



Promoting and Sustaining Excellence in Parking for All

‘Routes into work’ materials

Pack 1 : Selection event

Job title : Parking Support Officer

Purpose : To select candidates considered suitable to progress to a two week training course and three week work trial

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Selection event

1 Guidance (pages 2 – 3)

The materials in support of the selection event offer a pack of resources which might be used to assist interviewers in the selection of suitable candidates to be accepted onto the two week training course and three week work trial.

The selection event materials pack includes the following documents:

- Selection event agenda
- Interview guidelines
- Interview questions
- Introduction to the selection event
- Pre-course questionnaire

These materials have been developed by Asset Skills and the British Parking Association in conjunction with employers from the sector and are available free of charge for use in supporting training programmes. Each of the documents within the selection event materials pack is described below.

2 Selection event agenda (page 4)

This document describes the timings and format of the selection event. It is divided into three sessions which address the following:

- Session 1 provides a general overview of the selection event,
- Session 2 describes employer specific information, and includes an opportunity for an assessment of literacy and numeracy skills,
- Session 3 involves the interview with the candidate and the completion of a pre-course questionnaire.

3 Interview guidelines (page 5)

The purpose of the interview guidelines is to ensure that the interviewer is supported through the fair and consistent scoring of candidates against a benchmark. Candidates are to be scored from 1 – 5, in accordance with performance descriptors provided within a benchmark table. In deciding the overall score, the interviewer will need to consider the evidence provided by the candidate. In order to assist in the assessment of evidence, a range of responses from an interviewee has been provided for each of the related questions, numbered 1 to 5 inclusive. It should be noted that the range of responses are not comprehensive, and therefore it is not necessary for the candidate to cover all the evidence listed to score 5. Furthermore, the candidate is to be scored for questions 1 to 5 only. The additional interview questions 6 to 11 are offered as they provide further information which may be of relevance for the employer, and may therefore assist in post-interview discussions to determine any prioritisation of selection.

4 Interview questions (pages 6 - 12)

The document entitled '*Interview questions*' provides a pro-forma for interviewers to record responses from candidates during the interview within session 3. It is intended that the document entitled '*Interview guidelines*' is read prior to carrying out the interview process, in order to ensure clarity and consistency of scoring during the interview. At the end of the interview the summary notes made by the interviewer might be used to inform the completion of a feedback sheet. As the comments made on the feedback sheet will be provided to candidates it is recommended that they are objective, and where relevant be helpful to unsuccessful candidates in their future job search.

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 may be considered acceptable for the interviewer to repeat the question, or ask further probing questions to clarify the response, thereby giving the candidate every opportunity to provide a comprehensive reply. At the end of the interview, the interviewer should confirm the key points for those candidates who are successfully selected, for example the type of work involved, that the programme will be full time, and that candidates will need to make their own travel arrangements to the training venue and work placement.

5 Handout 1 : Introduction to the selection event (page 13)

This is a handout for candidates taking part in the selection process, and provides an overview of the activities which will be carried out over the course of half a day.

6 Handout 2 : Pre-course questionnaire (pages 14 - 16)

This is a handout for candidates to complete during session 3 of the selection process. It is recommended that this is completed whilst other candidates are being interviewed. It enables the candidate to provide a wide range of personal information relevant to the selection process through written responses, and which include the following areas:

- contact details
- work experience
- qualification and/or training
- interests and hobbies
- IT experience
- medical/health issues
- self assessment
- job related aspirations and concerns

Upon passing the structured selection process, successful candidates will progress on to the two week training course and three week work trial. Unsuccessful candidates will be offered information which may be helpful towards any future job search.

Interview 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.

Mark	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 therefore *it is not necessary for the candidate to cover all the evidence listed to score 5.*

Interview question 1 : Why does a job in parking appeal to you?

