AN TÚDARÁS PÓILÍNEACHTA
POLICING AUTHORITY

Selection Competition for Appointment to the Rank of Superintendent in the Garda Síochána

Video Assessment User Guide for Candidates

May 2018

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1. Introduction

Shortlisting for the Policing Authority selection competition to the rank of Superintendent in the Garda Síochána in 2018 will be based on assessment of the material provided by candidates in:

a) Section B of their application form; and
b) Responses to questions during a video assessment exercise.

The purpose of this guide is to give candidates an introduction to the video platform that will be used for recording videos for part b) of this process. This will be conducted using an online platform provided by a company called Sonru on behalf of the Authority.

It is recommended that you take the time to carefully read this document which will explain the process. In addition, the Appendix to this document sets out the step by step process which you will be taken through on screen when you undertake the assessment on the video platform.

Applicants who meet the eligibility requirements for the competition will receive an invitation by email on Friday 25 May 2018 from a Sonru email address to participate in this stage of the process. This will give them access to the platform to record their responses on video to the questions which will be reviewed by the Selection Panel. The email will contain a link to the platform and applicants will be provided with details on how to log into the system.

The deadline for recording of videos is **23.59 on Monday 4 June 2018**. Access to the Sonru online platform will not be available after this time.

Candidates may use a Personal Computer or laptop (with a webcam) or a tablet to record their video. Please note that it is also possible to access the platform on an Apple or Android smartphone via an app (but not a Windows phone). However, it is important that candidates ensure that all calls are diverted to voicemail before commencing the recording. The platform provider, Sonru, will provide technical support on a 24/7 basis in the event of any technical difficulties arising. This support can be accessed via the online platform.

The Policing Authority Appointments Unit will be happy to answer any questions regarding the process and may be contacted at superintendent@policingauthority.ie or 01 8589058.

Applicants should ensure that they have access to the equipment and internet facilities required. The technical specifications required are set out in Section 5 of this document.

2. Familiarising yourself with the Sonru video platform

It is understandable that candidates may feel nervous or uncomfortable speaking directly to camera. You will have ample opportunity to practice in order to familiarise yourself with the process. It is also important to review your practice video to ensure that you are clearly visible and that you can be clearly heard. The assessment questions do not need to be recorded the first time you log on – you can record and review answers to the practice questions as many as times as you wish.

When you log in to the Sonru platform, you will be shown a short video with practical tips for your video recording. It is important to find a quiet location to record your video, for instance in a quiet room where you will not be disturbed, which has good light and a neutral background.

As well as providing support through live chat and email on the online platform, Sonru's website provides information and support to candidates under the following headings:

- *Your Sonru Select Interview* – This is a guide to your video assessment - what it is and how it works
- *Your Sonru Live Interview* – you may disregard this as it is not a feature of the Policing Authority competition process.
- *Troubleshooting* – on technical issues
- *iOS / Android* – if using an app
- *Frequently Asked Questions*
- *Microphone and Webcam*

To view the Sonru support page click here.

Please Note:

Candidates should be aware that certain information which appears on the Sonru website is not relevant to this competition. For instance, you may disregard the section entitled *Your Sonru Live Interview* and references to not seeing questions in advance as these are not a feature of the Policing Authority competition.

Candidates should refer in the first instance to information provided in this Video Assessment User Guide or in the Candidate Information Booklet for this competition. In addition, you may call the Appointments Unit of the Policing Authority during office hours for clarification on any issue.

The Sonru platform will test your device in advance of taking the assessment to ensure that you have the required technical facilities.

3. Recording your responses to the Assessment Questions

The Authority has decided to provide the assessment questions in advance to allow you time to reflect and consider your responses and the examples you will provide.

Remember that your responses will be assessed by the Selection Board against the shortlisting criteria that will be agreed by the Selection Board with regard to the following competencies:

- Breadth of Experience and Appreciation of the policing role; and
- Managing Operations and Delivering Results.

The questions which you will be requested to record your responses and the time available to answer each question are set out in Table 1 below:

Table 1 – Assessment Questions

Question No.	Time to Answer	Question
1	3 mins	The Selection Board has reviewed your application and experience. In that context, please identify for them the particular policing experience that, in your view, demonstrates your readiness for the role of Superintendent.
2	3 mins	Managing operations and delivering results is a key competency for the Superintendent role. Please provide an example of your experience of management, supervision and ensuring accountability and high performance that best illustrates your competency in this area.
3	3 mins	The Garda Síochána is very mindful of its role in the community. In this context please provide an example of where you engaged with external stakeholders and what the outcome was.
4	2 mins	You now have 2 minutes to add any further comments you may have.

Please note that the purpose of recording responses to the assessment questions on video is to allow you a chance to speak about your experience and skills and to demonstrate how these equip you for the role of Superintendent in the Garda Síochána. As at interview, the Selection Board will make allowances for nerves and will not penalise candidates who appear uncomfortable in front of a camera. Their focus will be on evaluating the evidence that candidates provide against the competencies which are being assessed during the shortlisting stage of the process.

It is important to note that you will get only one opportunity to record your responses to the assessment questions. Once commenced, you will not be able to pause or stop the recording, or go back and re-record responses. It is also important to bear in mind that the Selection Board will not see your practice questions.

Please see the step by step instruction manual at the Appendix to this guide for further details and refer to screen instructions on the platform.

4. Technical Requirements and Support

The Sonru platform is an application that is compatible with all modern web browsers including Safari, Google Chrome, Firefox and Internet Explorer 11+. It is necessary to have a webcam on a PC or Laptop to use the system. Alternatively, the application can be downloaded to a tablet with an inbuilt camera or smartphone. If undertaking this assessment on smartphone, calls should be diverted.

Candidates should ensure their PC / laptop or mobile device complies with the following:

- Browser**:** A minimum of Flash Player 11+ (but preferably later) version should be pre-installed with the computer administrator's permission. The access to webcam and microphone through flash should be allowed.
- Mobile device**:** Sonru offers the option of video interviews via the Sonru Record App via Android and iOS.

Browser Support:

The Sonru Candidate Portal supports the following browsers:

- Google Chrome (latest release version)
- Firefox (latest release version)
- Internet Explorer 11+
- Opera (latest release version)
- Safari for OS X (latest release version)
- Microsoft Edge

Flash Player

Flash Player version 11+ (but preferably later) must be installed, and the access to webcam and microphone through flash should be allowed through the browser.

Required Internet Connection

In areas with low broadband coverage it is recommended to use a mobile device using the Sonru Record App. This allows recording of responses with connection speeds at 3G speeds as the interview is saved to the device and then uploaded. If you are completing on a browser you will need a minimum speed of 140 kbps upload speed.

Test Equipment in advance

In advance of recording your responses, please ensure that you:

- Fully charge your laptop or mobile device.
- Put your laptop or device on 'Do not Disturb', blocking all incoming notifications and if you are using a mobile phone, please ensure that all calls are diverted to voicemail.
- Before you begin the interview, there will be a check carried out on your device and the answers you provide to the sample questions will be played back to you.

Further Information

Sonru's Support feature has further details on technical recommendations.

https://sonru.zendesk.com/hc/en-gb/articles/201883031-Technical-Recommendations

If you have any queries regarding the above text please contact Sonru support and they will be happy to assist - support@sonru.com.

Sonru provide detailed information in relation to all technical specifications and these details will be available to candidates when they log in to the Sonru application.

5. Confidentiality and Data Protection

All data will be processed in accordance with the General Data Protection Regulation (GDPR) and relevant Data Protection law. Where the services of a third party are used and there is a requirement to provide them with information all necessary precautions will be taken to ensure the security of your data in accordance with these requirements. Further information is contained within the Policing Authority's Candidate Privacy Notice.

Sonru's privacy policy can be viewed here: https://www.sonru.com/legal/privacy_policy/

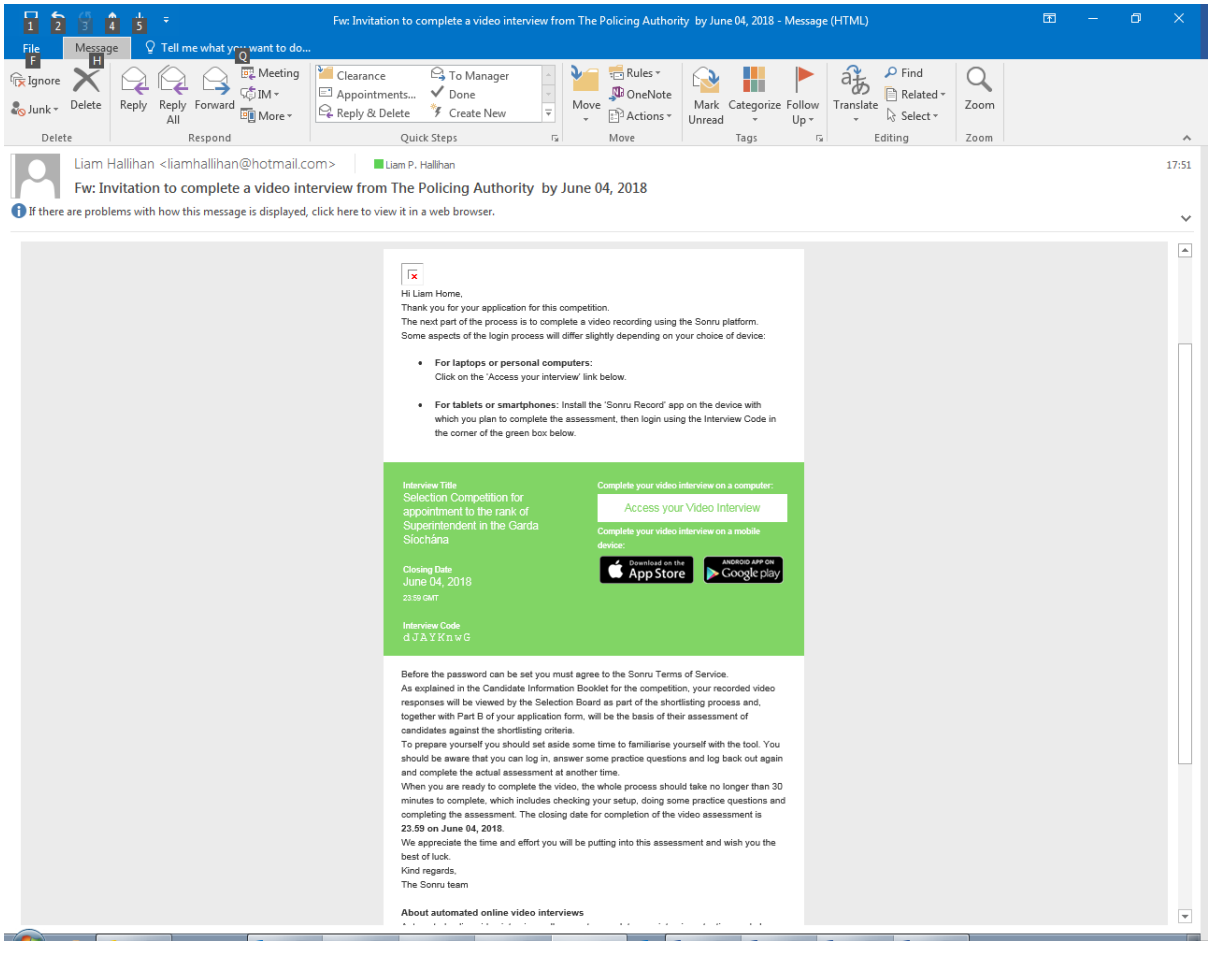
Appendix

Step by Step Instructions for using the Sonru platform

This guide uses screenshots taken from a test video assessment completed on a laptop. Please note that if you are using the app on a tablet or smartphone, the process is very similar but the display may look different. However, the on-screen instructions you will receive when using the mobile app are comprehensive and will guide you through the process. Information regarding disconnection is set out at the bottom of this guide.

Step 1

You will receive an email invitation from Sonru with a link and log-on instructions.



Step 2

You will also receive a further email (see example below) advising you that you have received an invitation and providing you with information regarding the Sonru support facilities.

Hi Liam,

You have been invited to complete an online video interview for The Policing Authority. The full invitation with your login details have already been sent to you in a separate email.

Feel free to get in touch if you need any assistance or have any questions about the process.

Additional Information to help you along:
Candidate Information Sheet to help you get started with your video interview here
Keep up to date with the latest tips in completing video interviews here
Technical Support here

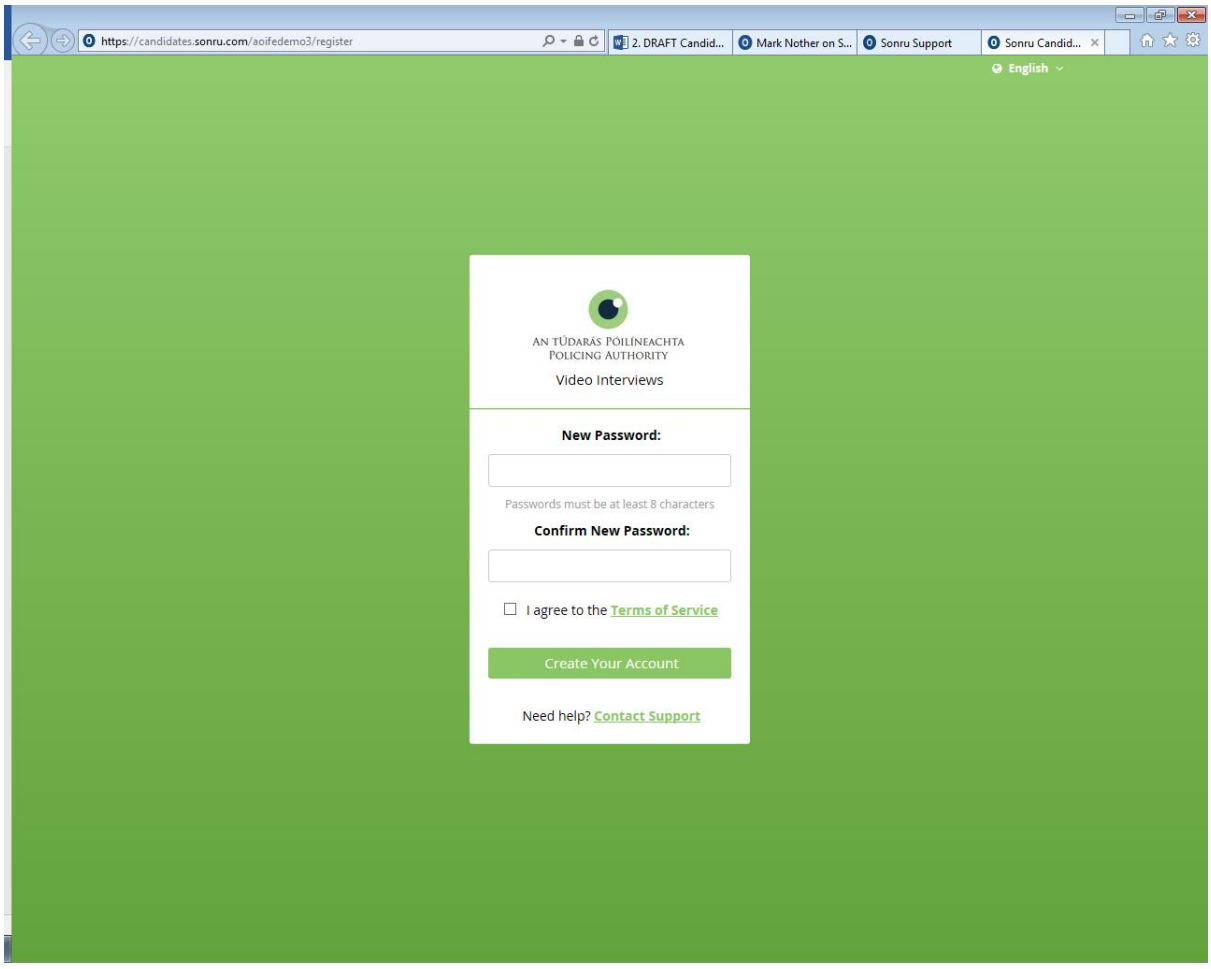
Kind Regards,
Sonru Support Team
Sonru.com

