



AN TÚDARÁS PÓILÍNEACHTA  
POLICING AUTHORITY

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

**Video Interview User Guide for Candidates**

**June 2021**

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## 1. Introduction

As a result of public health restrictions imposed due to COVID-19, interviews for all candidates for the Policing Authority's 2021 Selection Competition for appointment to the rank of Superintendent in the Garda Síochána will be conducted by video conference using the Zoom platform. This is to ensure that we can facilitate social distancing requirements and protect the health of all participants in the process.

Consequently, instead of presenting for in-person interviews at the Policing Authority offices, candidates will log on to the Zoom platform, from home or work, for interview by the Selection Board and the interview will be conducted in the same way in all other respects to a face-to-face interview.

The purpose of this guide is to provide you with an overview of the video platform that will be used for the interview process and to answer any questions you may have about your online interview.

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 a step by step guide to setting up a Zoom account and joining a meeting.

The Policing Authority Appointments Unit will be happy to answer any questions regarding the process and may be contacted at [superintendent@policingauthority.ie](mailto:superintendent@policingauthority.ie) or by phone on 01 858 9036. However, we would ask that you read this document before contacting us with regard to any questions arising.

**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. What you need to do

Applicants who meet the eligibility requirements for the competition will have received an invitation by email on 28 June 2021 from the Policing Authority with details of their interview. This includes the date and time of interview, as well as the Meeting ID and Password in order to log into Zoom at the specified time.

If you do not already have a Zoom account, you will need to set one up. Visit [zoom.us](https://zoom.us) in order to register for a free account. The Appendix to this document gives you a step by step guide as to how to do this.

Candidates may use a PC, laptop or a tablet with a webcam for their interview. It is also possible to access the platform on an Apple or Android smartphone via an app (but not a Windows phone). However, if using this option, it is important that candidates ensure that all calls are diverted to voicemail before commencing the interview.

On the day of your interview, you should log-in to Zoom a few minutes before the interview starts. You can either log-in using a web browser or you can download the app and log-in this way. Then enter the Meeting ID and the password you have been provided with. The appendix to this document gives you a step by step guide as to how to join a meeting.

Once you log-in, you will receive a message to say you are in a 'Waiting Room' and that the meeting host will admit you to the meeting shortly. The Selection Board will be notified when you are in the

waiting room and the Policing Authority Representative will call or 'admit' you when the Board is ready to start your interview.

When admitted, you should select the "Gallery" view. This will allow you to see all the Selection Board members, the Policing Authority Representative and your own video feed. All Members of the Selection Board will also be able to see you and their colleagues.

You will be welcomed by the Chair of the Board who will explain the interview process to you. You will deliver your presentation and the Board will question you on the competency areas as they would in a regular face-to-face interview. At the end of the interview, you will be asked to 'Leave' and the Board will wait until you have left before proceeding with their deliberations.

If you have any technical difficulties, the Policing Authority Representative will assist you.

You will have an opportunity to do a trial run with a member of the Appointments Unit in advance of your interview in order to check your IT equipment, Zoom settings etc. and you will be contacted shortly to arrange this test meeting. It should only take about 5 to 10 minutes. During this test, we will discuss with you what will happen if you encounter any technical difficulties and we will answer any questions you may have about the process.

### **3. Familiarising yourself with the Zoom video platform**

It is understandable that you may feel uncomfortable speaking by video conference if you are unused to using the Zoom platform. As with any interview, it is important to be as prepared as possible. It is advised that you download the Zoom app and practice by speaking into the camera. This will enable you to test the quality of your video and microphone as well as become comfortable with the features. See Section 4 below for tips on using the platform.

Candidates should refer in the first instance to information provided in this Video Interview 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 of concern that has not been addressed in these documents or that has not been clarified during the Test interview. In addition, comprehensive information and support on using Zoom is provided on the Zoom website which may be useful to candidates under the following headings:

- [Getting started on Zoom](#)
- [How to Join a meeting](#)
- [Troubleshooting – on technical issues](#)
- *Getting started with [iOS](#) or [Android](#) – if using an app*
- [Audio and Video](#), including testing video
- [Frequently Asked Questions](#)

In addition to the above, there are [daily webinars](#) on all aspects of the application. To view the Zoom support page please click [here](#).

**Please Note** that you do not need to be familiar with all of the information which appears on the Zoom website for the purposes of your interview. For instance, you may disregard the section entitled Scheduling a meeting and Zoom Webinars.

The technical requirements of the Zoom platform can be found by clicking [here](#).

