

Selection Event - Cleaning Operative

Time	Topic
9.30 – 9.40	<p>Welcome and Introduction</p> <p>Health and Safety and Domestic Arrangements</p> <ul style="list-style-type: none"> - fire alarm and evacuation procedures - toilets - location of rooms - breaks - travel costs (Local Sheet)
Session 1	
9.40 – 10.00	<p>Overview of the Day</p> <ul style="list-style-type: none"> - Purpose - Activities - Timings - The 2 week training programme - The 3 week work placement - What happens after the Event (Sheet 1) <p>Questions and Answers</p>
Session 2	
10.00 – 10.30	<p>Literacy and Numeracy Diagnostic Assessments</p> <ul style="list-style-type: none"> - Part A of the Cleaning Industry Skills Check
10.30– 10.45	B R E A K
Session 3	
10.45 – 12.00	<p>Individual Interviews</p> <ul style="list-style-type: none"> - Feedback on literacy and numeracy assessment - Interview (Sheet 2) - Individuals complete a pre-course questionnaire while waiting for interview (Sheet 3)

Sheet 1 – Introduction to the Day

About the Selection Event

The purpose of the day is to make sure that you have the necessary skills and attitude to benefit from the training programme and a work placement in the cleaning industry.

The day is divided into three sessions and includes a 15 minute break at 10.45 am:

- Session 1: what is on offer (20 minutes up to 10.00 am)
- Session 2: short assessment of your reading and writing skills (20 minutes up to 10.30 am)
- Session 3: an interview of about 20 minutes. The individual interviews will start at 10.45 am and interview times will be allocated on arrival. The interview is the final session of the Selection Event.

After the Event

We will let you know if you have been accepted onto the programme by letter and provide more details about next steps.

About the Programme

Training

The programme begins with a two week training programme which will:

- introduce you to the cleaning industry and the range of jobs in it
- help you develop the cleaning and employability skills which employers are looking for
- give you an opportunity to meet employers and visit companies
- develop your confidence and personal skills to cope with work
- develop job seeking and interview skills
- provide you with support for any learning needs you may have

Work Placement

After the two weeks you will have a work placement with a cleaning employer where you will be able to:

- practise your cleaning skills in a real work environment
- gain an understanding of what it's like to work in the cleaning sector
- have an opportunity to show the employer that you have the right skills and attitude
- learn how to work safely following the right procedures
- work in teams with others

After the placement the employer may offer you a permanent post.

If not, then you will be given further support to learn new skills and sharpen your approach to job seeking.

Have you any questions or concerns so far?

Sheet 2 – The Interview

Interview Questions

Name of Candidate:	Date:
Interviewers:	

The purpose of this interview is to help us choose the right people to go on the course, this is your chance to tell us why we should pick you.

1. Why do you want this type of work?

Comments	Score
	1 2 3 4 5

2. Why do you think you would be good at this job?

Comments	Score
	1 2 3 4 5

3. How can you convince us that you have the commitment to complete this course?

Comments	Score
	1 2 3 4 5

4. What are the important things to remember when dealing with people, eg, customers/colleagues?

Comments

Score

1 2 3 4 5

5. In this industry, why is it important to work as a team? What makes you a good team player?

Comments

Score

1 2 3 4 5

Note: Questions 6 -11 do not have scores attached to them

6. Attendance is crucial during this course. Do you have any commitments or holidays planned during the training period that would affect your attendance?

Comments

7. What method of transport will you use to get to the training centre?

Comments

8. Do you have any health problems or disabilities?

Note: If you get a positive response you can ask as many questions as needed to determine the impact on the person's ability to do the job.

Comments

9. Do you have dyslexia or any other learning difficulties? Will you need any additional help/support whilst on training?

Comments

10. Can you confirm if you have any convictions (other than spent convictions under the Rehabilitation of Offenders Act 1974) or cases pending?

Comments

11. Is there anything else you would like to tell us about yourself? Do you have any questions you would like to ask?

Comments

Interviewer Observations

Include objective comments on overall performance, such as appearance, attitude, etc.

Score questions 1 - 5 against the benchmarking guidelines and enter the total score in the box (half marks not permitted)

Please now complete the feedback sheet, bearing in mind that these comments will be fed back to the candidate.

Comments *must* be objective and include information that will be helpful to the candidate's future job search.

Sheet 3 – Pre-course Questionnaire

<p>Personal Details</p>	<p>Mr/Mrs/Ms/Miss</p> <p>Surname</p> <p>First Name</p> <p>Address</p> <p>Postcode</p> <p>Telephone Number (home and mobile)</p>
<p>Brief outline of work experience</p>	
<p>Qualifications and training</p>	

Interests and hobbies	
Any medical or health issues relevant to work?	
How would you assess your reading and writing skills?	Very Good <input type="checkbox"/> Good <input type="checkbox"/> Not very good <input type="checkbox"/> Need some help <input type="checkbox"/>
How would you assess your number skills?	Very Good <input type="checkbox"/> Good <input type="checkbox"/> Not very good <input type="checkbox"/> Need some help <input type="checkbox"/>
I find learning new things ...	Easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Quite hard <input type="checkbox"/> Very hard <input type="checkbox"/>
If my closest friend had to describe me they would say I am ...	
What I am most looking forward to about this programme is ...	
What I am least looking forward to about this programme is ...	

