Information and Tips for Behavioural Interviews

Police Officer Qualities

The people of NSW are entitled to be served by police who demonstrate the highest levels of ethics, integrity and professionalism. The NSW Police force provides guidance to its employees through the Statement of Values which establishes our shared ideals as well as the Code of Conduct and Ethics which outlines the conduct that empowers us to be true to those ideals.

If you are desirous of becoming a Police Officer, below is a sample of the qualities and attributes you would be expected to possess:

Leadership
- Communicate clearly
- Build relationships and work with individuals and communities

Professionalism
- Recognise and manage potential conflicts of interest
- Act with empathy, fairness impartiality without prejudice

Engagement
- Contribute to problem resolution with individuals and within communities through partnerships
- Engaging, responding to and working with internal/external stakeholders

Decision Making and Problem Solving
- Exercise Discretion
- Consider safety of self, others and communities

Communication and Interpersonal Skills
- Understanding and interpreting non-verbal communications
- Learning from own actions, responses and decisions

Self Reflection
- Learning from own actions, responses and decisions
- Continuously improving by using self assessment practices

Teamwork
- Providing and receiving support from and to team members
- Sharing workload with team members.
The Capabilities

The interview questions are behaviourally based questions designed to specifically assess an applicant's ability to meet the qualities of a Police Officer. This type of interview provides an opportunity to demonstrate how you acted in specific employment or non employment related situations.

The 4 selected capabilities are centred on the foundation level of the NSW Public Sector Capability Framework – the knowledge, skills and abilities desired by the NSW Police Force:

- Teamwork
- Integrity
- Resilience
- Communication

For more information on the NSW Public Sector Capability Framework, please visit their website:


Answering Behavioural based Interview Questions

In a behavioural interview, we as an employer have developed questions to illicit from you the skills and attributes we are looking for in a Police Officer. We will ask questions to find out if you, the applicant, posses those skills. Instead of asking how you would behave, we will be asking you what you did in a particular circumstance. We want to know how you handled a situation, instead of what you might do in the future.

Please don't make up or fake a response. If you don't have an example for a question you're asked, stop, take your time and think the question through. Remember, the questions are designed to assess if you possess the desired attributes for the position.

Because of this a strong answer should outline the context in which events took place, the action taken by you in the situation and the result or outcome of these actions. Whilst this format may appear difficult, if you think of your response as retelling a story that you have been involved in, then answering behavioural questions in a structured way will in fact be the easiest way to convey relevant information about yourself and subsequently the relevant skills you have developed.

Questions in a Behavioural Interview

Behavioural interview questions are more pointed, more probing and more specific than traditional interview questions.
Below are some examples of behavioural interview questions:

- Give an example of an occasion when you used logic to solve a problem.
- Give an example of a goal you reached and tell me how you achieved it.
- Describe a decision you made that was unpopular and how you handled implementing it.
- Have you gone above and beyond the call of duty? If so, how?
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Have you had to convince a team to work on a project they weren’t thrilled about? How did you do it?
- Have you handled a difficult situation with a co-worker? How?
- Tell me about how you worked effectively under pressure.

The panel members may ask you clarification questions during the interview.

**How are you assessed in a behavioural interview?**

You are judged on the "quality" of the example you provide. In general under each competency is a set of behaviours that we will physically or mentally tick off as you answer each question. You may be asked the same question in different ways to check that your skills are well developed and that you’ve used them consistently. You'll be assessed highly if you demonstrate all the behaviours required in each competency.

*The scores for each question range from 0 to 9. With 9 being the highest.*

**Panel Interview Tips**

**Do**
- Make sure you "dress to impress". First impressions count! Ensure your grooming –hair/clothing/overall appearance asserts to the interview panel that you want to be a member of the New South Wales Police Force.
- Greet the interviewers confidently, shake their hands and acknowledge each person.
- Turn your mobile telephone off during the interview.
- Listen carefully to the questions. Ask for clarification of a question if you are unsure or if you did not hear it clearly.
- Speak clearly so all the assessors can hear you. They may not be looking at you whilst writing their notes, so your voice needs to be clear
and audible. Remember, oral communication is a competency they will be assessing throughout the interview.

- Sit up straight and be attentive.
- Be confident - you have met all requirements to this point.
- Make yourself familiar with the above 4 competencies. Know what they mean and research how questions may be structured around them.

Don't

- Be concerned if the interviewers do not maintain eye contact with you at all times, as they need to write down your responses to questions in order to have an accurate record of your responses.
- Attend the interview tired or unprepared.
- Chew anything (gum, your nails etc).
- Present the wrong body language. Don't:
  - Slouch or appear uninterested;
  - Sit back with hands behind your head or appear over confident;
  - Try and read the assessors notes;
  - Fidget.
- Panic if there is silence. Take your time to think of a response.

What to bring to your interview?

You will be required to bring the following to the interview:

- Any outstanding documents required for your Professional Suitability Application, as advised by your Case Manager.
- Photo identification eg. Drivers Licence.

FAQ’S

1) Can I have someone attend the interview with me ie. A friend?

Yes but they must be prepared to wait outside the interview room whilst you are interviewed.

2) Can I change the location / time or date of my interview?

Yes but you must notify Police Recruitment with 24 Hrs of your interview or you may be failed from the process.

3) Who do I contact if I am running late for my appointment?
In cases where you are delayed you should contact the Recruitment Branch on Phone No. 1800 222 122

Most Importantly
Good Luck