#### **4. Preparing for a Video Interview**

The process for a video interview is very similar to the interviews that we are all more familiar with, where all participants are present in one room. Once you have logged in and are admitted, the interview will continue as normal. It is recommended that you follow the suggestions below to assist with preparation for your video interview:

- **Ensure you are comfortable using the video technology.**

Being comfortable using the video technology will ensure that you are not distracted by the technology and your full attention is focused on the interview. Detailed instructions are provided in the appendix to this document, including how to run a test, to ensure you are comfortable using the system. Viewing the online information as outlined in Section 3 above is a good way of quickly familiarising yourself with the system. You should test the audio and video quality on the PC/laptop/tablet you will be using in advance and if you have any concerns you should flag them during the test meeting.

- **Ensure you are in a suitable location.**

You should ensure that:

- You select a quiet and private location where you will not be disturbed and where there is minimal background noise;
- The area is well-lit, with a plain light-coloured background;
- There is a stable internet connection;
- The sound on your phone and any other speakers in the room are turned off;
- The camera is at eye-level if possible (you may wish to place a stack of books or a box underneath your device to help with this); and
- If using a mobile device, that it is steady for the duration of the interview - if possible use a stand to keep the device upright. The camera on your device should be positioned to show your head and shoulders on the screen.

- **Be prepared**

Preparation is important for any interview but it is particularly important when using video technology. Be familiar with your presentation and/or application form to minimize the need to read the documentation during your interaction with the board.

- **Be clear about 'entering' and 'exiting' the interview.**

Zoom facilitates the entry to interview by having a 'waiting room' which ensures that candidates cannot enter the interview without being admitted. Think of it as being similar to a physical waiting room where you will be brought into the interview room when the Selection Board are ready to start the interview. You will be able to log-in a few minutes before the interview and the Policing Authority representative will receive a notification that you are in the 'waiting room'. The Selection Board will call you in or 'admit' you when they are ready to commence. When the interview concludes the Chair will invite you to leave the meeting, concluding your interview. It is advisable to practice this process in advance.

- **Ensure adequate sound quality**

You should speak at a normal pace and should clarify at the outset of the interview if the Selection Board members can hear you properly and let them know if you have any difficulty hearing them. If there are any issues with sound, flag this at the start of the interview or at any time if a difficulty arises during the interview.

It may be that these issues can be resolved by:

- Some adjustment to devices which may resolve the issue quickly; or
- Leaving and re-joining the meeting (using the same meeting ID and password) if connection is lost – this can sometimes be required if the video of any participant “freezes” or if sound “breaks up”

It is not expected that these problems will arise when using a stable internet connection, but in the event that they do arise, there is no need for concern or anxiety. The Policing Authority Representative will be on hand to assist you with these technical difficulties and if necessary will communicate with you by phone to help resolve any technical issues. The Chairperson will ensure that your interview will continue or reconvene in a manner which ensures that you complete a full interview in a manner which is fair and consistent and does not disadvantage you in any way.

In the unlikely event that there are technical difficulties that cannot be resolved during the interview, the Chairperson of the Selection Board will decide how to proceed. This may involve in exceptional circumstances proceeding to complete the interview, with the candidate’s agreement, by sound only, by voice conference over a phone line, or by rescheduling the interview. The Policing Authority representative will communicate these arrangements to you by phone if clear communication by Zoom is not possible.

- **Test Equipment in advance**

In advance of interview, please ensure that:

- Your laptop or mobile device is fully charged. Ideally the device will be plugged in throughout the interview.
- Your microphone and camera are working correctly and the sound and picture are clear;
- Your laptop or device are put on ‘Do not Disturb’ mode, blocking all incoming notifications, or all other applications shut down and if you are using a mobile phone, all calls are diverted to voicemail.
- You have a strong internet connection. This can be tested by clicking the link [here](#) and following the instructions.

## **5. Technical Requirements and Support**

The Zoom 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 or

smartphone with an inbuilt camera. If undertaking this interview using a smartphone, calls should be diverted. Should you experience any technical issues during testing the devices that you wish to use, you should contact a member of the Appointments Team.

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

System Requirements:

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in
- Or, a HD cam or HD camcorder with video capture card

Supported operating systems

- macOS X with macOS 10.9 or later
- Windows 10 - Note: For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

Mobile device:

- Surface PRO 2 or higher running Win 8.1 or higher. Note: For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

Browser Support:

The Zoom Client supports the following browsers:

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Processor and RAM requirements

	Minimum	Recommended
Processor	Single Core 1Ghz or Higher	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	N/A	4GB

### Bandwidth requirements

The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, Wi-Fi or Wired environments.