Interview Benchmarking Guidelines

The purpose of these guidelines is to ensure fair and consistent scoring of candidates against a benchmark.

Candidates should be scored on their performance in answering questions 1 – 5 using the overall benchmark table below.

Score	Performance
5	Demonstrates a clear understanding of the question. Gives a relevant response, with appropriate examples. Requires no prompting.
4	Demonstrates an understanding of the question. Gives a satisfactory response with some prompting.
3	Answers the question adequately, with a lot of prompting.
2	Lacks an understanding of the question. Gives some information, but requires extensive prompting.
1	Not able to give an adequate response.

In deciding the overall score, you should look for some of the typical evidence listed below. These lists are not comprehensive, and *it is not necessary for the candidate to cover all the evidence listed to score 5.*

1. Why do you want this type of work?

- Refers to information given at the presentation
- Has knowledge of the work involved and career prospects in the industry (may know someone in the industry or have related experience)
- Appears enthusiastic about working in the industry
- Made some effort to improve chances of success (taken classes, clean and tidy appearance)
- Mentions that they are seeking practical work or enjoy working with their hands (relevant hobbies)
- Prepared for the interview, eg, looked on website, refers to literature, prepared questions to ask

2. Why do you think you would be good at this job?

- Has relevant experience or transferable skills (technical or non-technical)
- Demonstrates appropriate interpersonal/communication skills
- Mentions safety, customer care, teamwork
- Able to work on own initiative
- Mentions relevant hobbies/interests

3. How can you convince us that you have the commitment to complete this course?

- Understands what is required of them on the course
- Prepared to do homework, extra hours
- Prepared to travel (if appropriate)
- Recognises potential employment prospects
- Understands the value of the programme
- Gives examples of past achievements, other courses completed
- Prepared to make alternative arrangements for domestic commitments

4. What are the important things to remember when dealing with people?

- Understands need to be polite, courteous, considerate, helpful
- Mentions respect for people and property
- Would keep people informed of what's happening – factual/accurate
- Recognises need to apologise for mistakes, rectify and report problems to supervisor

5. In this industry, why is it important to work as a team? What makes you a good team player?

- Mentions health & safety, efficiency, productivity
- Good at communicating with people, gets on well with people
- Helpful and supportive
- Receptive to feedback
- Good listener
- Gives examples of teamwork in previous jobs or hobbies

Briefing Note for Interviewers

Purpose

The Contract Manager must ensure that any persons, who are nominated to interview candidates at Selection Days, should receive a copy of this Briefing Note, prior to undertaking the interviews.

Process

- 1. Commencement** - All interviewers will be fully briefed.
- 2. Aim** - To ensure all interviewers understand the interview process.
- 3. Objective** - To achieve consistency in selection.
- 4. Documentation** - This Briefing Note should be used in conjunction with both the Interview Questions Document and Interview Guidance Document.
- 5. Consistency** - To ensure all candidates are interviewed, as effectively and efficiently as possible, each interview panel must have a minimum of 2 people, wherever possible one of the interviewers should be an employer.

6. Interview Approach

6.1. Candidate's Pack – Prior to the interview, the interviewer will be supplied with the candidate's pack in an envelope. This will include the application form and the results of all assessment tests completed by the candidate. The pack will also have a photograph of the candidate taken on the day; this is to assist in recollection and recognition. The interviewer will record the candidate's responses on the Interview Questions Document.

6.2 Relaxing the Candidate – The interviewer should aim to relax the candidate into the interview by asking one or two informal questions, eg, about the candidate's hobbies or interests, or their journey to the interview. These do not form part of the interview and are used to ease the candidate into the interview process. The interviewers should introduce themselves and then explain the format of the interview process.

Note: The participant may not have had much interview experience

6.3 Interview Guidelines Document – With reference to this document, you will note it is in two main sections, as follows:

6.3.1. Questions 1 to 5. These form the main part of the interview and are specific questions. Each question has a guideline score based on the candidate's response. The scoring system is 1 (low) to 5 (high). It is the responsibility of the interviewer to score the questions based on the candidate's response within the guideline answers.

Within each question it is acceptable for the interviewer to repeat the question, or ask further probing questions to clarify the responses and give the candidate every opportunity to provide a comprehensive response.

