
iTrent Recruitment Onboarding/Referencing Manager's Guide



**Employee
Service Centre**

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Version Control

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Name	Date
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Please click on the headings in the contents page below to be directed to that page within this guide (or press CTRL and click on the heading):

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Please note that when you click on links, iTrent will prompt you on the left-hand pane to search for the Requisition or Applicant depending on what part of the process you are working on. You must enter this information even if you are accessing via the Recruitment Summary – otherwise, the page will not populate.

Onboarding

When the **Contract Offer Form** has been completed for the applicant and they have been moved to **Progress to Offer**, the **Workforce Resourcing Team** will then activate the onboarding process and carry out any other relevant pre-employment checks. As a Recruiting Manager or Panel Member, **no further action is required**, until you are contacted by a member of the Workforce Resourcing Team. This may include requests to **verify a reference** or to **review an applicant's Health Questionnaire** (if applicable). Once all pre-employment checks have been completed, you will be contacted to advise a start date can now be agreed with the successful applicant and to confirm this with the Workforce Resourcing Team.

Please note you must not agree a start date with the successful applicant until a member of the Workforce Resourcing Team contacts you to advise all necessary pre-employment checks have been completed. Please follow the separate guidance for arranging a start date.

You can check the progress of the successful applicants onboarding under the **Onboarding** section, where you can view the onboarding checklist progress and the applicants' pre-employment checks at the highlighted links:



References

Viewing a Completed Reference

You will be notified by email when a reference has been completed for an applicant. On receipt of this email, you must review the completed reference using the link **View completed reference form**:



Search for and select the relevant applicant (the applicant's name will be include in the email notification). This will display results for all referees provided by the selected applicant. To check the completed reference, select the relevant referee from the list of results:

Duck, Donald	APP00000328	External		
McDonald, Ronald	APP00000052	External	Unspecified	AA000000A
^ Applicant references				
Referee name	Reference type	Reference job title		
Ally McDonald	Business	CEO of Chefs		
Sally McDonald	Business	Restaurant Manager		

You will now be able to view the completed reference:

In what capacity do you know the applicant?

Job Title and NLA number of applicant

Job Start Date

Job End Date

How long have you known the applicant?

Has the applicant been absent over the last 2 years?

If yes, please provide details and reasons

Are there any live disciplinary issues that you are aware of?

Verifying a Completed Reference

You must review the reference and determine whether this is satisfactory. To do this you select the link **Complete referee satisfactory form** from the menu:

LINKS

From the available list, please select **Reference check**:

Here you must state the name of the referee you are completing the verification for and confirm whether the completed reference is satisfactory.

If the reference is not satisfactory, you must include the reason for this.

Please confirm the name of the referee

Is this reference satisfactory?

No

Yes

If no, please state why

This process must be repeated for all completed references.

Other References

There may be examples of other completed references, such as verbal references or confirmation of employment letters.

Verbal references

If your service undertakes verbal references, the relevant form must be uploaded via the highlighted link below.

LINKS

> Request to recruit
> Shortlisting
> Interviews
> Applicant details
> Offer
> Onboarding

∨ References

☰

☷

View completed reference form

Complete referee satisfactory form

Upload reference document

View reference document

Selecting this link will prompt you to search for the relevant applicant. Select the name of the relevant referee from the list of results. The page will then appear as follows:

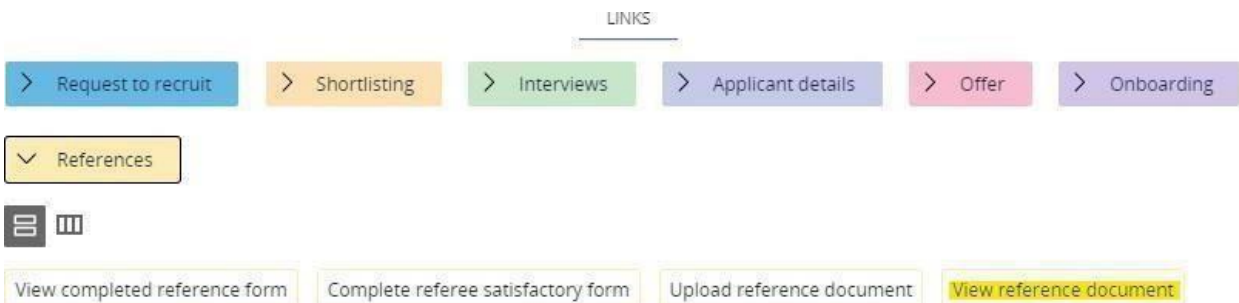
The **Document** field must be updated according to the following format: **Reference – REQ Number – Company Name**

Document type must always be “Upload to Web Recruitment”.

At **Select a file** search for and select the relevant verbal reference from your file explorer. Selecting **Save** will then upload the document to iTrent.

Confirmation of Employment

Some organisations do not provide detailed references, instead providing only the job title of the applicant and their employment dates. You will be emailed by a member of the Workforce Resourcing team to confirm when one of these references have been returned and this will be available to view at the link **View reference document**:



Once viewed, you must go back to the link **Complete referee satisfactory form** and verify the reference.

Further Information

If you require further support –

For staff live on myNL Portal - Please raise a [People Helpdesk General Enquiry](#) request form.

For staff not yet enrolled - Please email ESC-HelpDeskTeam@northlan.gov.uk

Glossary

Requisition - Advert requests are now known as Requisitions.

Applicant – People who apply for requisitions are now known as applicants.

Published - Means the requisition has been published and applicants can apply.

REQ Number – This is the new job reference number.

APP Number – This is the applicant reference number.