Recommended bandwidth for group video calling

- 800kbps/1.0Mbps (up/down) for high quality video
- For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
- Receiving 1080p HD video requires 2.5mbps (up/down)
- Sending 1080p HD video requires 3.0 Mbps (up/down).

## **6. Confidentiality, Data Protection and Security**

Candidates should be aware that the Policing Authority will use a licenced Zoom account for the purpose of these interviews. The features of this account provide for secure connection and data protection in accordance with the Authority's Privacy Policy. The Zoom security features can be viewed by clicking [here](#) and Zoom's privacy policy can be viewed [here](#).

All data processed during this competition will be 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 which can be found on the Policing Authority website, or by clicking [here](#).

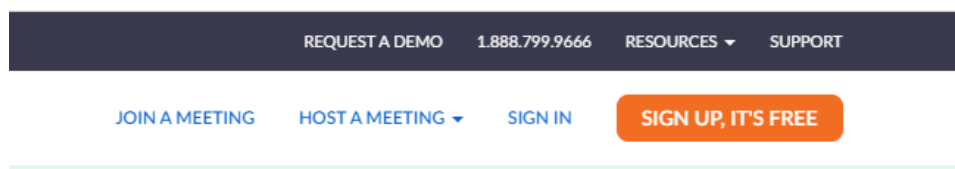


### Step by Step Instructions for using the Zoom platform

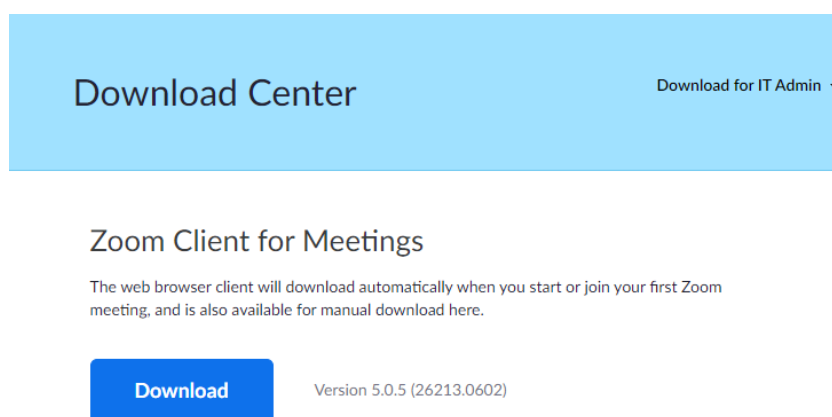
#### 1. Setting Up Zoom on a Laptop or PC

**Step 1:** Go to the Zoom website: <http://www.zoom.us>

**Step 2:** Click on the Resources tab (as seen below) which will provide a link to download the application.



**Step 3:** Download the Zoom Client for Meetings as pictured below:

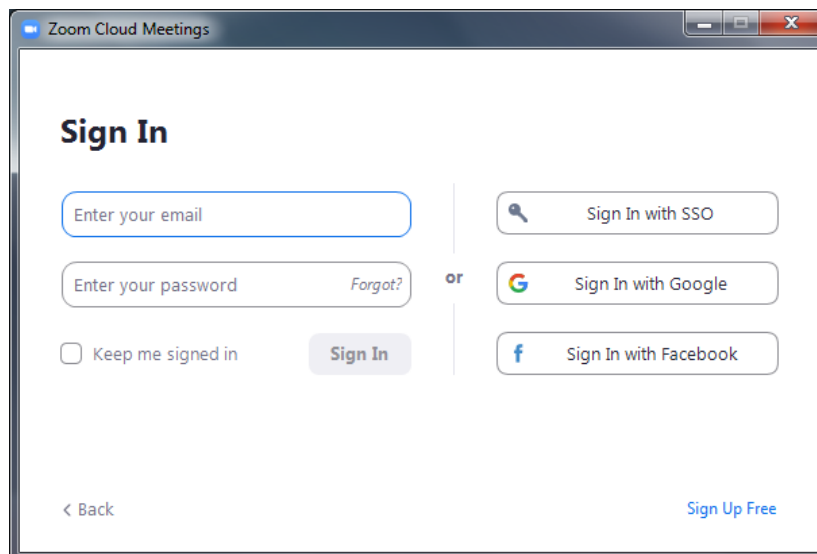


**Step 4:** Open the Zoom Client once downloaded and click sign in. If you don't already have a Zoom account, click Sign in and when presented with figure 2 click sign up now.