6.3.2 Questions 6 to 11. Do not have scores attached to them, but, they are used to gather further information on the candidate and will be part of the post interview ‘wash up’ discussion. Questions 6-11 are discussed below:

Q6 - Attendance is very important however the response to this question may influence selection.

Q7- On some projects transport may be provided to the training centre from an agreed pick up point. As part of the brief the Contract Manager should confirm any transport arrangements, the interviewer should ensure that the arrangements are explained to the candidate and to check that the candidate will be able to travel to the agreed meeting point on time.

If the candidate has to organise his or her own method of transport to and from the training centre, the interviewer must make it clear to the candidate what is expected e.g. Monday – Friday at the agreed course start time.

The interviewer must also explain that on the work-placement weeks they will need to travel to an agreed location e.g. the employer’s office or to a meeting point.

Q8 - The interviewer needs to ensure that the candidate fully understands the type of work they would be expected to do and to then consider any health problems or disabilities and/or industrial injuries or diseases that may need reasonable adjustments to enable them to do this job.

For example:

Cleaning Operatives need to lift containers with liquids and move cleaning equipment such as industrial vacuum cleaners.

The interviewer is not qualified to make a medical assessment if the candidate informs them of any medical conditions. The response from the candidate must be clearly recorded and dealt with. The recommended approach would be to seek further advice from OHS. You may also refer to the DDA guidelines provided which contain useful contact details.

Note: This would only apply to candidates who were being seriously considered for selection.

Q9 – A positive response to this question will not automatically preclude a candidate from the programme.

Q10 - The candidate must be encouraged to be totally honest and declare any unspent convictions or court cases pending. Please gather as much information as possible with regard to this question. The candidate must not be asked to declare spent convictions. Each case will be considered carefully and they may not disqualify the candidate from the process. At a later stage, if they are found not to have declared any issues this could lead to instant dismissal from the programme for dishonesty. This needs to be explained at the interview. The candidate may not understand the term ‘spent conviction’.

Q11 - The interviewer needs to encourage the candidate to offer information about them that they have not had the opportunity to offer within the interview. It also provides any opportunity for the participant to ask questions.

The interviewer should confirm the key requirements about the type of work, full time study, travelling to the college and work-placement, etc.

This may also prompt the candidate to ask questions or offer further information.

7. Close of Interview. The interviewer must inform the candidate of the timescales of when they will be notified and confirm that they can now leave as the selection process has been concluded. Finally, they should be thanked for their attendance.

7.1. Interviewer Observations – The interviewer should record **objective** comments on the overall performance of the candidate including attitude and appearance. Also recording the candidate’s recognition of the study expected as part of the programme and their knowledge of the type of work they would be doing.

The interviewer must record the overall interview score on the feedback form on the outside of the envelope containing the candidate’s pack.

7.2. Selection Criteria

i) The interviewer is responsible for recommending the candidate for selection on to the programme based on their overall interview performance. Due consideration will be given to any exceptional circumstances.

ii) The candidates will normally be prioritised for selection for the programme based on the highest score first (maximum 25 points).

iii) The results of the assessment performance will be used at the wash up to assist with the selection based on the highest assessment scores.

iv) If a number of strong candidates all score similar marks, and there are no other distinguishing factors for selection, then the possession of a driving licence may be used at the end of the process to select successful candidates.

7.3 Completion of Paperwork

It is the responsibility of the interviewing panel to make basic notes and record the information from the interview on the Interview Questions Document.

This will be used for the post interview wash up. In particular the interviewer must record the following:

- I. Responses given to the questions leading to the scores.
- II. Clear scoring in the range of 1-5, for questions 1- 5.
- III. Note: The use of half points, or plus or minuses, is **not** acceptable
- IV. Print clear responses for questions 6 - 11.

8. Feedback Form

The feedback form should be used in the post interview wash up session and should include positive feedback on why a candidate should be considered for selection.

Objective feedback on why a candidate was not selected this time, and constructive recommendations on how the candidate might improve at other interviews.

9. Post Interview Wash Up Discussion

9.1 To be convened as soon as possible after completion of all interviews with all the interviewers present.

9.2 Normally, the Contract Manager will lead the facilitation of this discussion.

9.3 Each interviewer will be given the opportunity to explain their recommendations for selection, based on the agreed criteria as above.

9.4 The group will aim to achieve consensus on selection decisions. The views of the supporting employer(s) must be given primary consideration since they will be employing the individual at the end of the programme.

9.5 Every effort will be made to agree final selection on the day. If there are any disputed cases that cannot be resolved on the day, eg, further information is needed, or a Senior Management decision is required, then the Contract Manager must take responsibility to ensure this dispute is resolved within three working days and all parties notified.

9.6 Usually a minimum of two reserves will be selected to replace any early exits from the programme.

9.8 The Contract Manager is responsible for concluding the process.

Note: Interviewers must be reminded of their obligations in accordance with the Equal Opportunities Policy.