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| **APPLICANT NAME:**  |
| 1. **General greeting, thanks for coming in, this will be a very informal discussion. We have already spoken with several of your referees so just want to clarify a few points.**
* The interview situation has little to do with the realities of the workplace and is an inherently anxiety-inducing experience for many people. Others sell themselves very well at an interview, but perhaps are not as good as they seem when it comes to actually doing the job.
* Therefore, panels are encouraged to do everything they can to put applicants at ease, and create a situation that is more like a normal conversation.
* Let the applicant know if you have spoken to referees and feel free to refer to that during the conversation.
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| 1. **Introduce all members of the panel and explain their position and roles**
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| 1. **Tell the applicant about the role you are trying to fill.**
* Have one or two panel members give the applicant a short summary of the context and duties of the job – to give applicants some time to collect their thoughts but mainly to make discussion more meaningful.
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| 1. **Encourage the applicant to ask questions and discuss matters freely with the panel**
* Make sure throughout the whole interview there is a genuine opportunity for the applicant to be informed*.*

Keep in mind that an interview is also a chance for the applicant to ‘interview’ the agency to see if they would like the job and fit in the unit. Therefore encourage applicants to ask any questions they may have. The NTPS wants to hire the best people for vacancies, so if we can avoid losing them during the selection process that benefits the whole sector. Don’t wait until the end of the process to ask the applicant if they now have any questions, make it clear from the start it is a discussion, not a test for the applicant. |
| 1. **Can we go through your prior work history together?**
* Get the applicant to talk about any particularly relevant positions that they’ve held in the past to find out things such as have they acted on higher duties, have they managed a team, what their work day was like etc.
* Instead of simply asking applicants to talk about themselves and why they are best – which can be extremely difficult for some and misleading about others – try directing their response by asking them to talk about their work specifically, especially those positions that seem related to the vacancy being filled.
* Keep in mind that applicants can sometimes have a ‘mind blank’ under interview pressure. If this seems to be happening steer them in the right direction with the information you already possess from referees and their application, and perhaps ask the applicant to expand on a comment the referee made about their capabilities or to explain to the panel something on their resume.
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| 1. **Can we talk about some of your skills and training that you mentioned in your resume?**
* This will be an opportunity for the panel to explore with the applicant whether the applicant is competent and comfortable with skills or capabilities they have claimed.
* Panels should remember that anything the applicant says in response to this question is still a claim and so might need to be confirmed with referees, if that hasn’t already occurred.
* Again, if necessary, try and keep the applicant on track (speaking about the skills and knowledge relevant to the position) and at ease, by referring to their application or referee comments as a prompt.
* Try to avoid thinking that if they can’t come up with an example that they then must not actually possess any skills. Instead just think of this question as an opportunity to gain any missed information and to better find out if the applicant would be the best candidate for the vacancy.
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| 1. **Can you tell us more about your specific qualifications?**
* Have you completed any other courses? What was your main area of study?

(Since many qualifications will have been completed outside of the workplace or many years ago, this is an area that the referees you have previously spoken to may not know as much about. Be sure to obtain meaningful information by getting the applicant to focus on how these qualifications could be put to use in the position being filled, or whether the applicant has utilised them in the past.)  |
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| 1. **Any other questions or discussion *specific to this applicant*.**
* Remember to be flexible to the conversation at hand. Feel free to direct the discussion any way that assists the investigation of the applicant’s merit. e.g.:
* Your referees advised that in your work with them they have never observed you [e.g. supervise a team; manage a change process; work with Indigenous clients], is that something you may have done in other work?
* Can you tell us about any particular systems you have used in the past?
* Do you have any ideas on what you might like to do/what you would change if you were in this position?
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| 1. **Provide Natural Justice.**

If after speaking to referees the panel has received seriously adverse comments that might, if accepted, result in an otherwise suitable applicant not being found suitable, they may take this opportunity to hear the applicant’s response and to find out if there are other well placed referees to contact to explore the negative information with. |
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