Example interview questions (Providers)

Behavioural question example

Behavioural questions ask the candidate to give an example from their past experience. They typically asking the candidate to describe the **situation**, then what **action** they took, and what was the **result** (good or bad, possibly with lessons learned)

Two examples of this approach suitable for interviewing candidates with sector experience are given below.

The first example supports assessment of the capability 'Support me to make my own choices' from the 'Support me' objective in the Framework:

> *"Tell me about a time when a participant you worked with wanted to do something you thought was risky (situation). What did you do in that situation? (action) What happened? (result)"*

Some possible responses and scores are provided as a guide below:

- *Unsatisfactory*: I assessed the activity as too risky and told the participant they should not do it.
- *Good*: I acknowledged that the participant had the right to undertake the activity and supported them to do it.
- *Very good*: I acknowledged that the participant had the right to undertake the activity but also worked with the participant to ensure they understood and had a plan to manage the risks before proceeding.

The second example supports assessment of the capability 'Build my capacity to participate', also from the 'Support me' objective in the Framework:

> *"Give me an example of a time when you worked with a participant to overcome a challenge in their life (situation). What did you do to try and support them through it? (action) What was the result? (result)"*

Some possible responses and scores are provided as a guide below:
- *Unsatisfactory:* I determined the participant would not be able to overcome the challenge, so I encouraged them not to worry about it, and suggested distracting activities.
- *Good:* I acknowledged the participant was concerned about the challenge, suggested a solution and supported the participant to implement it.
- *Very good:* I asked the participant if they wanted support in working through the options available to address the challenge and then supported the participant to act on their chosen option where they said they needed me to do that.

Scenario question example

Scenario questions describe a possible situation and ask the candidate to say what they would do in that circumstance. Scenario questions are also known as 'hypothetical' questions.

An example of this approach suitable for team leader recruitment is given below.

This example supports assessment of the core team leader capabilities 'Model and reinforce values in organisational culture and practice' and 'Promote quality through consistent good practice'.

> *"What would you do if you were responsible for a team member who has been reported as acting in an unprofessional way, for example, showing up late, spending time on their phone, or being disrespectful to participants or colleagues."*

Some possible responses and scores are provided as a guide below:

- *Unsatisfactory:* I would reprimand them about it when next talking with them and put them on a warning that they would be fired if I got any more reports of that kind.

- *Good:* I would make a time to talk to them, tell them the behaviour was not acceptable, require that they re-read the Code of Conduct and the Capability Framework, and follow up by checking in with the participant or other person who had reported the problem.

- *Very good:* My approach would vary depending on the team member's length of experience, past performance, etc. I would determine these first, then I would make a time to meet with them. I would take a balanced approach in my feedback but be very clear about expectations to do with respect of others and other values-based behaviours, that go beyond just 'getting the job done'. If this was the first time I had heard this feedback about them, I would talk with them about the impact these kinds of behaviours have on others, giving examples from my own experience. I would encourage them to reflect on their behaviour and how they could improve their support to participants and other team members by changing their approach. I would ask them to re-read the Code of Conduct and the Capability Framework before a further discussion. I would follow up by checking in with participants and others until satisfied the problem was addressed.