https://support.sonru.com

Step 3

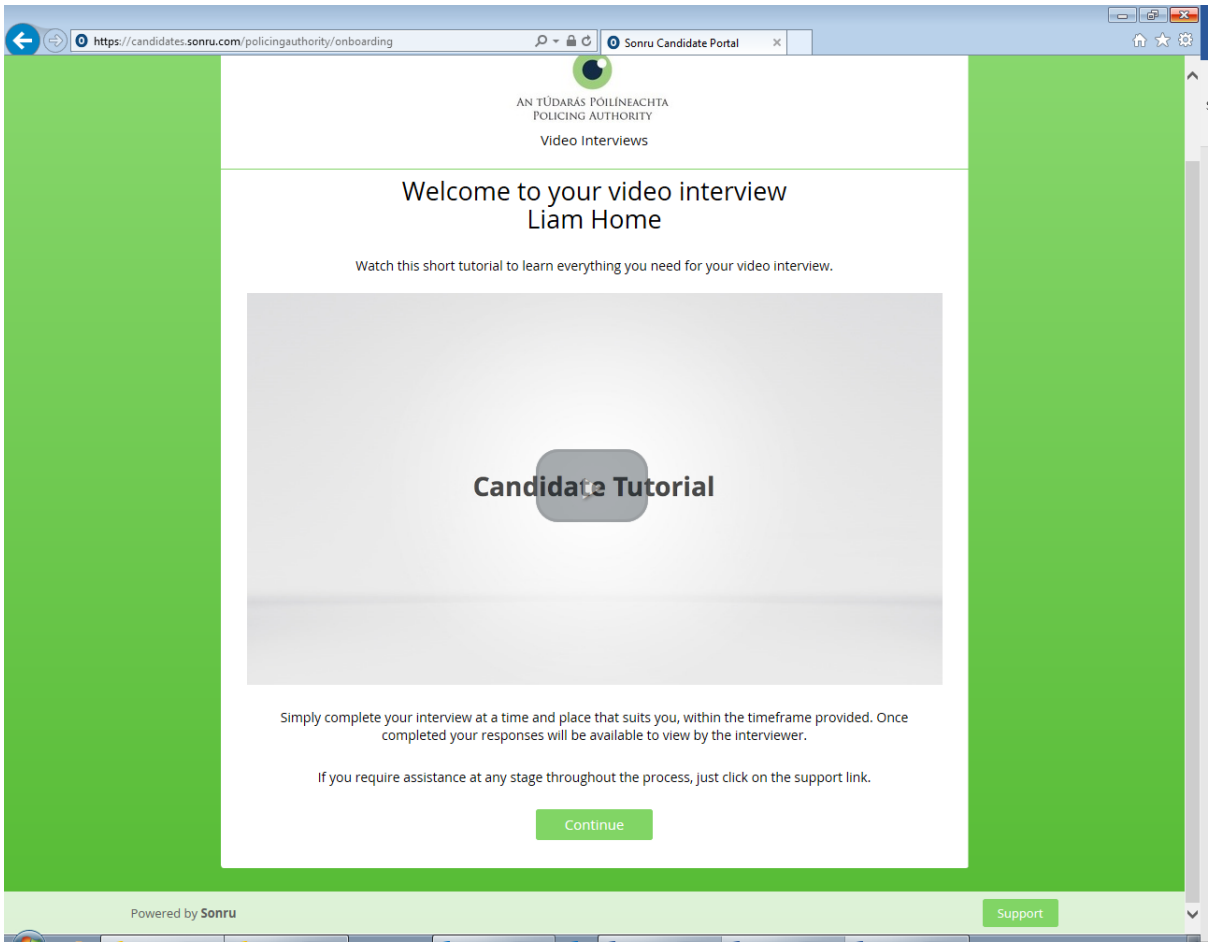
If you are using a laptop, clicking on the ‘Access your video interview’ button at Step 1 will bring you to this page where you will choose a password for your Sonru login. At least one number, one capital letter and a symbol is required: e.g. ‘Interview1#’. You will be asked to tick the box to confirm that you agree to the Terms of Service, which can be accessed at this link: https://www.sonru.com/legal/terms_of_service/

Once you have created your password and agreed to the Terms of Service, click ‘Create Your Account’ to progress.



Step 4

You will be invited to watch a three minute candidate tutorial video. This is a standard video which will give an overview of the video assessment process. Once you have watched the video, click 'Continue' to progress.

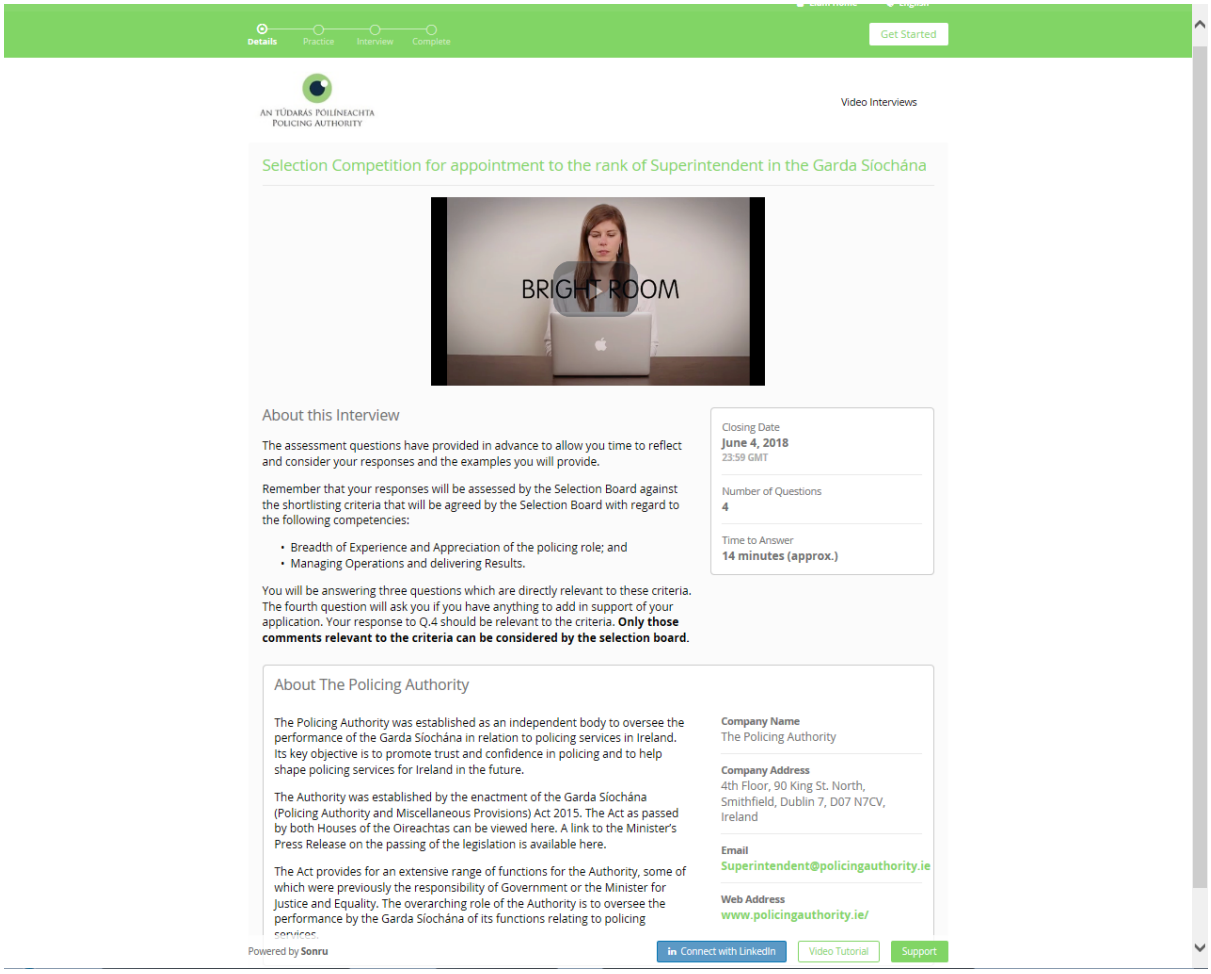


Step 5

This page provides further details regarding the competition, and you will be invited to watch a video which will provide you with some hints and tips regarding the functional aspects of the recording process. Click 'Play' to watch the video.

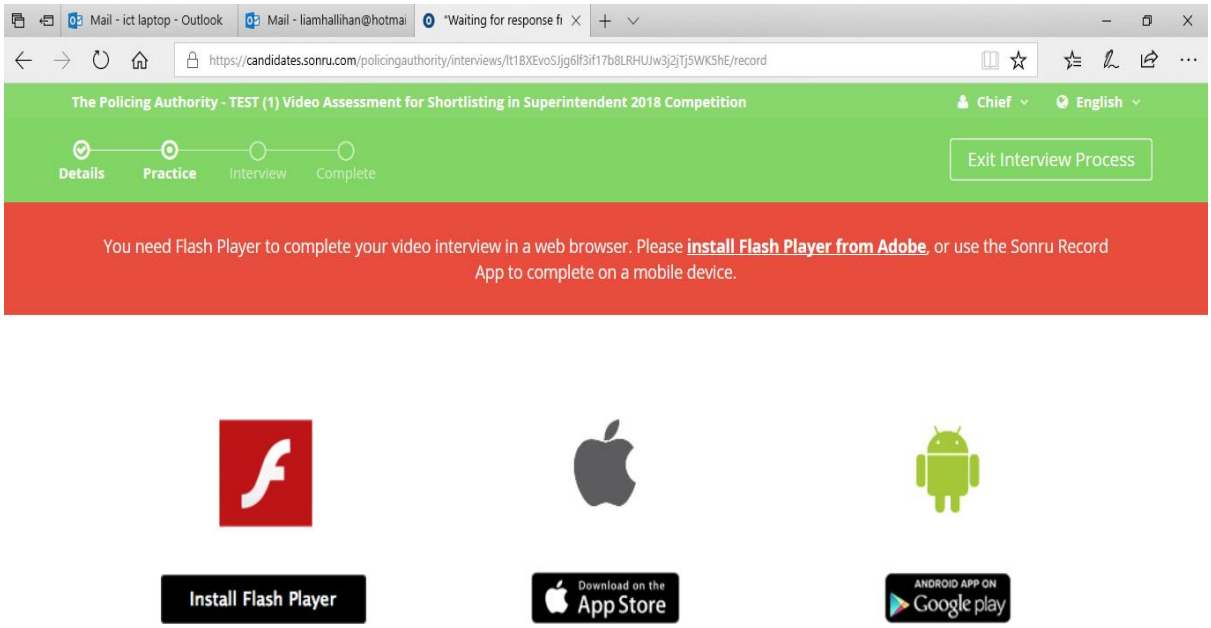
The timeline in the top left of your screen will show you which stage of the process you are at, e.g. Details - Practice – Interview – Complete. By clicking the 'back' button you can move from Practice stage to the Details stage. Please note however that, once you enter the 'Interview' stage you cannot go back to the earlier sections.

Once you have read all of the information on this page, click on the 'Get Started' button in the top right hand corner of your screen. This will take you to the 'Practice' stage of your assessment.



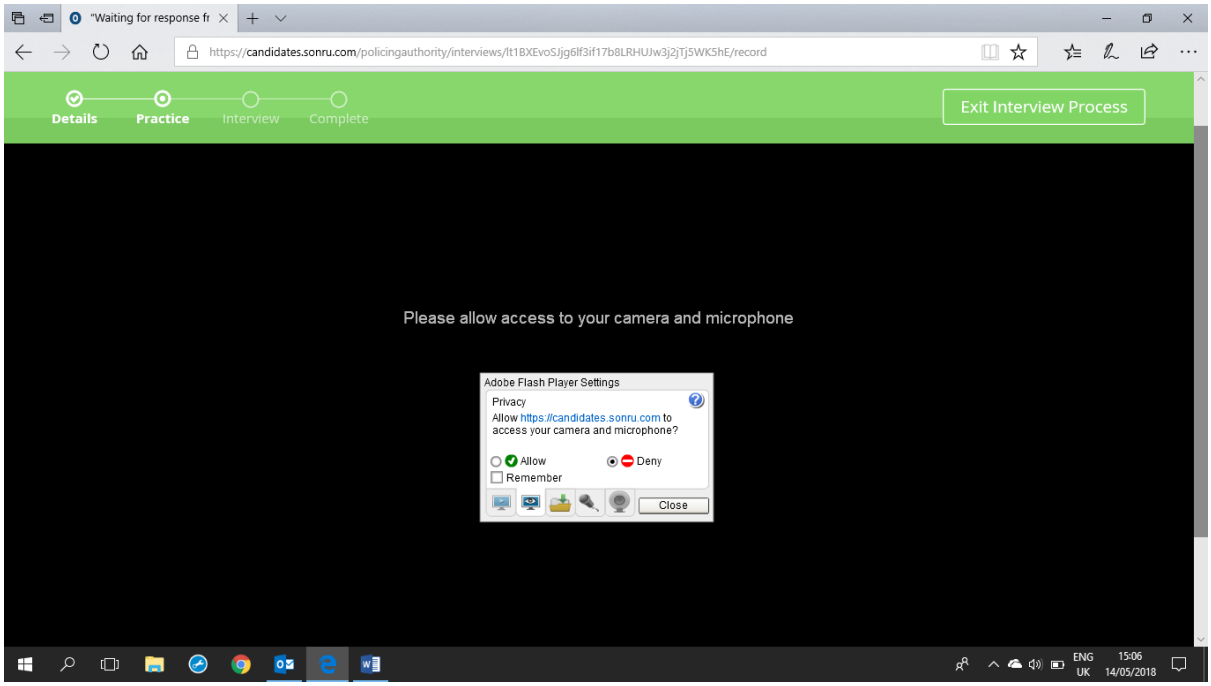
Step 6

If your computer does not have Flash Player from Adobe, you may be presented with the screen below. You will have to install Flash Player in order to complete the video assessment.

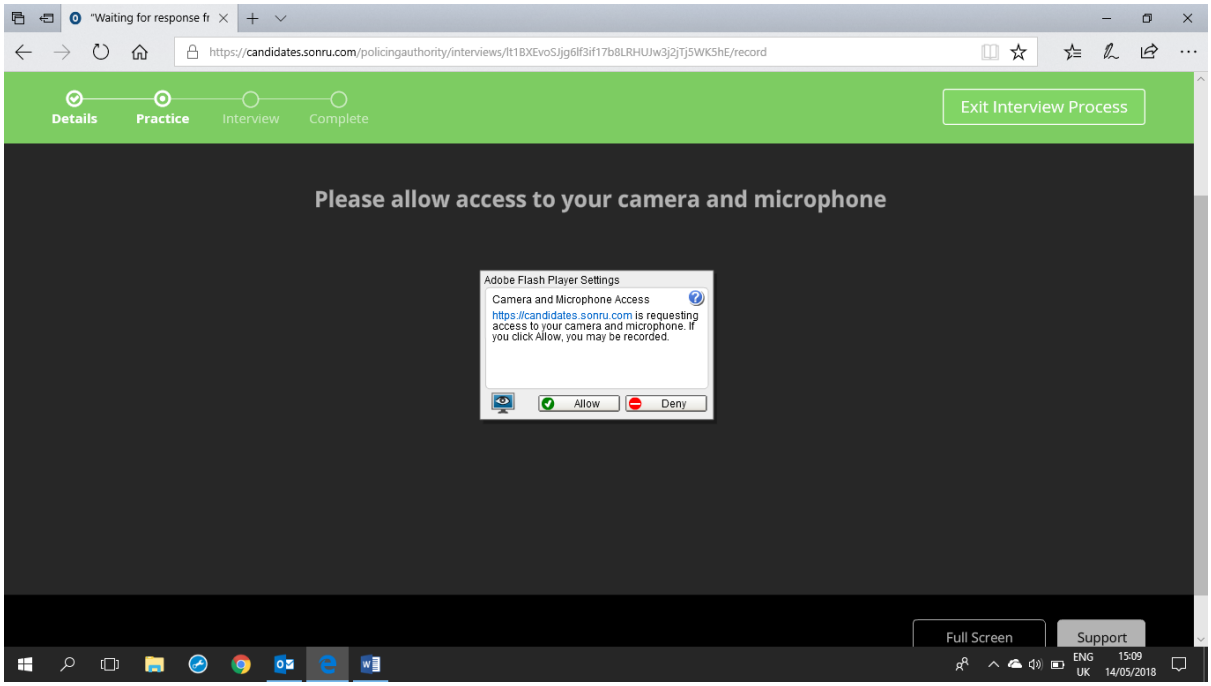


Step 7

You will be asked to allow Sonru to have access to your camera and microphone. Click ‘Allow’.



When you click ‘Allow’, you will be asked the question below. Click ‘allow’ again to progress.

