

CRITERIA BASED INTERVIEW INTERVIEW GUIDELINE

Candidate Summary	
Candidate Name	
Interview Panel	

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Scoring Matrix (Please tick appropriate box when done)

Not Competent	
Competent	

Section A: General Questions

Part of the interview process is to complete a Kroll check which will include confirmation of the following. Please confirm:

Are you ITC listed?	
Do you have a criminal record?	
Have you completed Matric or an equivalent qualification?	
Additional qualifications:	
Have you submitted your cv for other vacancies?	
What vacancies?	
Which recruitment agencies?	
Do you have your own reliable vehicle to travel to work?	
Current CTC:	
Required CTC:	

1.1.BACKGROUND

Tell us/me a bit about your background (personal, education and work).

1.2. SELF REPORT STRENGTHS/WEAKNESS IN RESPECT OF POTENTIAL (IN RESPECT OF RELEVANT ROLE)

- (i) Considering your potential as an-----, what do you see as:
- a) Your major strengths? (Ask for examples or critical incidents that demonstrate each of the factors given.)

- b) Your major areas for development? (Ask for examples or critical incidents that demonstrate each of the factors given.)

2. Section B: SPECIFIC CRITERIA

2.1 INNATE DESIRE TO SERVE

<i>Criteria Description:</i> An attitude of sensitivity and responsibility toward society's needs and problems at an individual, family, group and societal level; and the innate desire to serve the interests of these groups for the benefit of all.
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1. What would you personally sacrifice to ensure that a client or customer of yours got the best possible service from you? Examples?

2. What would you do if one of your clients (customers) was severely critical of your service? Examples? Elaborate?

2.2

PERSONAL INTEGRITY

Criteria Description: 1) The extent to which the recruit believes in and applies a value/ethical framework, 2) Strength of integrity in as much as it is not influenced by others, situations or personal gains which would undermine it; 3) Strength of personal honesty and authenticity with self and others when interacting with others and ability to accept or tolerate others' values which differ from their own without foregoing own.

1. What are the three most important values to you, which guide your approach to life and the achievement of your aims? Elaborate

2. Have you ever been asked/required to do something that you didn't feel was right? What was it? What did you do? (Did you tell the person you didn't think it was right?)

2.3 STRONG WORK ETHIC

Criteria Description: The recruit has a strong work ethic encompassing a positive and productive approach to work; their work ethic is a value based on hard work and diligence; a belief in the moral benefit of work and its ability to enhance character.

1. What does the term “work ethic’ mean to you? (Elaborate?)

2. Give us some examples of where you have had to work harder than anyone around you to achieve a work goal or result required of you. (And Why?)

3. b) How do you maintain your personal and work motivation when the going gets tough?

2.4

RESILIENCE

Criteria Description: Ability to tolerate and cope with mental and emotional stress and frustration in pursuit of goals or position duties. Extent to which remains calm and poised under pressure. Maintains effective work behaviour in the face of setbacks or pressure. Remains, stable and in control of self.

1. a) What causes you “personal” stress?

- a) How do you deal with stress?
- Work environment;
 - Personally?

2. What is the most prolonged stressful situation you have ever found yourself in?

Interview Summary

NO.	CRITERIA	Competency: Competent =C Not yet competent = NYC
1	Innate desire to serve	
2	Personal integrity	
3	Strong work ethic	
4	Resilience	
5	Technical ability	
		Overall Competency: