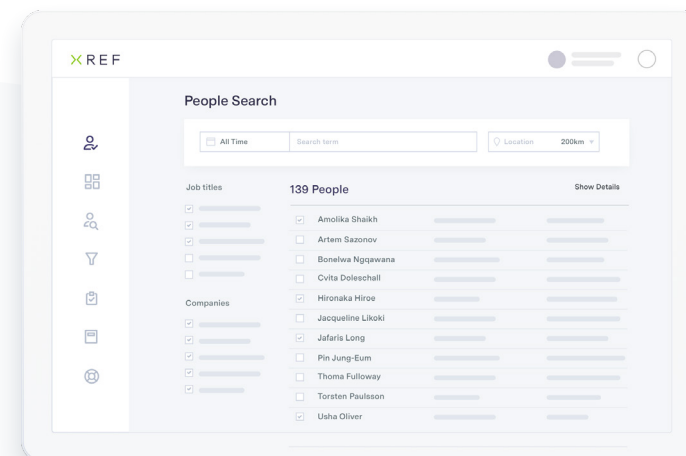
Template Builder

Build best-practice reference templates for free and add them directly to your Xref account.

[TRY TEMPLATE BUILDER >](#)

People Search

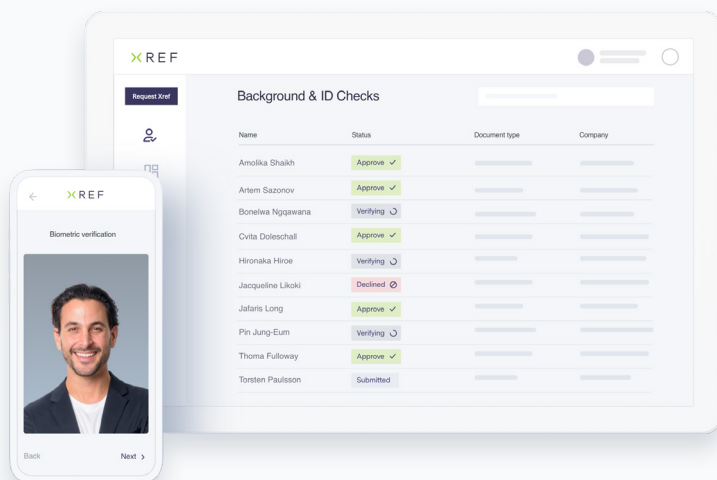
Find passive candidates from a database of referees who have given you consent to be contacted about potential job opportunities in the future.

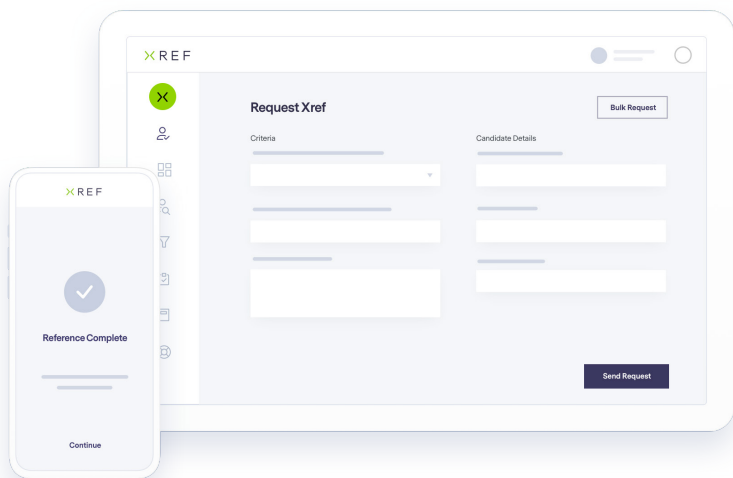


RapidID

Confirm your candidates' identity with a real-time, all-in-one platform for human verification.

[EXPLORE RAPIDID >](#)



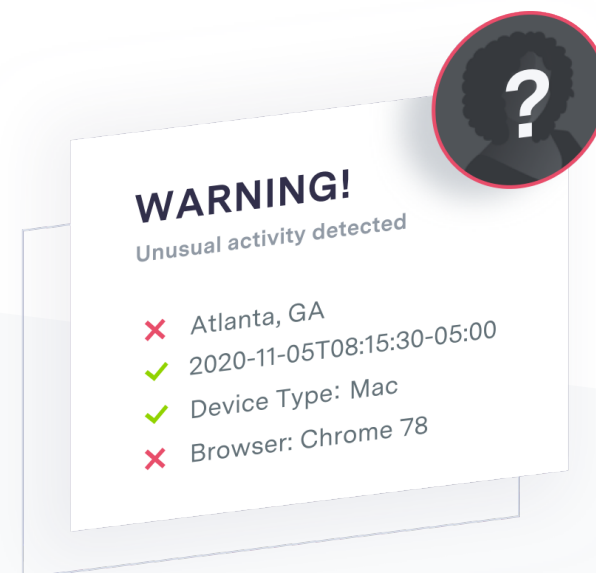


Bulk upload

Request up to 100 references in one go, making a traditionally slow and inconsistent process, fast and safe.

Unusual Activity Detection

Add assurance to your reference checks with Xref's multi-touch algorithm which monitors for potentially fraudulent activity.



To find out more about the products and features that could benefit you, visit xref.com.

Before you hire, Xref.

About Xref

With Xref you can stop playing phone-tag and get back to recruiting the best talent. It will take you just 30 seconds to request an Xref and then you can sit back as the platform does the rest while offering everyone involved a smooth and enjoyable experience.

Xref is an enterprise-grade solution that makes reference, background and ID checking fast, simple and secure. With user-friendly technology, a fully-automated process and local customer support teams, it is now trusted by businesses all over the world to empower great people decisions.

The platform is accessible from any device and integrates with multiple leading HR tools and ATS platforms to offer seamless, end-to-end recruitment workflows.

Before you hire, Xref.