Interviewee’s response may include:

- reference to information given at the presentation
- knowledge of the work involved and career prospects in the parking sector e.g. they may know someone who works in the parking sector, or have related experience
- enthusiasm for working in the parking sector
- demonstration of their effort to improve their chances of success, e.g. taken time over their appearance
- ways they have prepared for the interview, e.g. looked on relevant websites, referred to relevant literature, have prepared questions to ask

Interview question 2 : Why do you think you would be good at this job?

Interviewee’s response may include:

- relevant experience or transferable skills (technical or non-technical)
- demonstration of appropriate interpersonal/communication skills
- reference to teamwork, customer care, road safety
- willingness to learn new practices, and use own initiative
- mention of relevant hobbies/interests

**Interview question 3 : Why is it important to work as a team in the parking sector?
What makes you a good team player?**

Interviewee's response may include:

- enthusiasm for the prospect of potential employment
- an understanding of what is required of them on the course
- willingness to do extra hours, homework etc
- willingness to travel (if appropriate)
- readiness to make alternative arrangements for domestic commitments

Interview question 4 : What are the important things to remember when dealing with people?

Interviewee's response may include:

- ways to be polite, courteous, considerate, helpful
- mentioning respect for other people and property
- the importance of keeping others informed about what's happening – factual/accurate
- listening carefully to feedback from others, and acting upon this
- recognising the need to apologise for any mistakes, and to rectify and report problems to a supervisor

Interview question 5 : How can you convince us that you have the commitment to complete this course?

Interviewee's response may include:

- reference to efficiency and productivity
- ways they are good at communicating with others
- being a good listener
- being helpful and supportive, e.g. actively look for jobs which need to be done rather than waiting to be asked
- being receptive to feedback
- examples of teamwork from their own hobbies, or previous jobs

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 e.g. customers/colleagues?

Comments

Score

1 2 3 4 5

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

Comments

Score

1 2 3 4 5

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 disabilities, and if so what alternative arrangements would need to be accommodated by the employer so that you are not disadvantaged?
(Interviewer's note: If you get a positive response you can ask as many questions as needed to determine which equipment or alternative arrangements would be needed, and the impact on the person's ability to do the job whilst avoiding discrimination)**

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 interview guidelines and enter the total score in the box aside (half marks not permitted)

Handout 1 – Introduction to the selection event (for candidates)

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 parking sector.

The day is divided into three sessions:

Session	What it is about	Approximate time to complete	Timing over day
1	What is on offer	20 minutes	9.30 - 10am
2	Assessment of reading and writing skills 15 minute break	20 minutes	10 – 10.30am
3	Individual interview – after which you may leave	20 minutes	10.45 – 12.00

We will write to let you know if you have been accepted onto the programme, and if so what happens next.

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

- introduce you to the parking sector and the range of jobs within it
- help you develop the 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

After the two week programme you will be given a work placement with a parking employer where you will be able to:

- practise your skills in real work
- gain an understanding of what its like to work in the parking 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.

If you have any questions or concerns there will be an opportunity for you to address these during the interview.

Handout 2 – Pre-course questionnaire (for candidates)

Personal Details

Title Mr/Mrs/Ms/Miss

Surname

First Name

Address

Postcode

Telephone Number
(home and mobile)

Give a brief outline of your work experience

Please list your qualifications, and any training you have received

Handout 2 – Pre-course questionnaire (for candidates)

Describe your interests and hobbies

What experience do you have of using computers or other electronic equipment?

Do you have any disabilities relevant to work, and if so what arrangements would be needed to accommodate this so you are not disadvantaged?

How would you assess your reading, writing, speaking and listening skills?

Please tick which box applies	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?

Please tick which box applies	Very Good	<input type="checkbox"/>	Good	<input type="checkbox"/>
	Not very good	<input type="checkbox"/>	Need some help	<input type="checkbox"/>

Handout 2 – Pre-course questionnaire (for candidates)

I find learning new things ...

Please tick which box applies

Easy

Fairly easy

Quite hard

Very hard

If my closest friend had to describe me they would say I am...

What I am looking forward to most about this programme is...

What I am looking forward to least about this programme is...