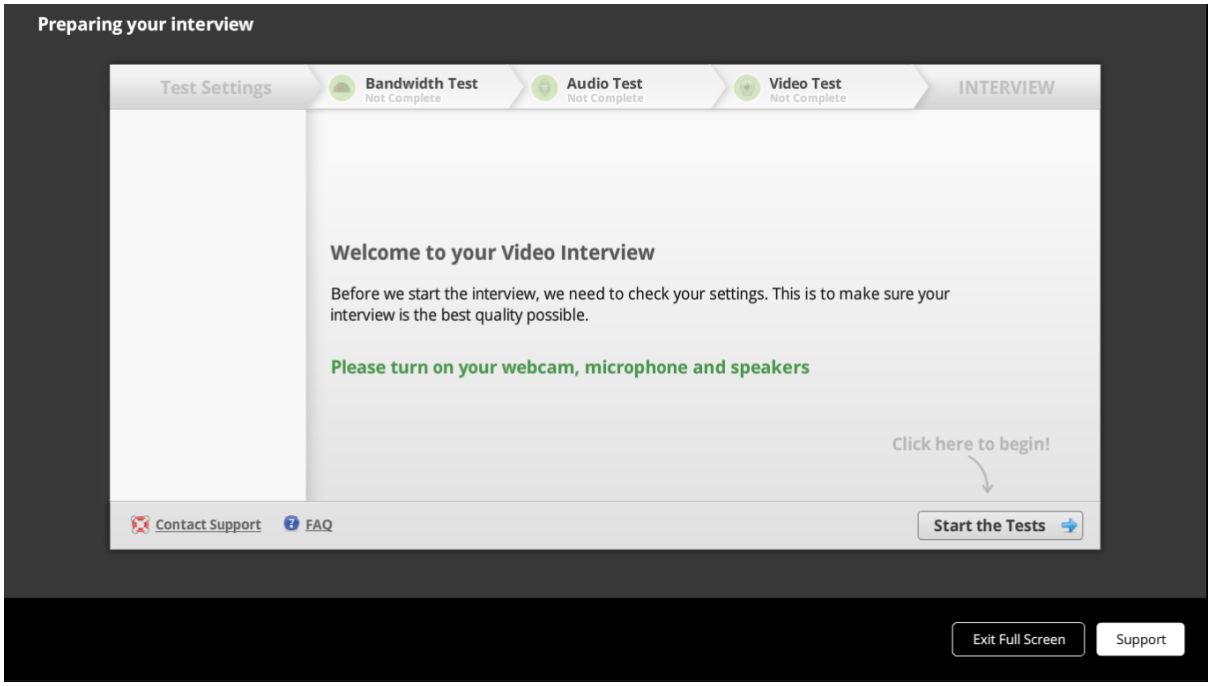


Step 8

Then click ‘Full Screen’ for ease of use. You can click ‘Exit Full Screen’ to minimise the view.

The system will check your web camera, microphone and speakers. If you are completing the test on the Sonru app via a mobile device, these tests will be done automatically in the background.

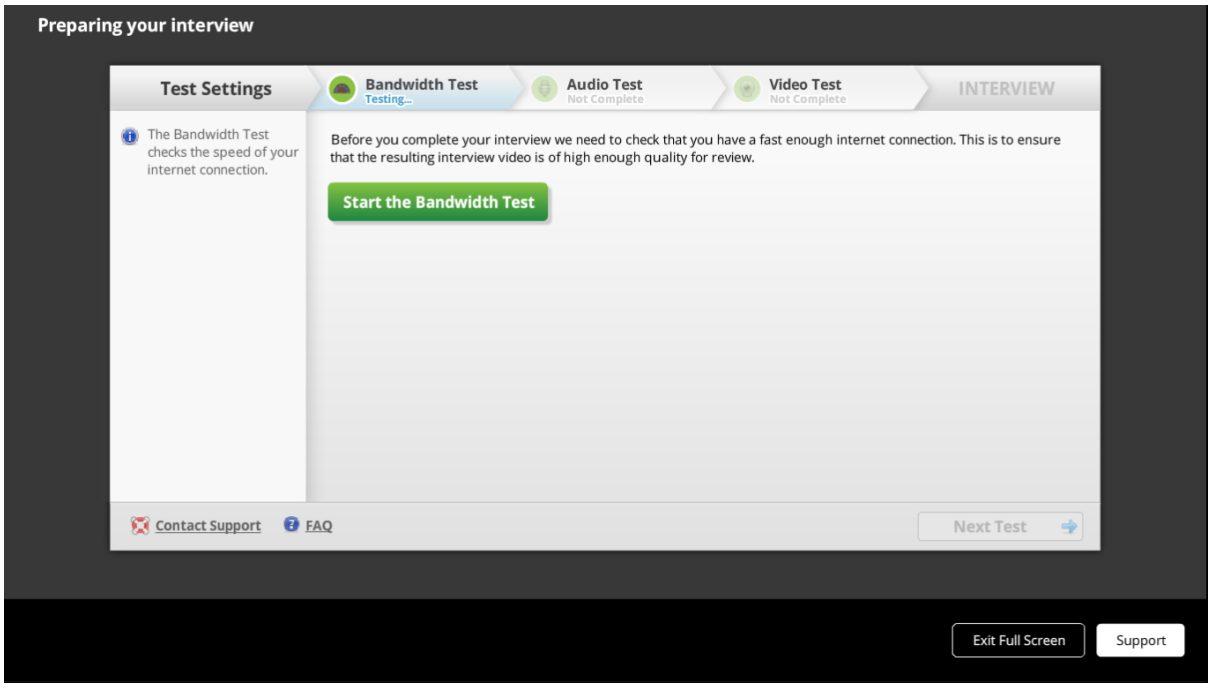
If you are on a laptop, click ‘Start the Tests’ to progress.



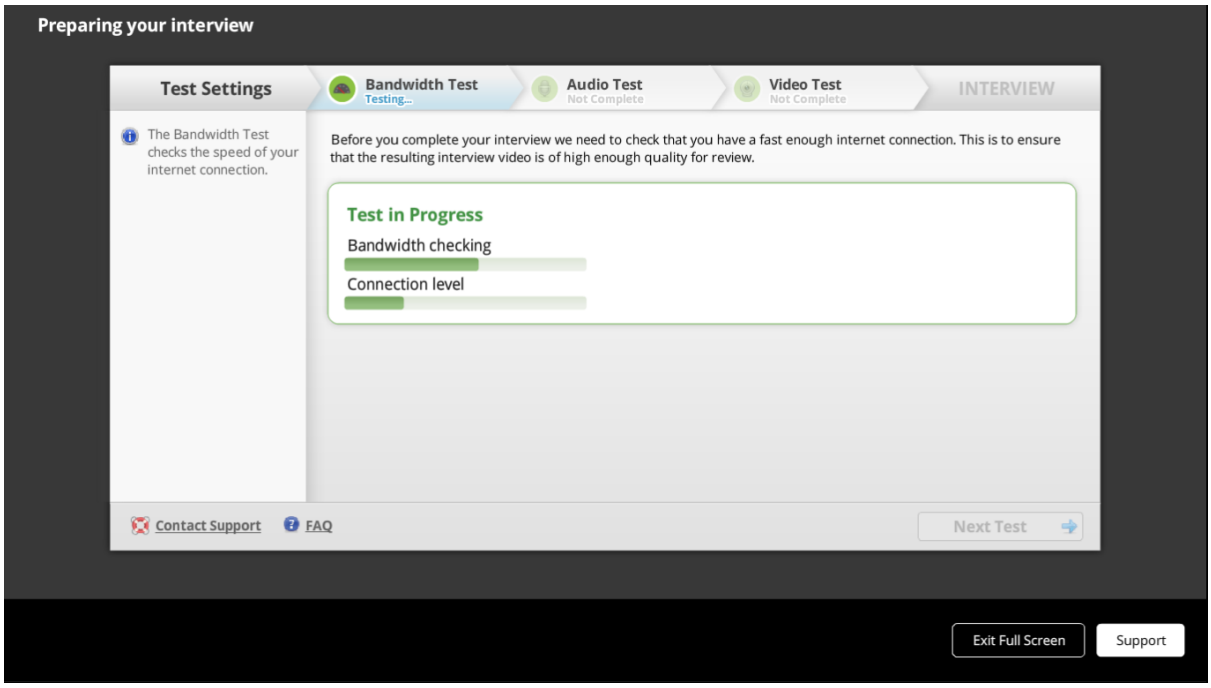
Step 9

The test will be carried out by the Sonru system when you click ‘Start the Bandwidth test’. If you have problems at this, or any stage in the process, you can click ‘Support’ to get help from the Sonru 24/7 support helpdesk. The Sonru ‘FAQ’ page may also be of assistance – the link is in the bottom left hand side of your screen.

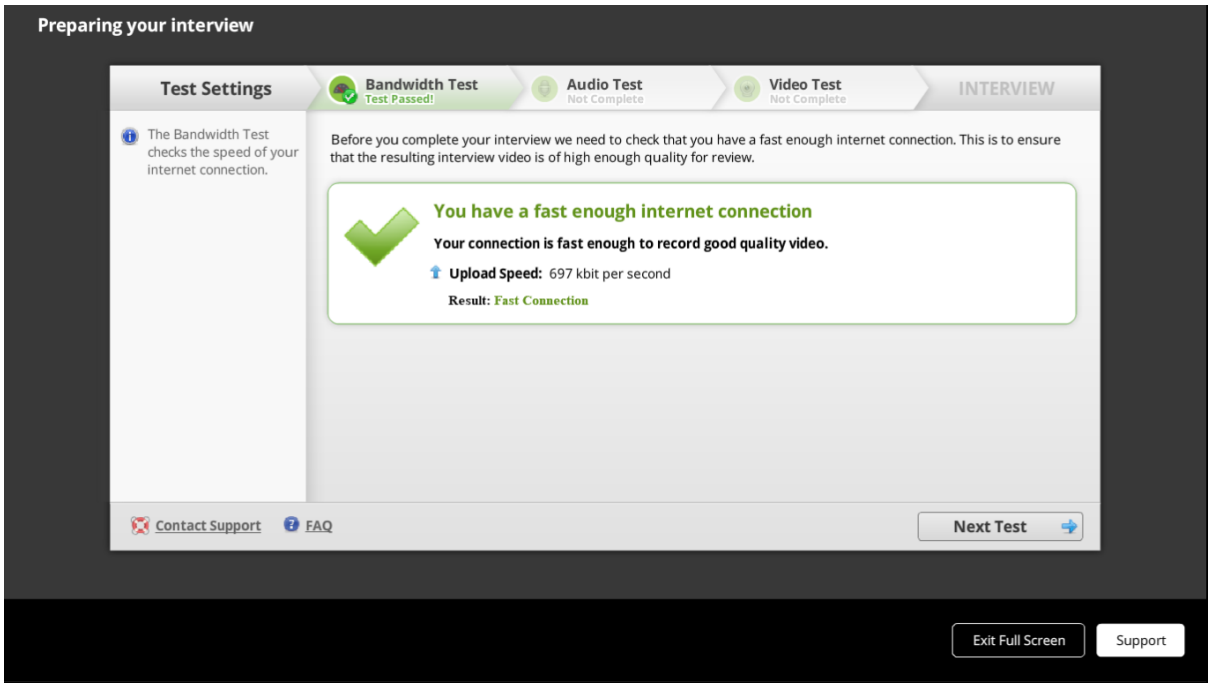
Click ‘Start the Bandwidth Test’ to progress…



The system will carry out the tests, and you will see the progress, as below.

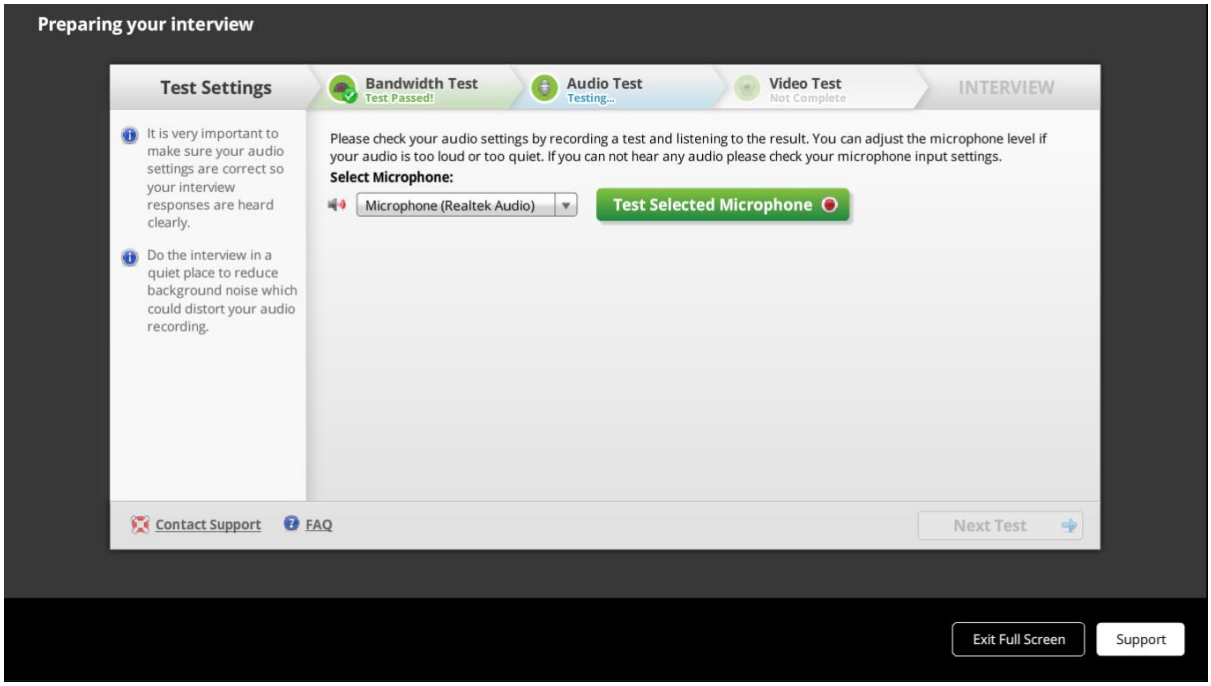


You will see the screen below if your internet connection is fast enough. Click ‘Contact Support’ if you have problems.

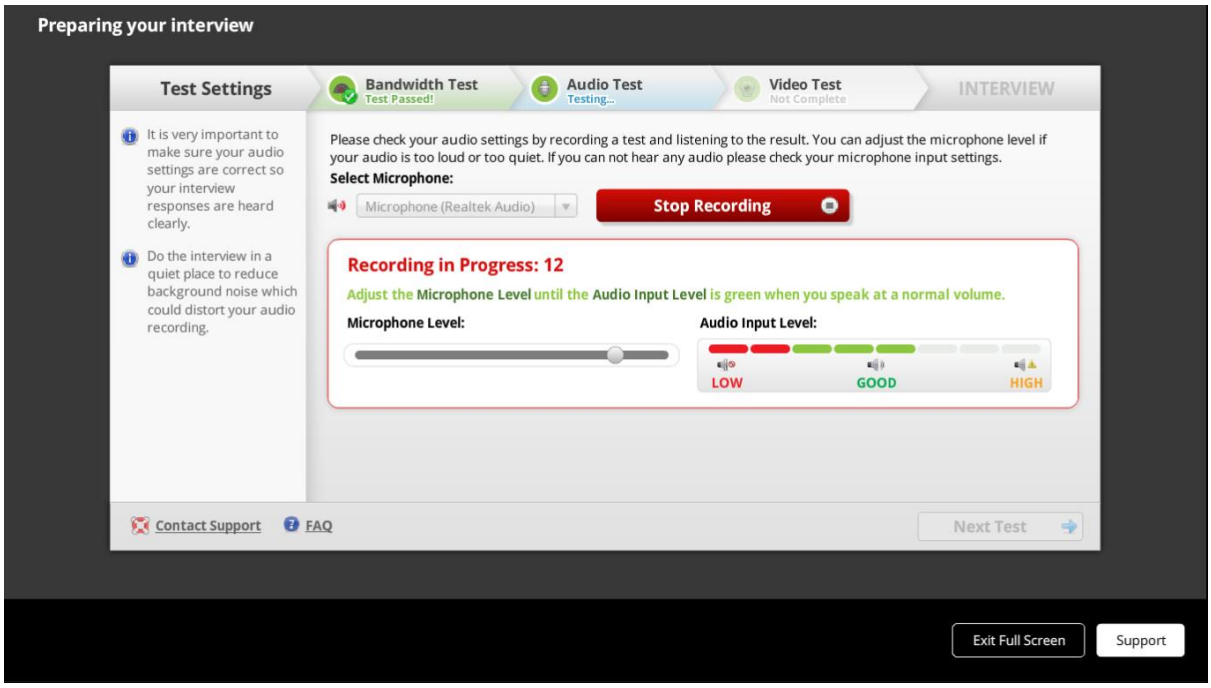


Step 10

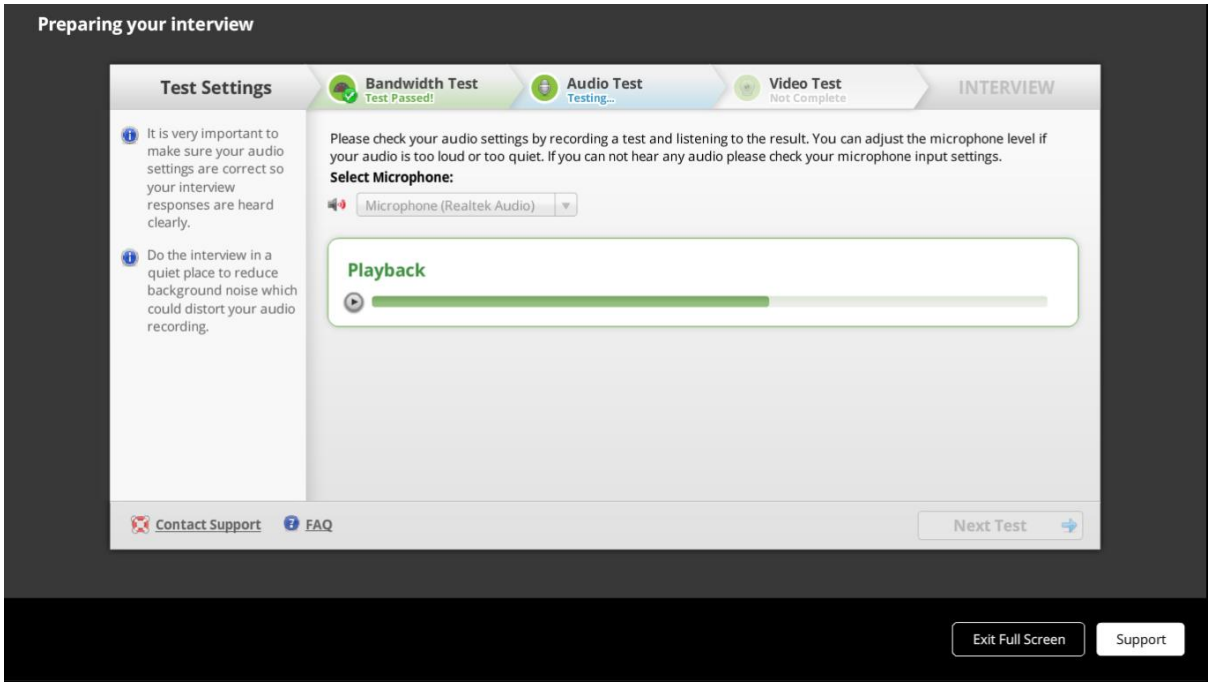
Click ‘Test Selected Microphone’.



