



Office of
Human Resources

Policy on providing references or employment verification requests for former/present employees or workers

Document Created	14/12/2022
Version Number	1.1
Document Title	Policy on providing references or employment verification requests for former/present employees or workers
Document Owner	Office of Human Resources
Document Review Date	14/12/2023
Document Classification	Policy



1. Introduction

The Office of Human Resources will provide references or verification of employment for past or present Isle of Man Public Service employees/workers on request.

This policy sets out the information required from the requester to satisfy our Know Your Customer checks and the information that will be disclosed in a reference or an employment verification.

By law, an employer does not have to provide a reference unless it's been agreed the employer will provide one or there is a regulatory obligation to provide a reference (for example a role in financial services). There is an expectation that employers will provide references and it is the Office of Human Resources' policy to provide references on request.

2. Scope of policy

This policy applies to all Isle of Man Public Service employees/workers, past and present. This does not include any agency workers or those currently going through the recruitment process and are yet to commence their role.

Where the policy refers to provision of references this alludes to external organisations requesting a reference for a past or present Isle of Man Public Service employee/worker. This policy does not apply to internal referencing within the Isle of Man Public Service.

3. Requesting a reference or employment verification

Requesting a reference for a past or present Isle of Man Public Service employee/worker will require the written consent of the individual. This consent should be presented with your request for the reference. As part of our Know Your Customer checks, the individual's date of birth, national insurance number will also be required and if possible their employee number. Requests made that do not have consent and the Know Your Customer checks will not be processed and will be returned with a request for the missing information.

If you are requesting an employment verification for yourself, you will need to put your request in writing, including your date of birth, national insurance number and if possible your employee number. Your employee number can be found on your payslips. If you wish for your salary details to be included, for mortgage/rental applications for example, please ensure this is clearly stated in your request.

References and employment verifications will be issued on an electronic headed PDF document within 15 working days from receipt of request **and** the relevant Know Your Customer information. In the interest of data protection, all documents will be sent from the Office of Human Resources password protected. Passwords will be supplied in a separate email or provided over the phone following satisfactory Know Your Customer checks.

4. Information included in a reference/employment verification

The Office of Human Resources will only provide factual, written references/employment verifications. The detail provided will include:

- The job title of current or last position held with the Isle of Man Public Service
- Start date, and if applicable, end date of the individual's employment
- The individual's employer name
- If requested, their basic salary per annum

With the exception of agreed references, no other information will be included regardless of whether this has been requested.

If after reasonable effort, it proves difficult to locate information for former employees the Office of Human Resources will let the requester know that the reference/employment verification will not be issued.

In line with the Office of Human Resources Records Management Policy records are kept for former colleagues for 6.5 years after their end of employment unless in the case of dismissal, in which case the records are kept until the ex-employee reaches 75 years old.

5. Document Change Log

Reviewer Name	Changes Made	Date
Recruitment Manager, Office of Human Resources	Document issued following approval from Interim Executive Director of the Office of Human Resources	14/12/2022