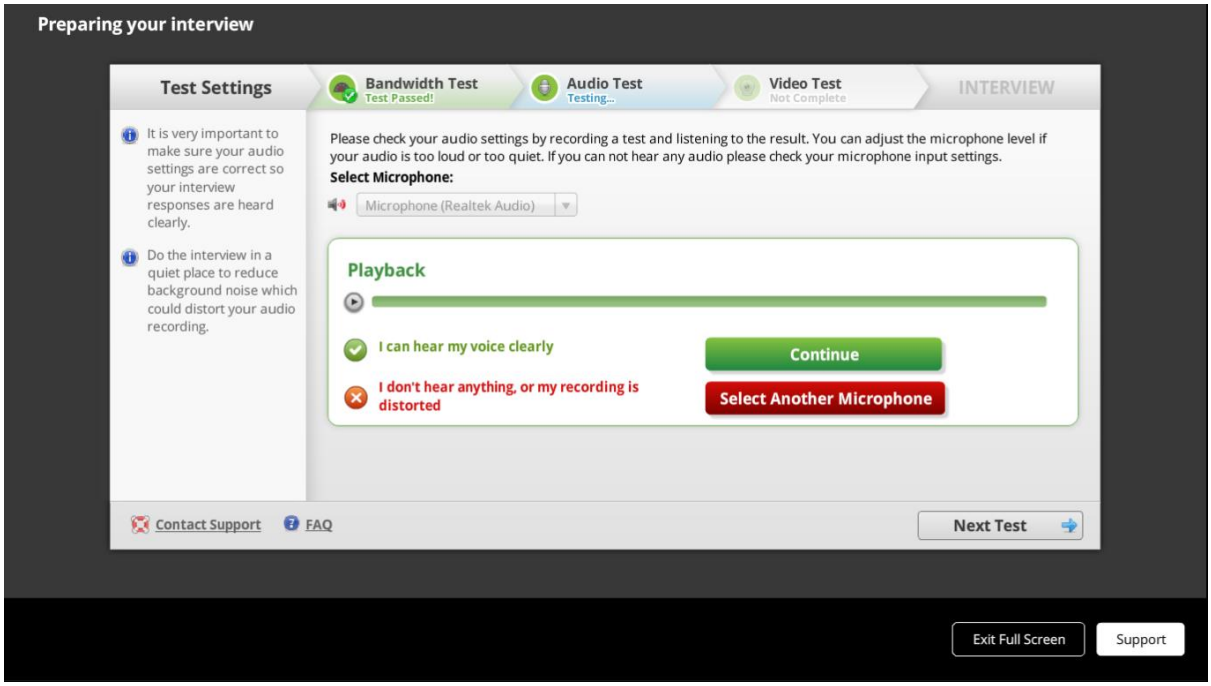
Test your microphone by speaking at a normal level and checking the ‘Audio Input Level’ as shown below. You will then be allowed to listen back to check if you can be heard.



Play back your test recording to make sure you are satisfied that you can be heard.

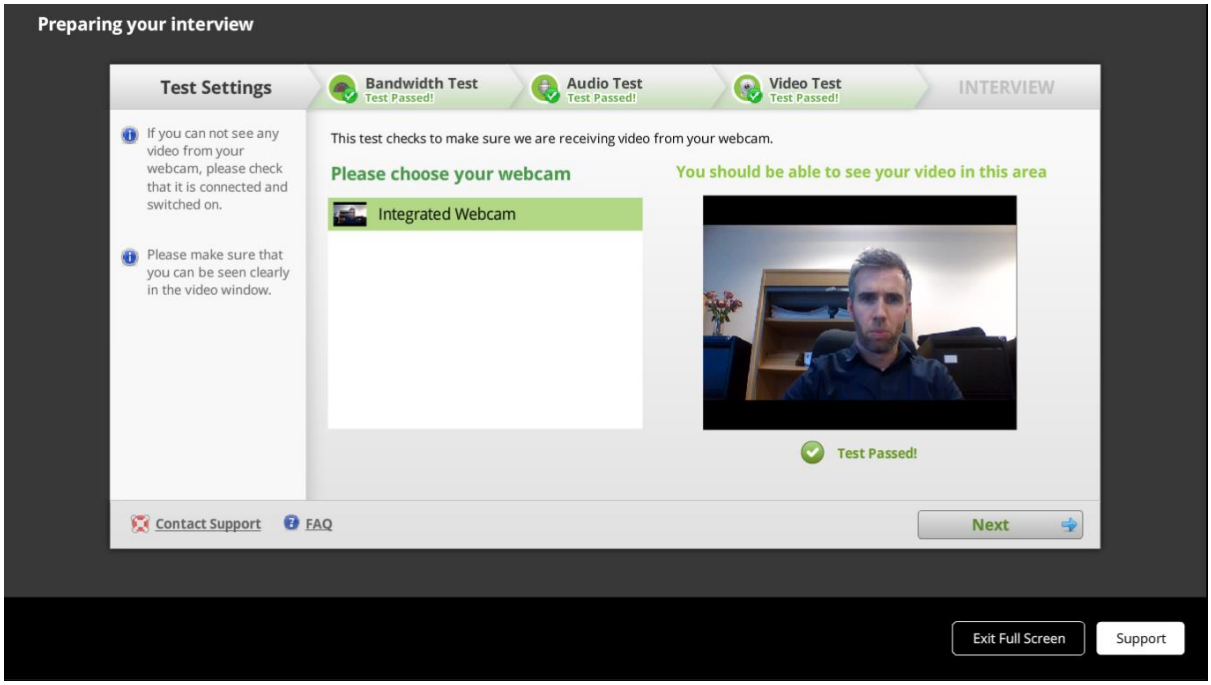


You will then be asked to confirm that you can be clearly heard by clicking ‘Continue’ as below.

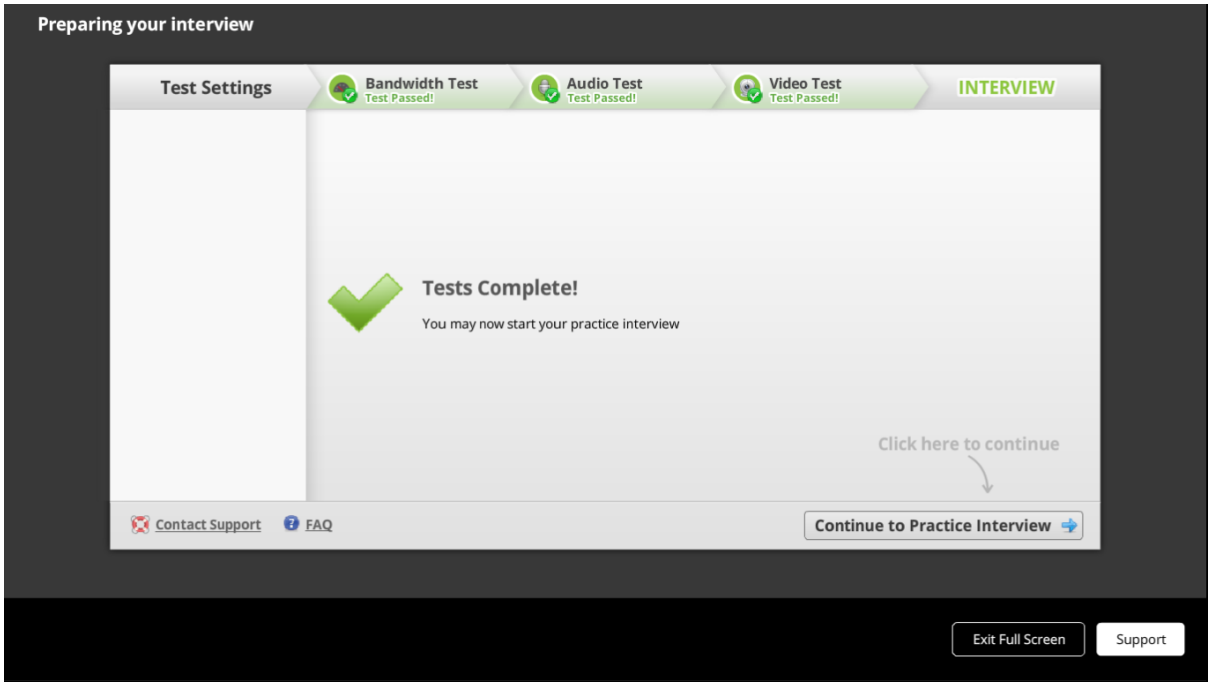


Step 11

The system will test your video. Click ‘Next’ if the system passed the tests. As usual, you have the option to click ‘Contact Support’ if you have problems.



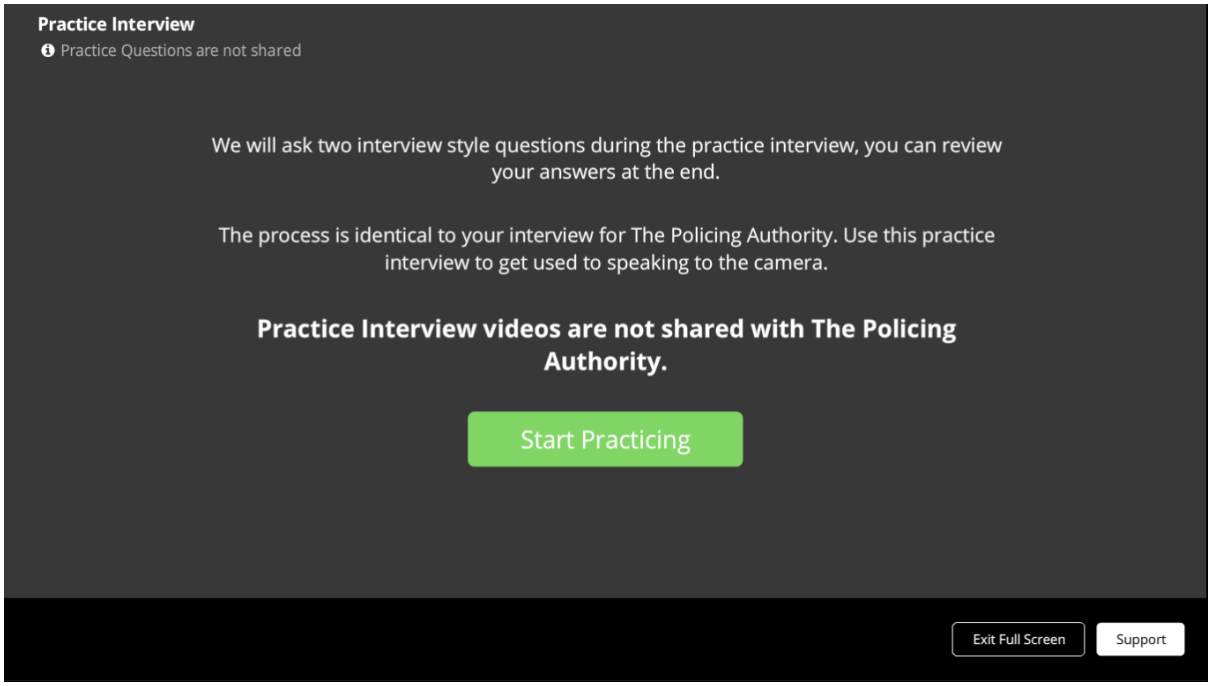
The screen below will show that all of your system tests are completed and your system has the facilities to allow you to do the video assessment. Click ‘Continue to Practice Interview’.



Step 12

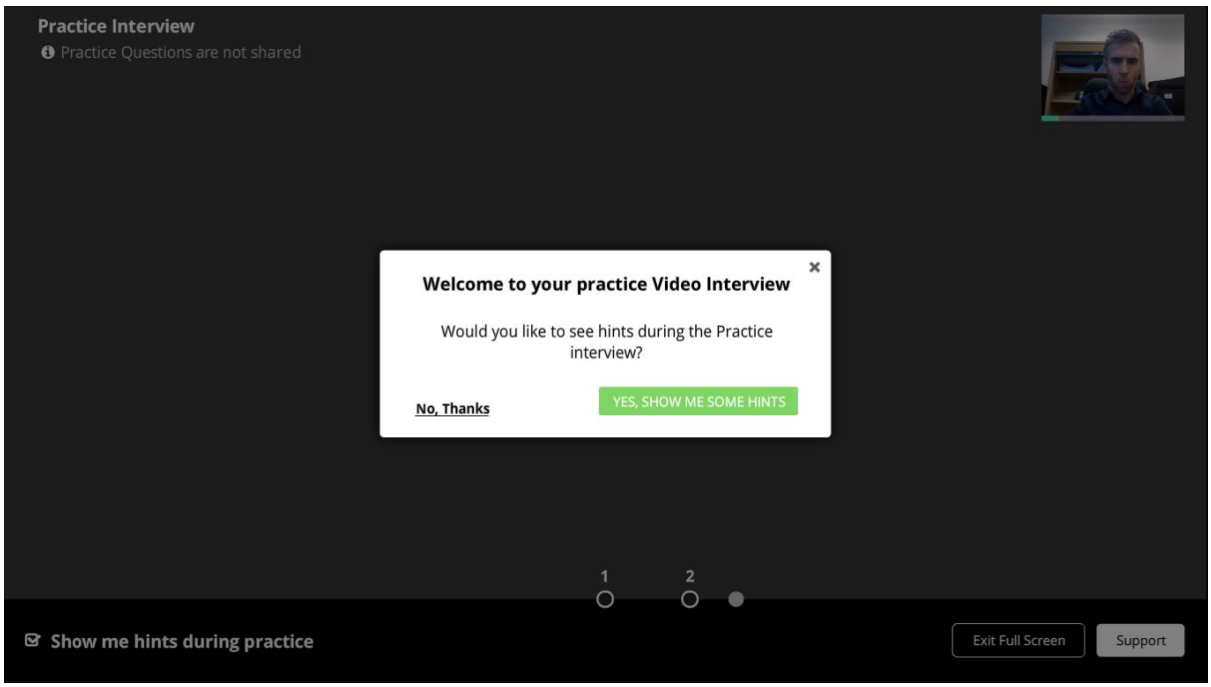
Click ‘Start Practicing’ to progress. The practice interviews will help you to get used to recording your answers. You may do as many as you like. The Selection Board will not see these videos.

Remember, if you continue to the practice questions, you do not have to progress to the actual assessment questions at this time. You may log out and log back in later.

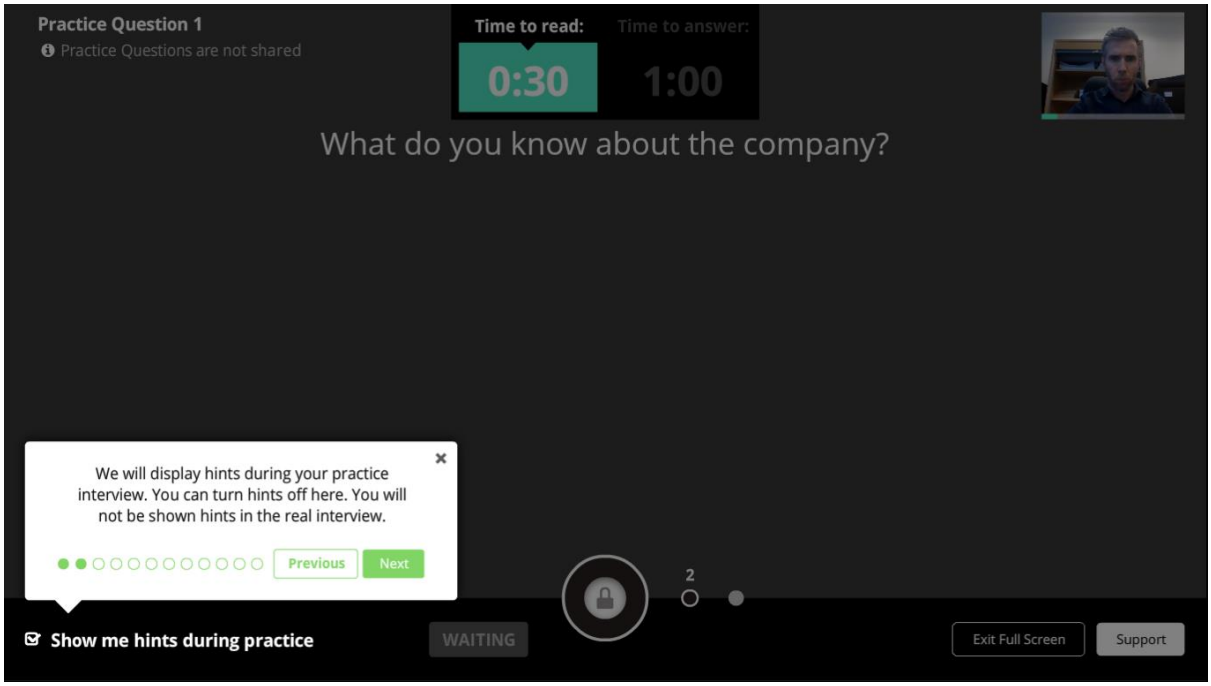


Step 13

You will asked if you want to see ‘Hints’ on your screen as you record your responses to practice questions. You may find this useful, especially on your first practice session.

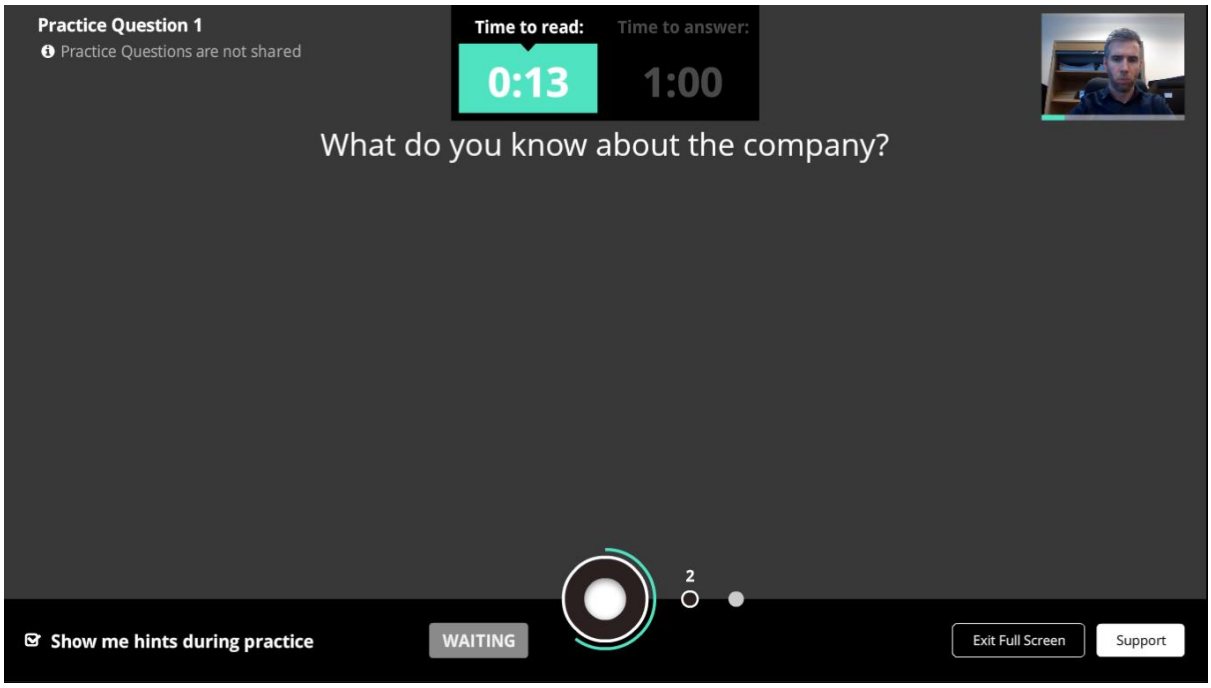


The white box as shown below in the bottom left hand corner displays the ‘hints’. Click ‘Next’ to go to the next hint. There are 12 in all.

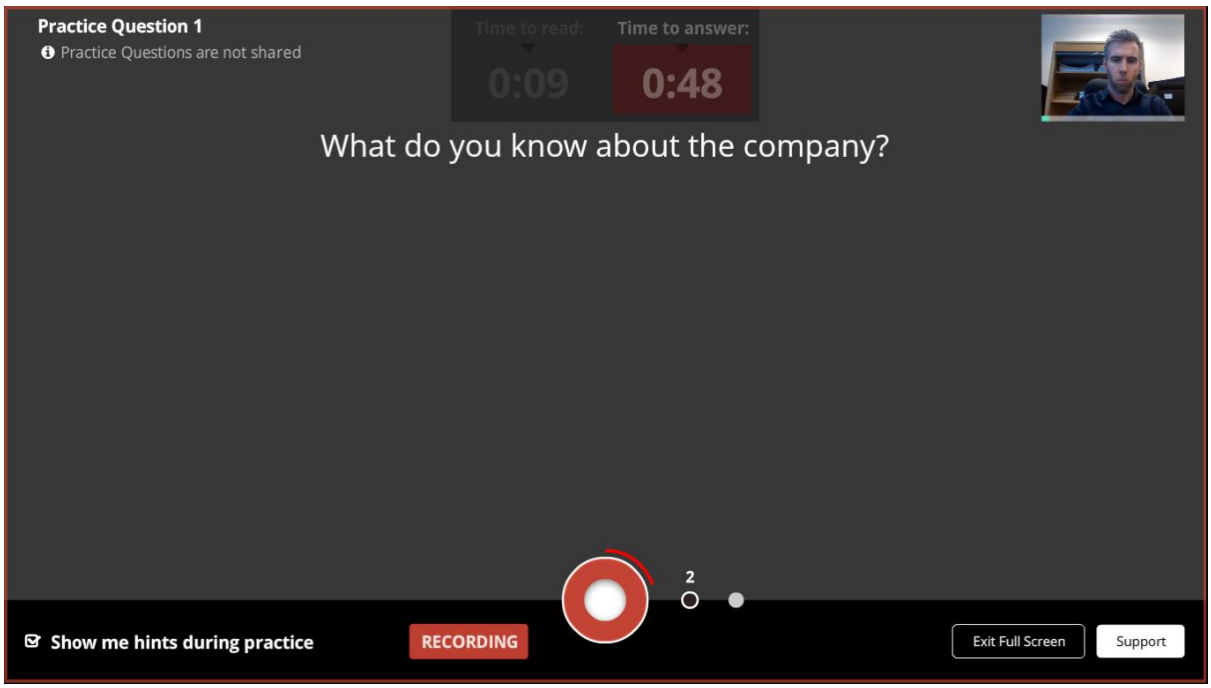


Step 14

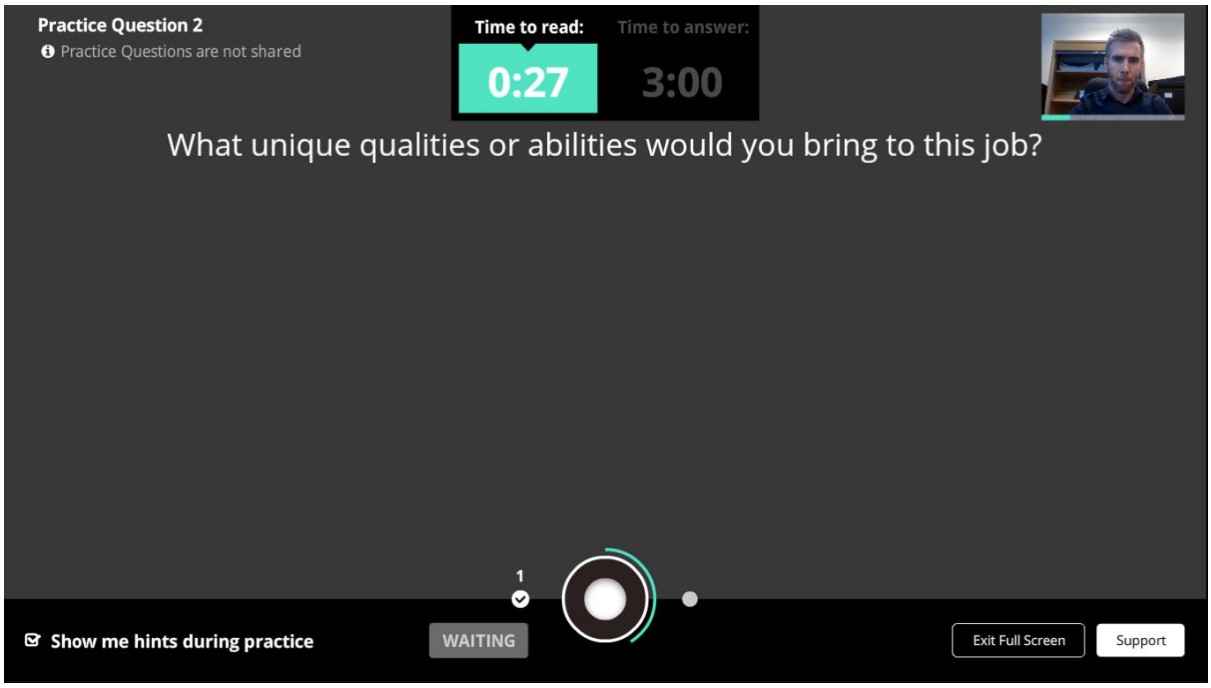
Here is an example Practice Question. At the top centre of your screen you will see a 'Time to read button', which in the example below shows that there is 13 seconds left of reading time before the answering time automatically begins. If you do not wish to use all of the reading time you may press the 'Start Recording' circle. Remember that you do not have to answer the practice question asked. You can say whatever you like.



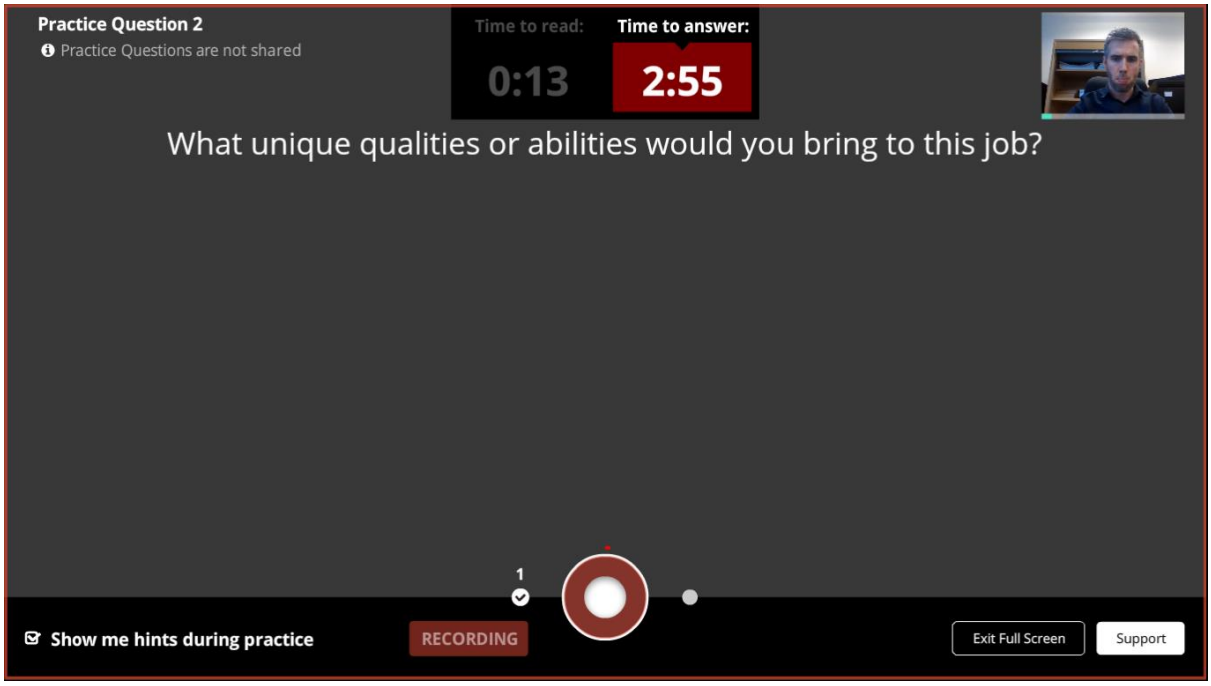
Below is the screen you will see during recording time. You will see the Recording Circle is red, and the 'Time to answer' timer is counting down (at 0:48 seconds below).



The screen below shows an example ‘Practice Question 2’. The questions are chosen at random from a bank of practice questions.



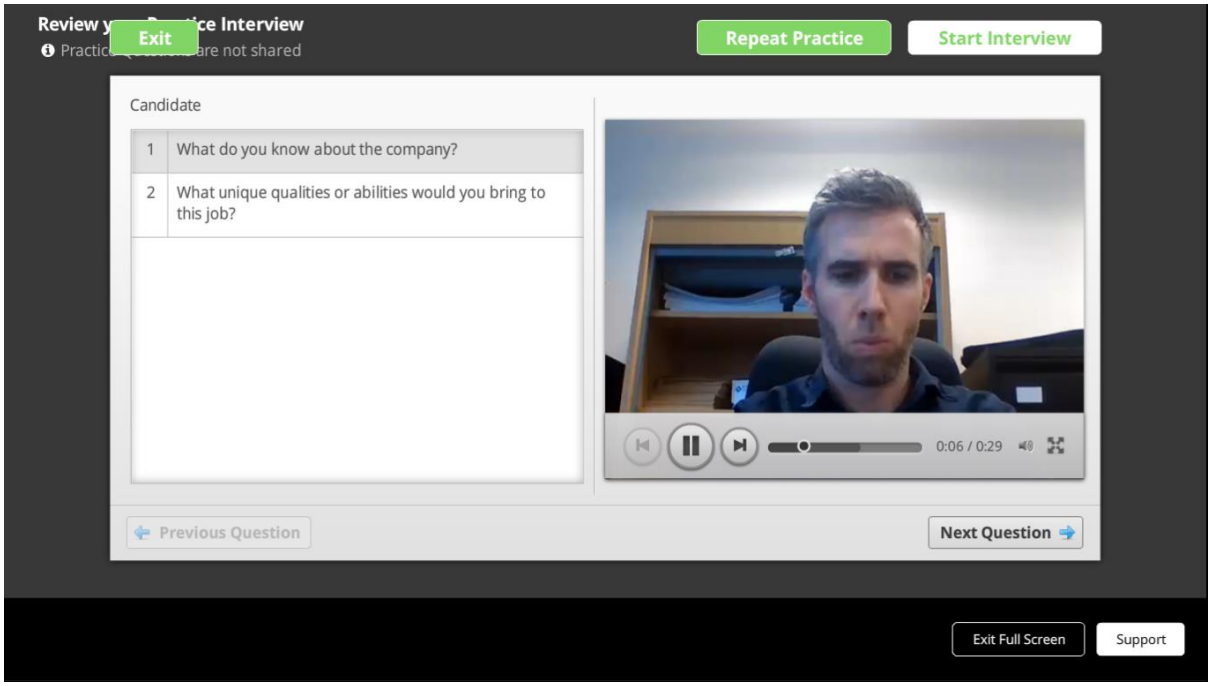
‘Practice Question 2’ below during recording time. For your information, you can see yourself in the top right of your screen.



Step 15

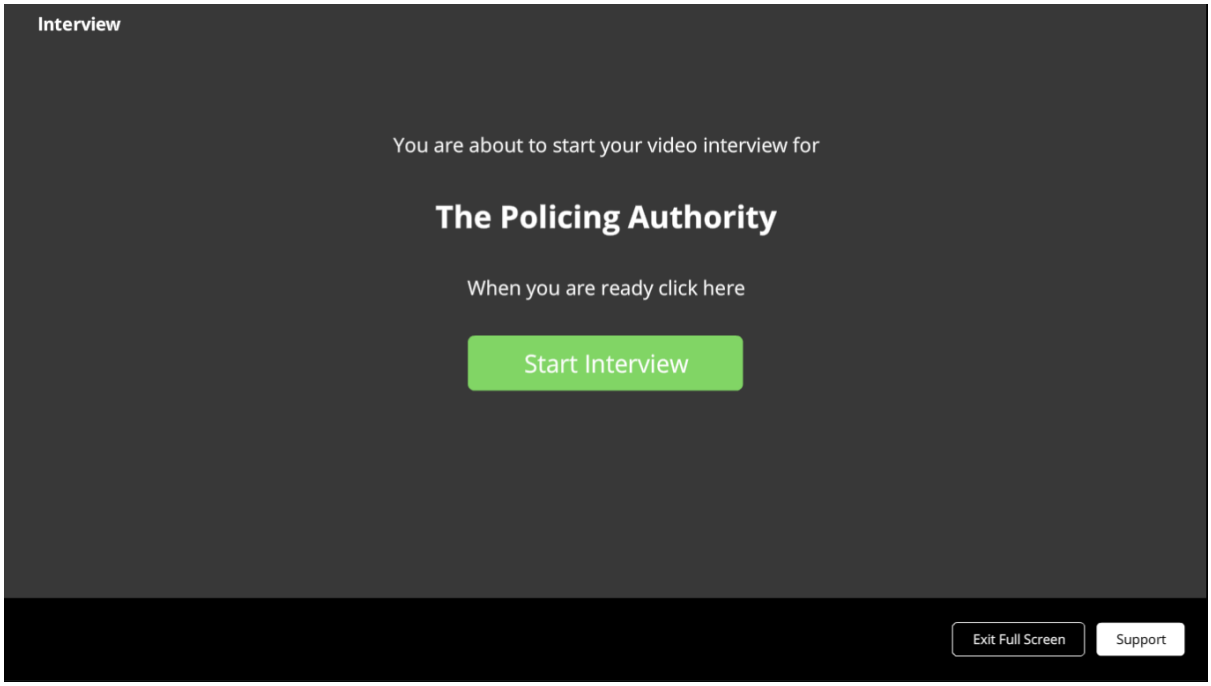
Review practice questions. You can watch your responses to the practice questions. This may be unsettling at first but it will help you to feel more comfortable speaking to the camera during the actual recording.

When completed you may click ‘Repeat Practice’ or, when you are ready, ‘Start Interview’.



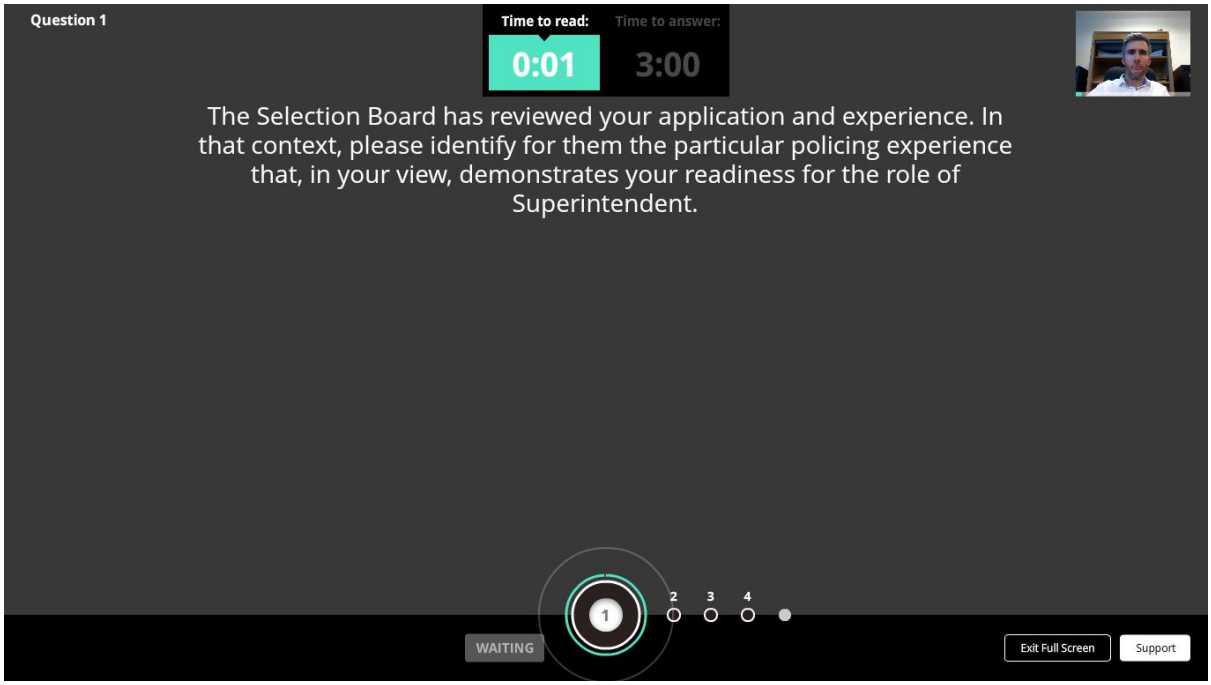
Step 16

Once you click ‘Start Interview’, as shown on the screen below, you will begin the video assessment. You should ensure that you are ready to begin, will be undisturbed and have set aside enough time to respond to the four questions, as you will not be allowed to pause or log out once you have begun. This part of the process will take approximately 15 minutes and the questions will run consecutively without pause.

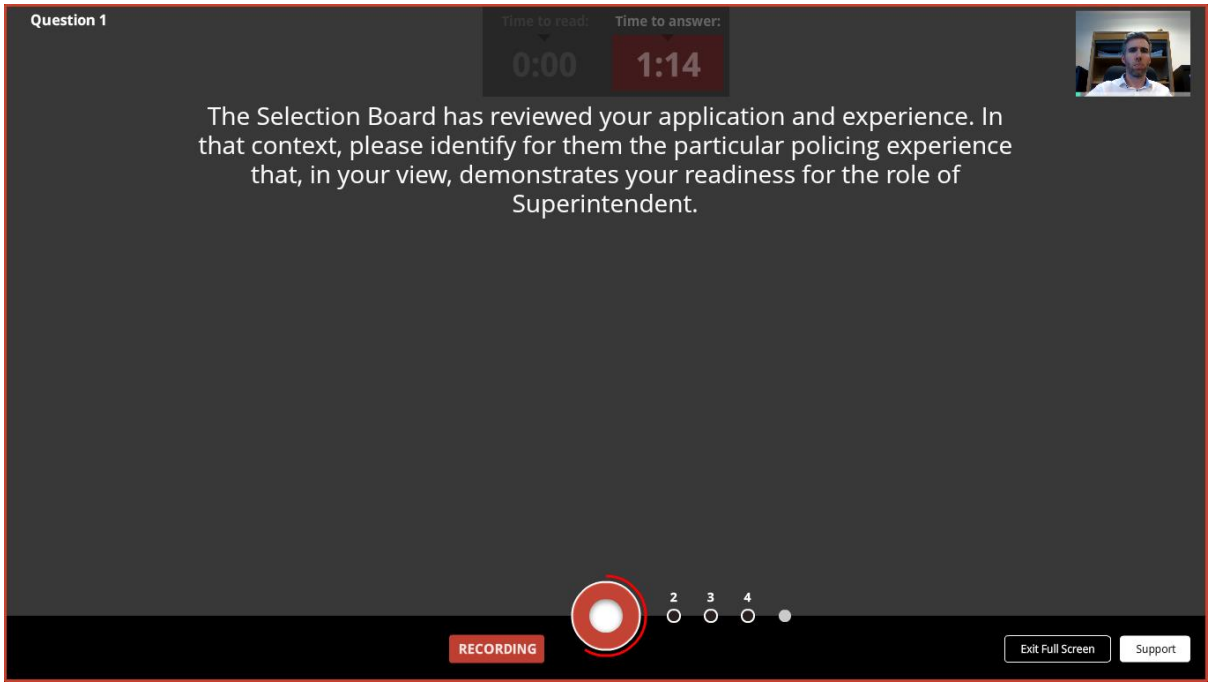


Step 17

This is Question 1. You will have thirty seconds to read it before the 'Time to Answer' timer starts to count down from 3 minutes.

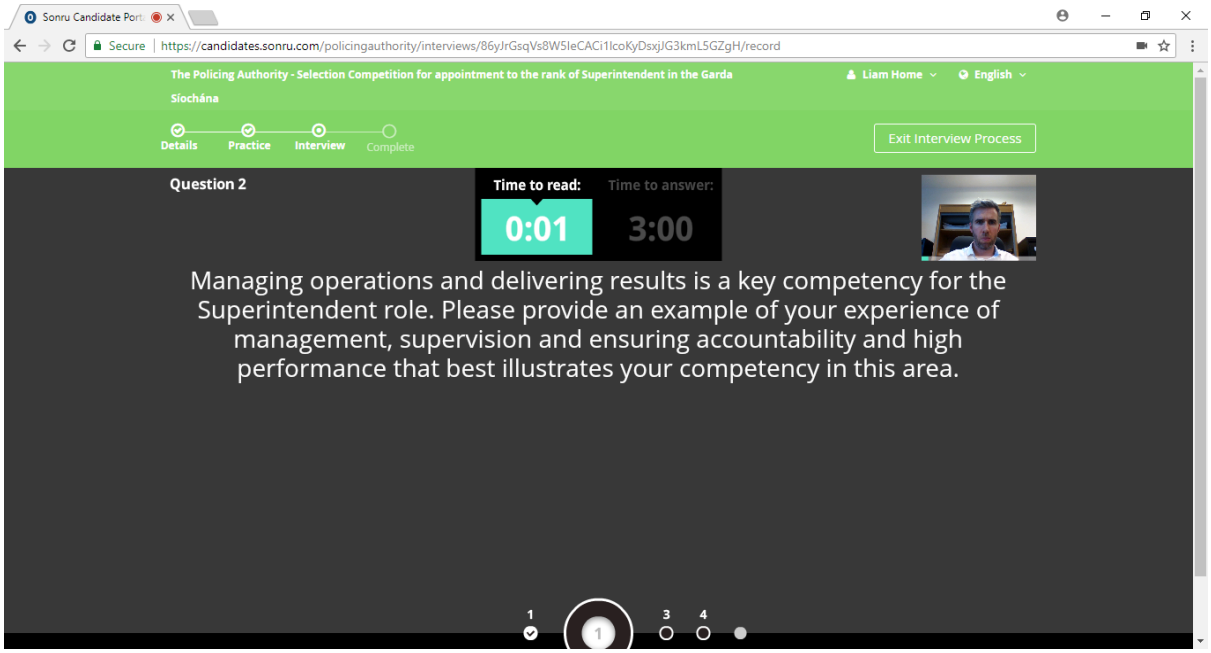


The screen below is what you will see when you are recording your answer. If you have finished answering before the 3 minutes are up, you can press the record circle to end the recording for that question. Otherwise you may wait for the timer to run down. **Be careful not to press the red button during recording if you are not finished your answer, or your response will be cut off.**

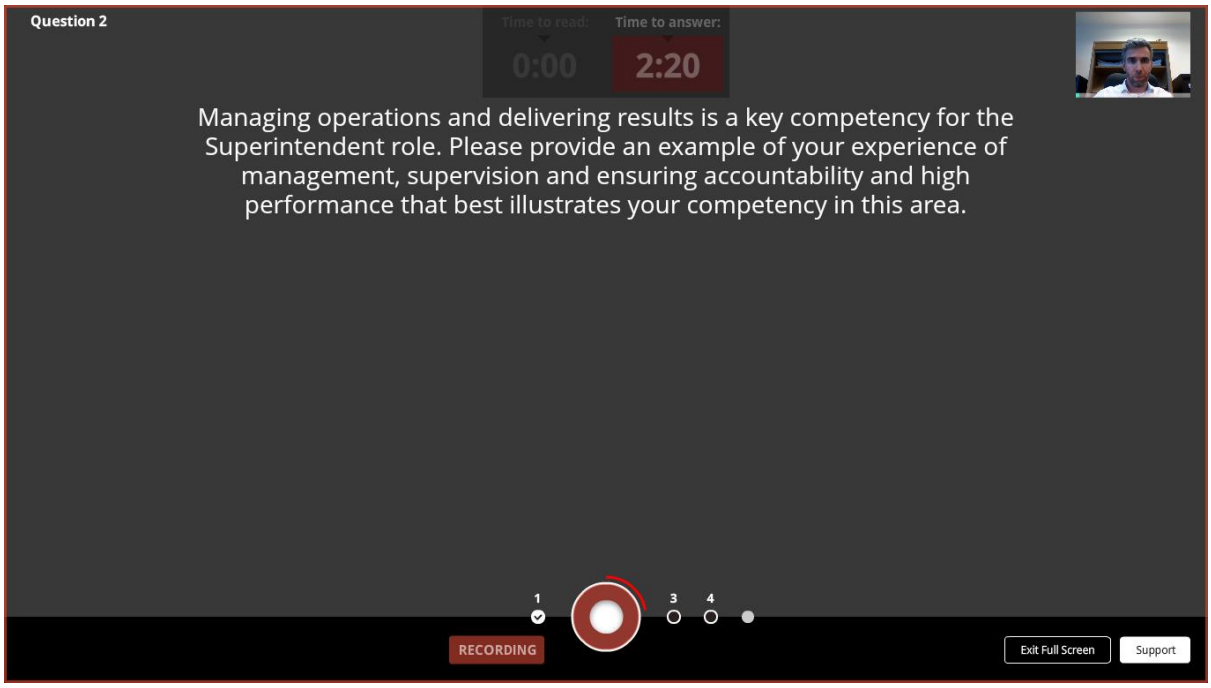


Step 18

Below is question 2 in the 'Time to read' questions. This is the view you will have if you are not on full screen mode.

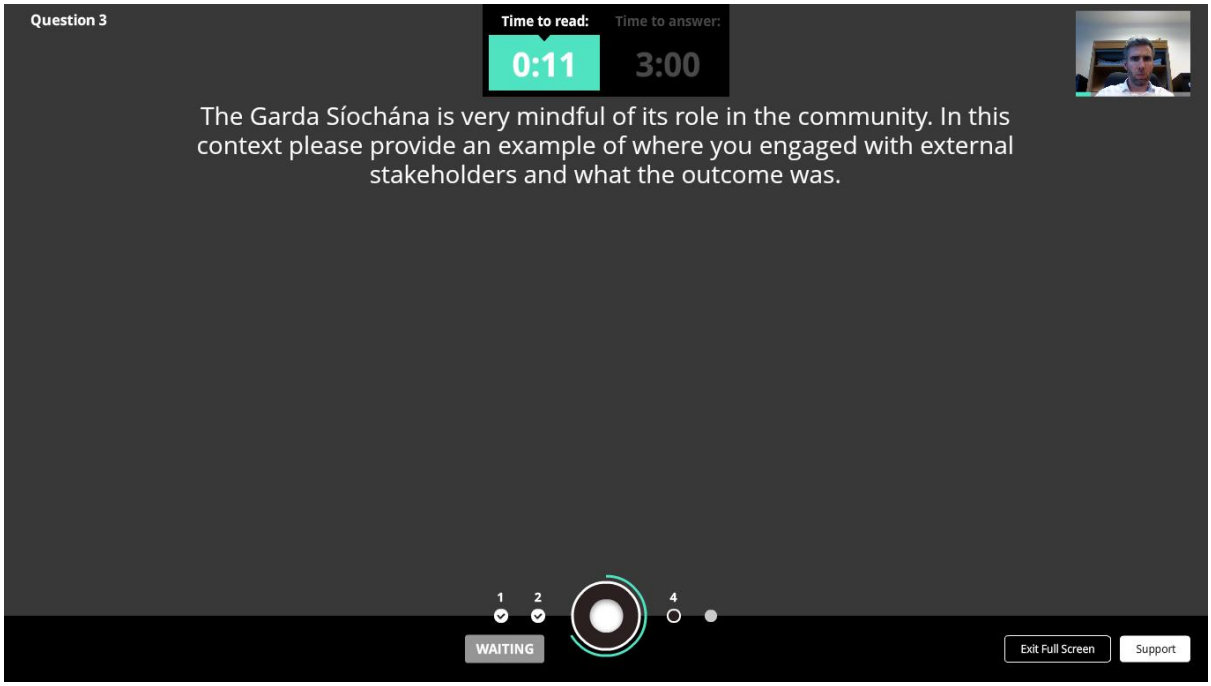


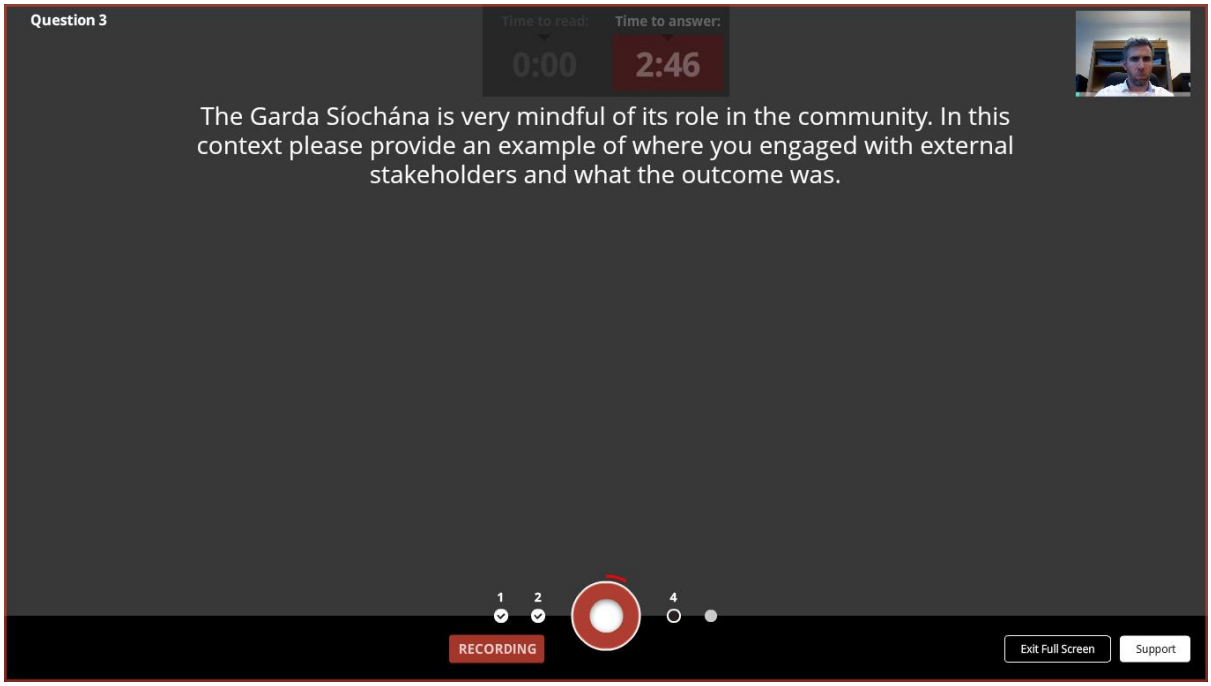
This is Question 2 in 'Time to answer' mode'. You will notice the red line tracing around the circle as an indicator of the countdown.



Step 19

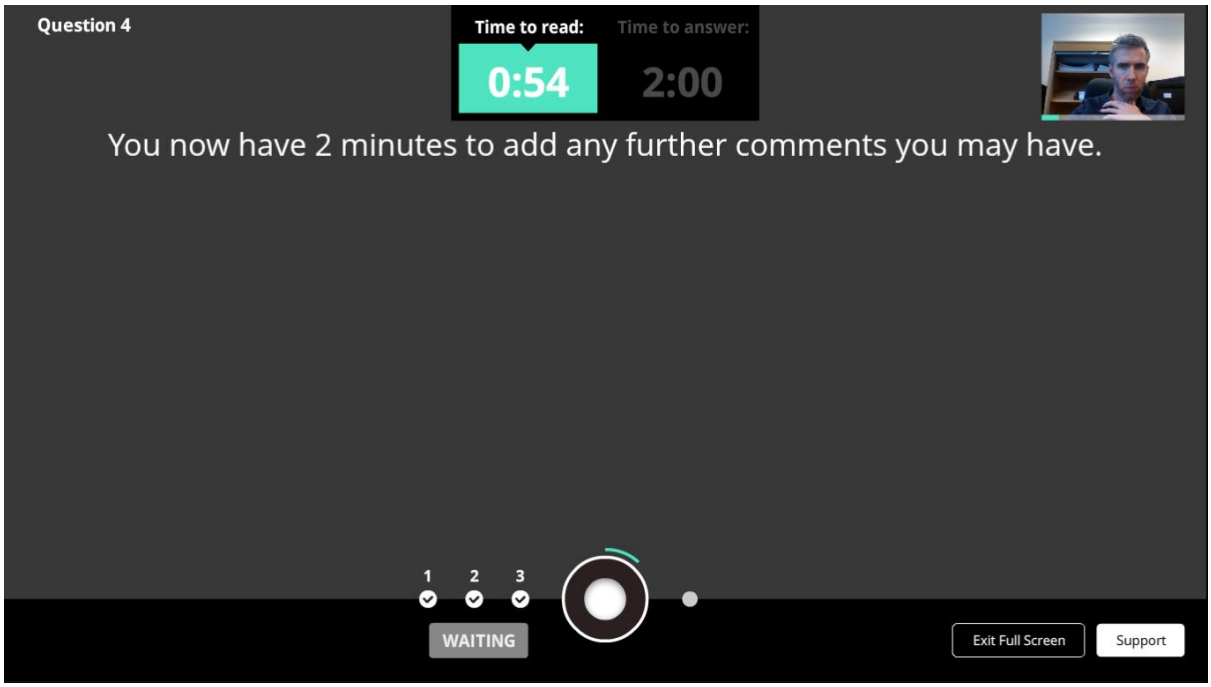
Question 3 is below.

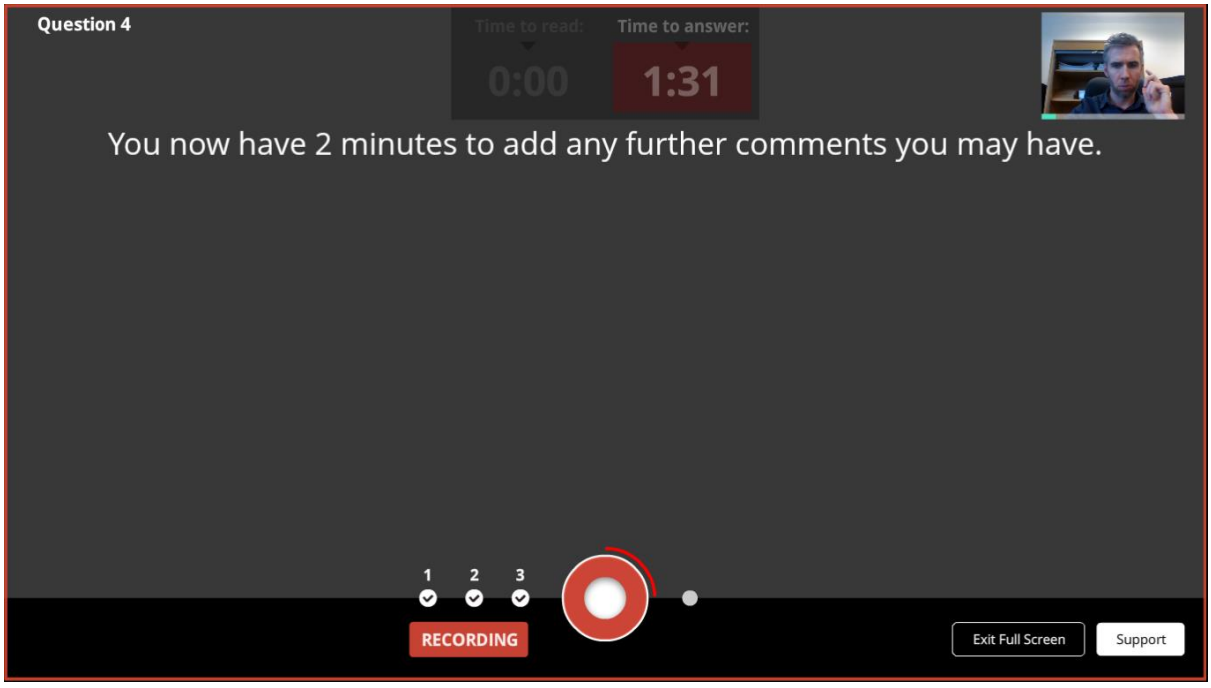




Step 20

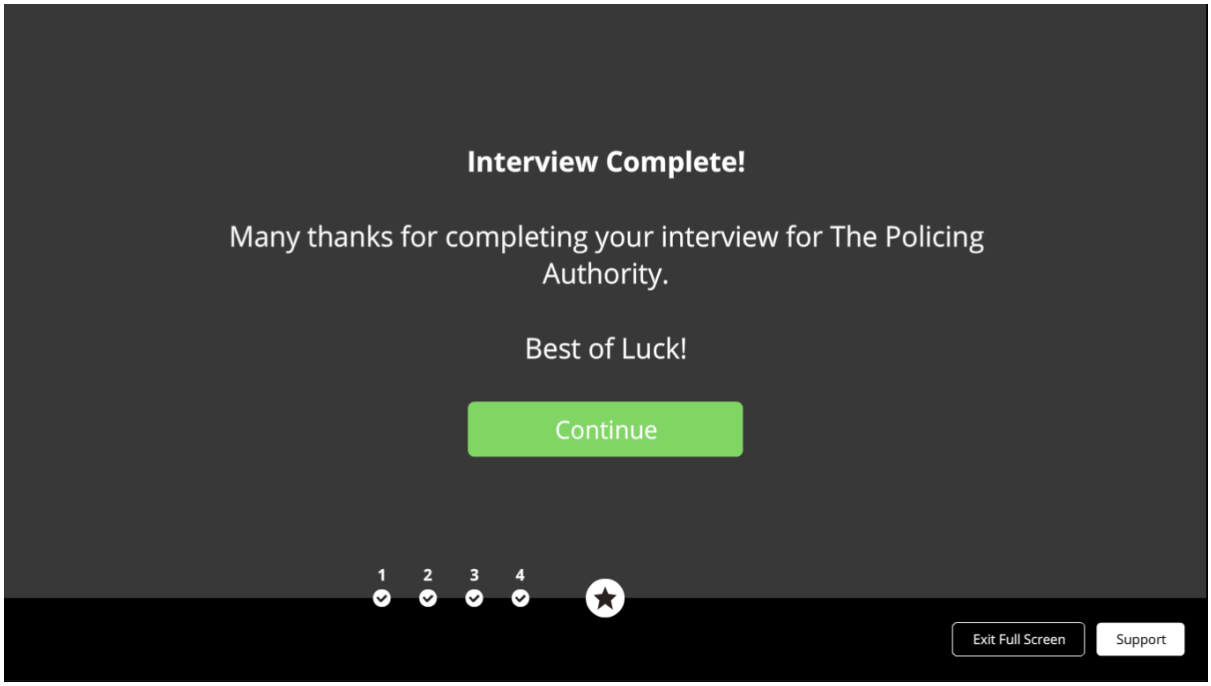
Question 4, below, gives you the opportunity to add any further comments you may have to support your application. As outlined in the Candidates Information Booklet, your comments should be relevant to the shortlisting criteria.





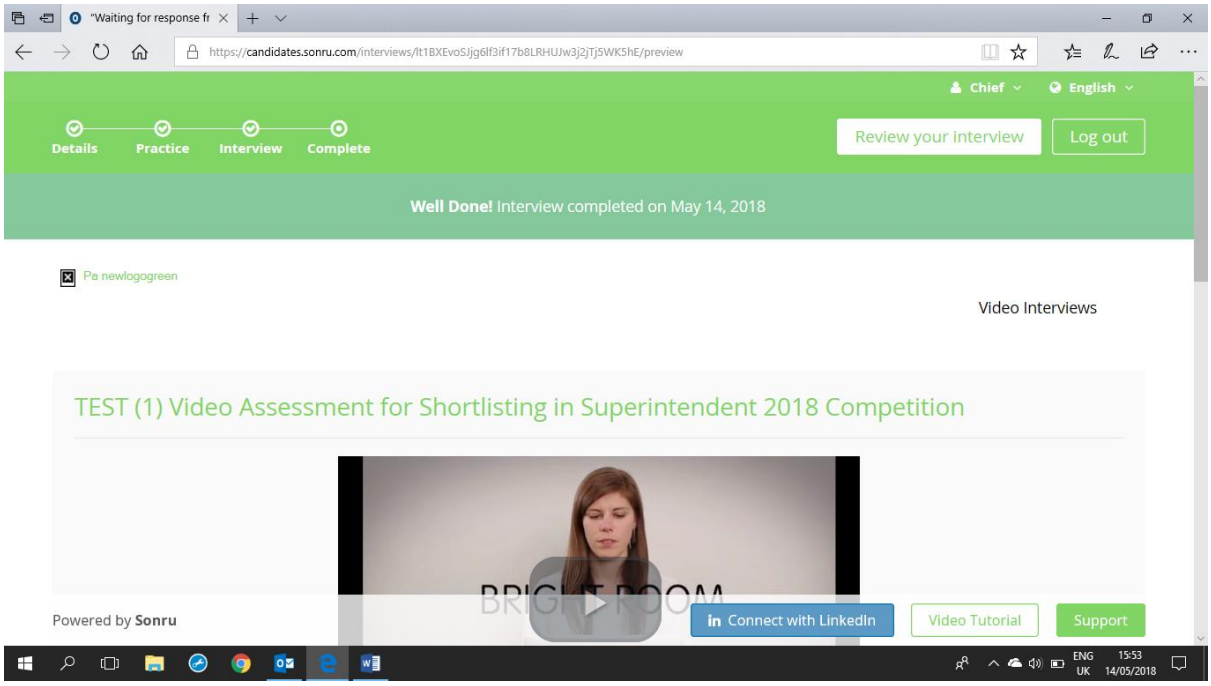
Step 21

This screen will appear when you are finished.



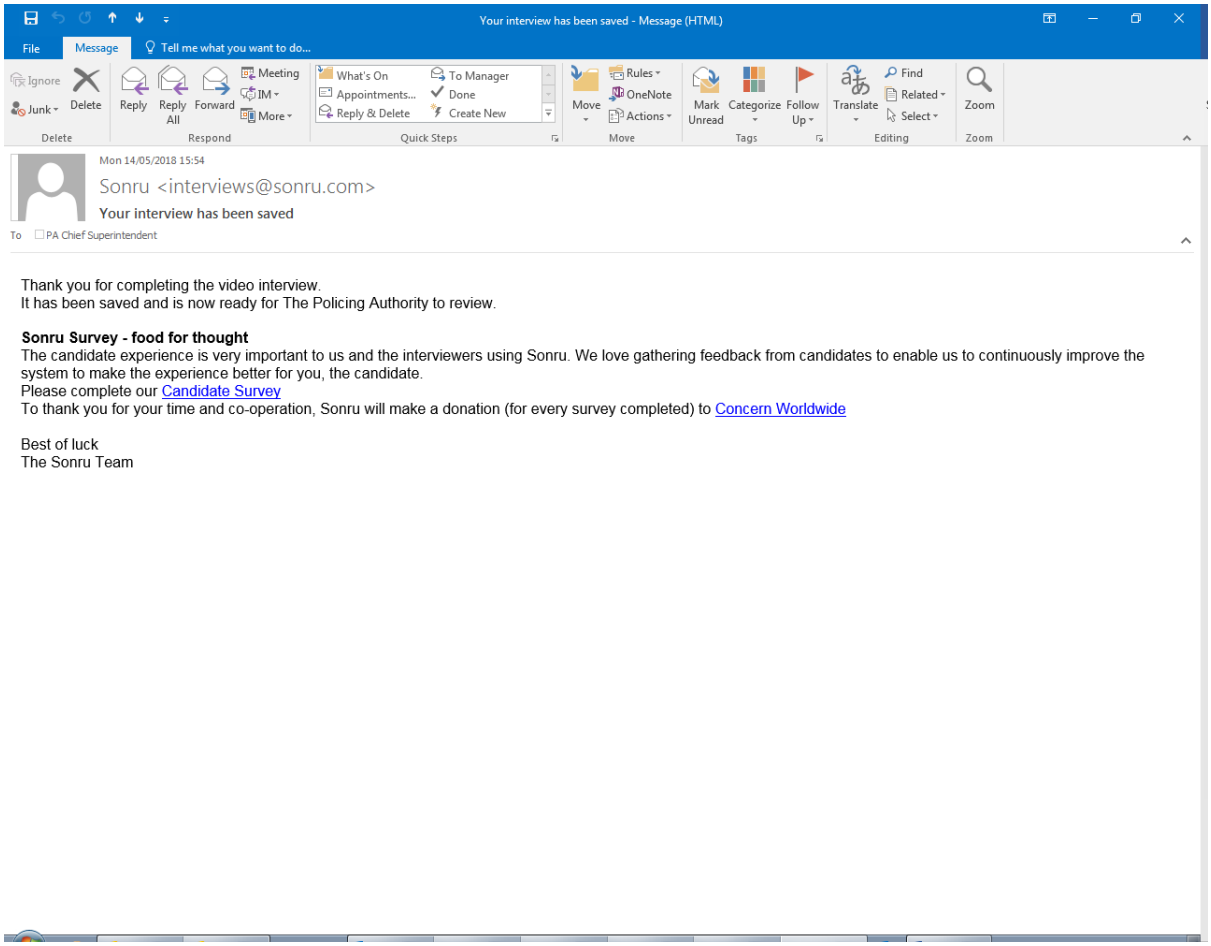
Step 22

You will be brought back to the competition landing page, but you will see a line saying “Well Done! Interview completed on May 14 2018” (e.g). You have now completed the process and may log out.



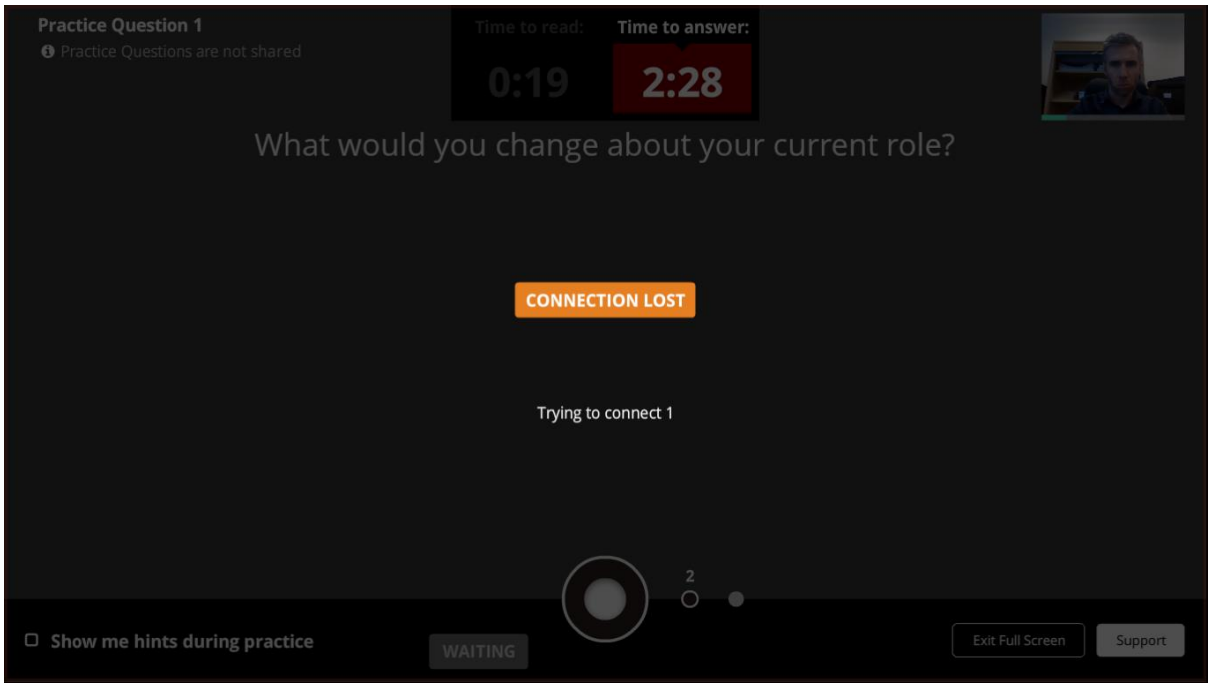
Step 23

You will receive an email from Sonru similar to the example below once your recording is complete and has been submitted. You will be invited to complete a survey by Sonru.

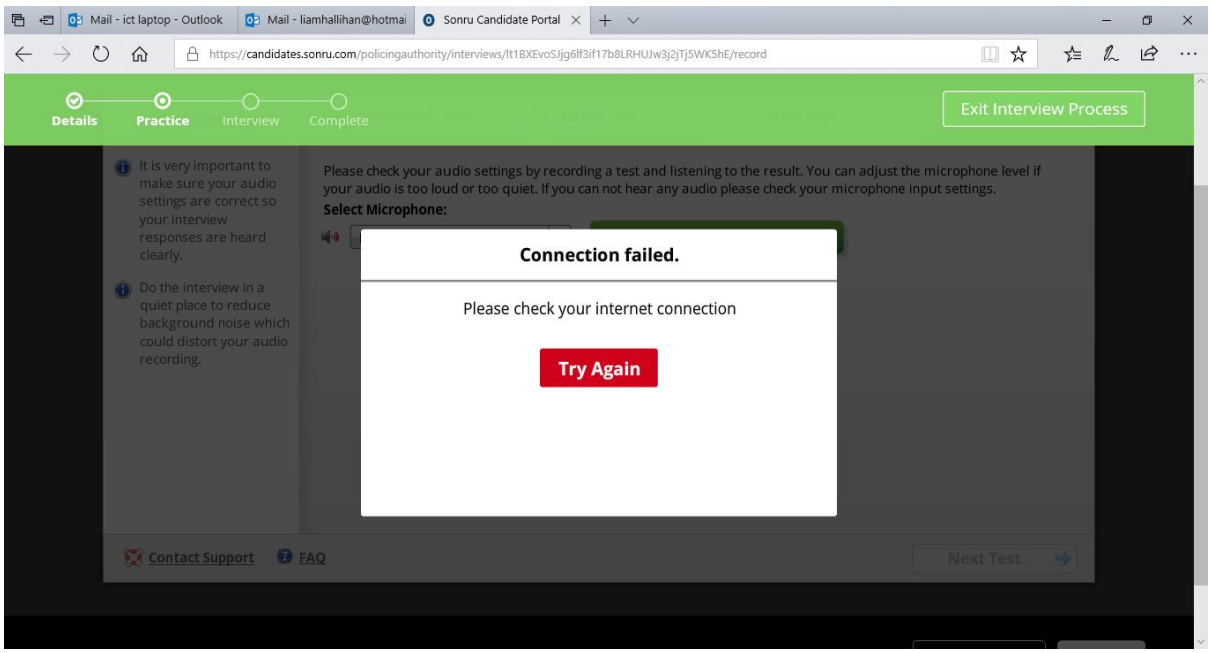


Disconnections

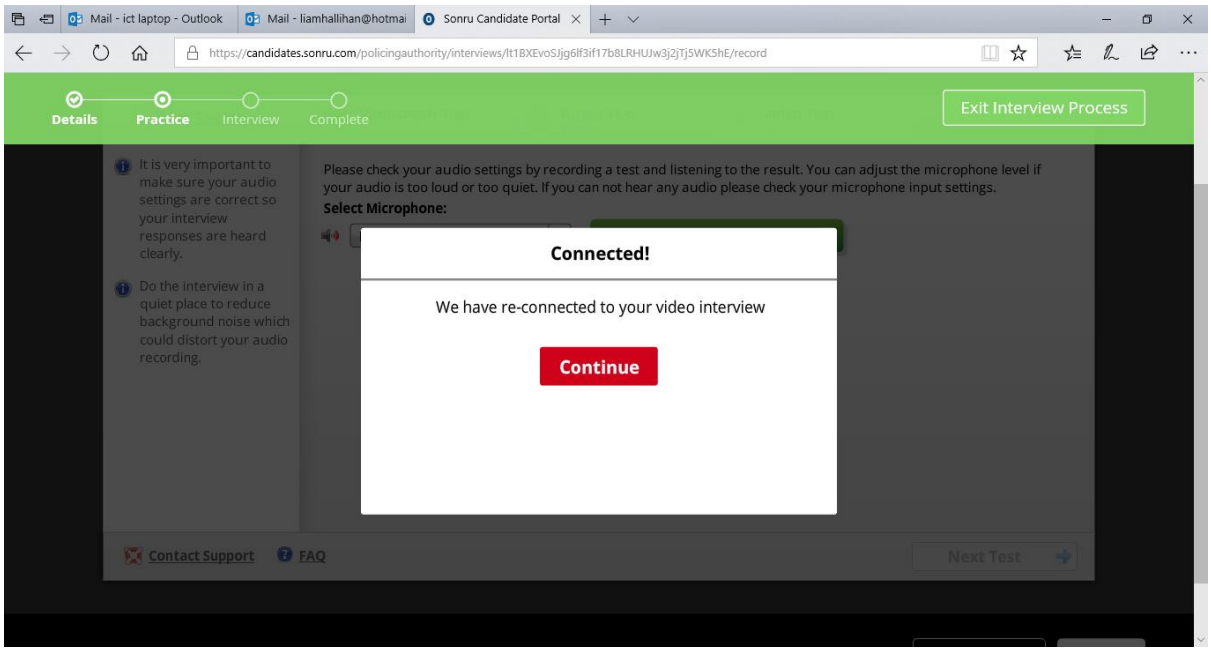
If your broadband disconnects during the test session, you will see the screen below. The system will try to reconnect you. If the interruption happens while you are responding to a question, the timer countdown will go back to the beginning of the 'Time to answer' when you reconnect and you will be required to re-record the answer.



Click 'Try Again' to reconnect.

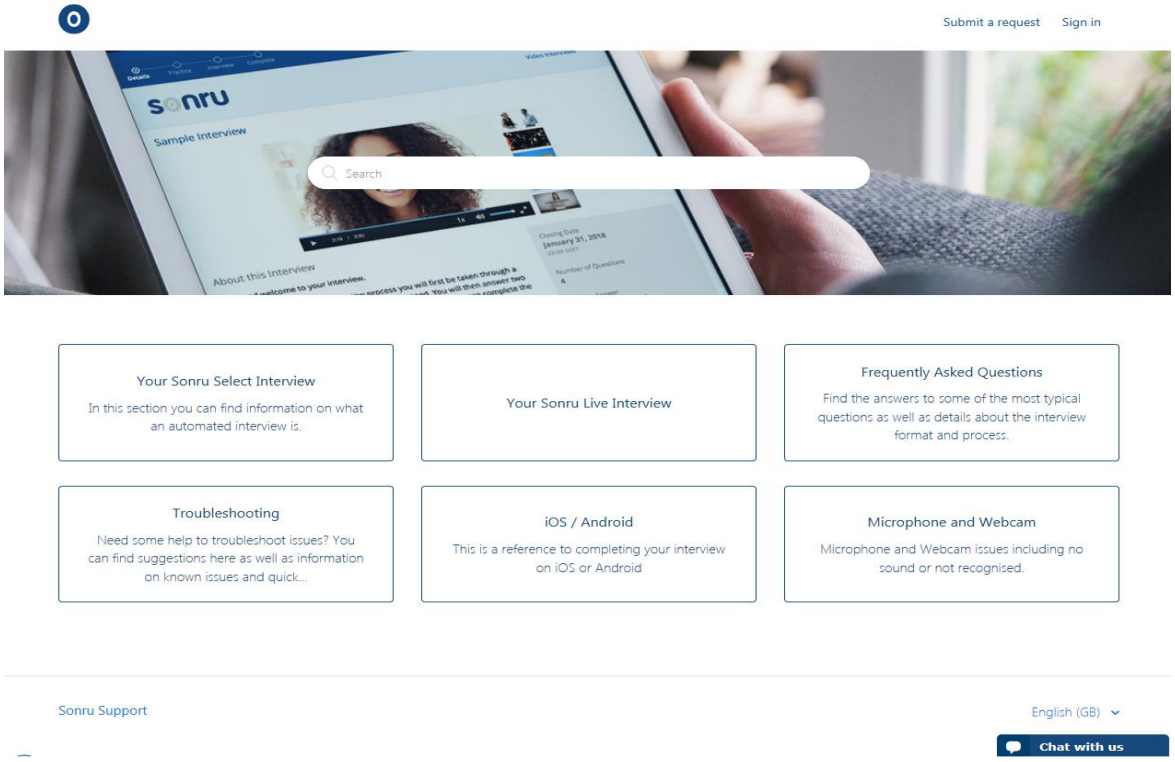


The screen below will appear if you can reconnect. If you cannot reconnect, you should move to an area with a better connection or reconnect on another device.

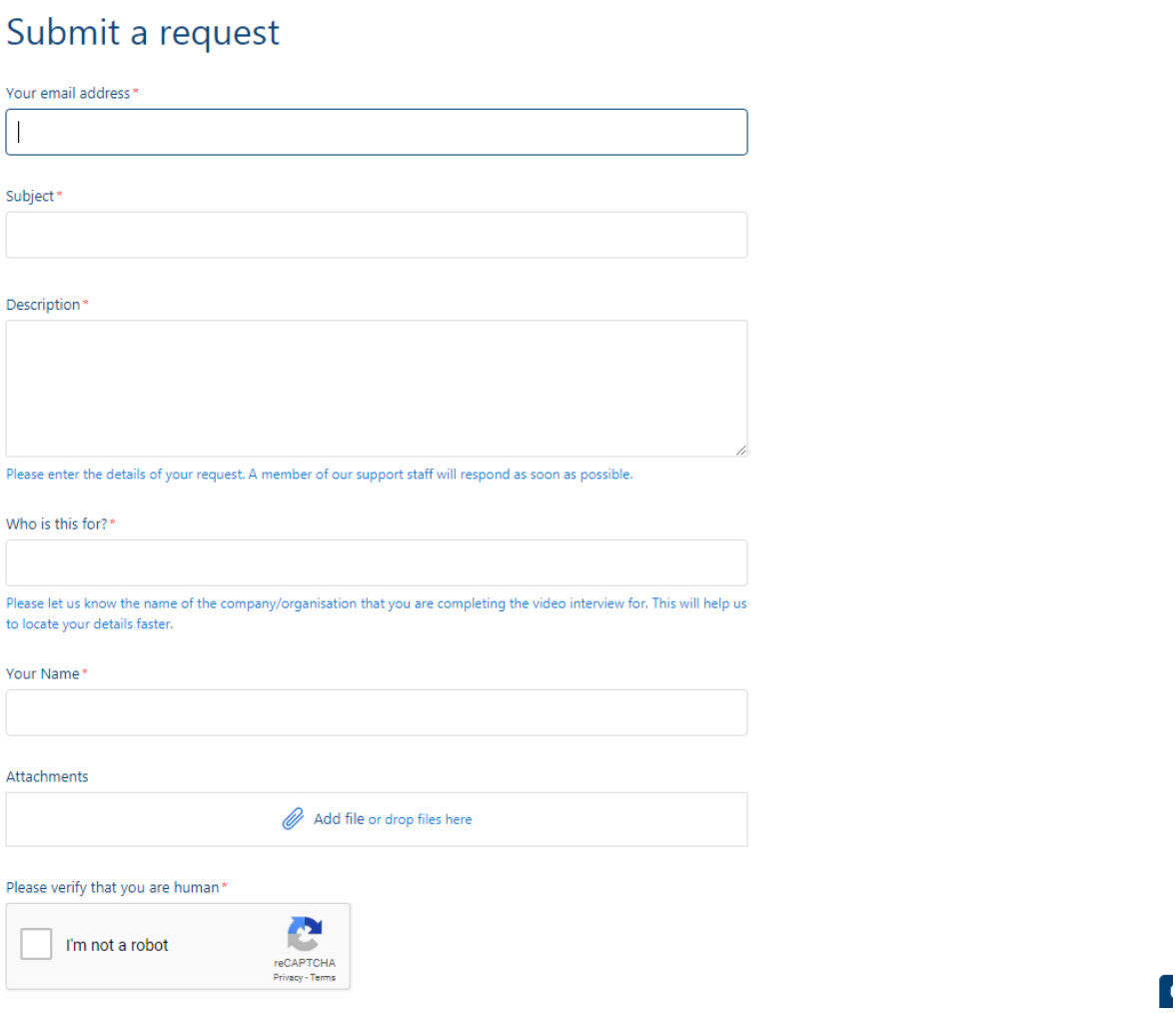


Sonru Support

If at any point during the video process you require technical assistance, you can click ‘Contact Support’, which will bring you to the page below, where you may be able to find the answer to your problem. You may also click ‘Submit Request’ if you want to email a member of the Sonru Support staff. Also, there a live chat link is located at the bottom right of the screen.



Clicking ‘Submit a request’ on the Sonru Support screen will bring you to the page below. A member of the Sonru Support staff will contact you by email to assist you with your query.



If you prefer, you can also send an email to support@sonru.com.

You also have the option to ring Sonru Support which is available 24 hours a day, 7 days a week. The number is 076 680 1294.

You may be put through to an answering service where you can leave a message. Sonru will contact you as soon as a support staff member becomes available.