Figure 1



Figure 2



## 2. Setting Up Zoom on an iOS or Android Device

**Step 1:** Search for the app in your app store. It will look like the image below:



**Step 2:** Download the app and once it is installed open the application and you will see the screen below



### Start a Meeting

Start or join a video meeting on the go

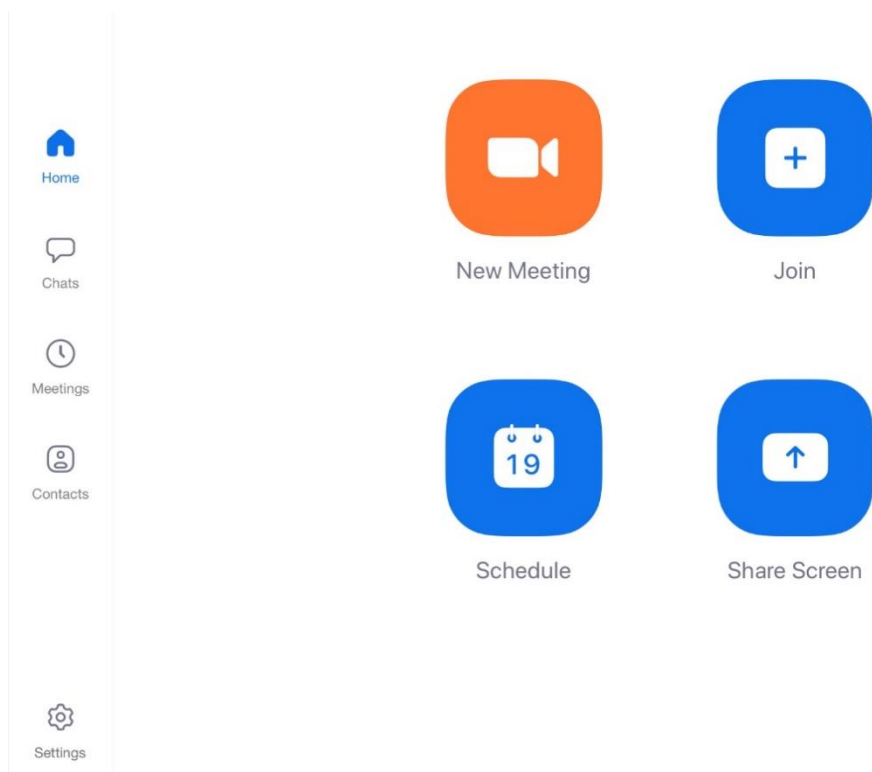


Join a Meeting

[Sign Up](#)

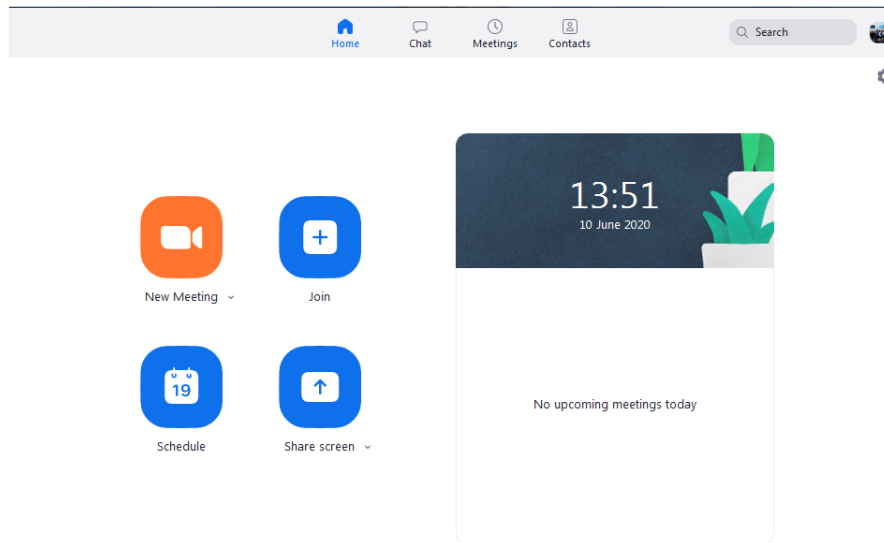
[Sign In](#)

**Step 3:** If you do not already have a Zoom account, click sign up. Otherwise, sign in and you will see the screen below:



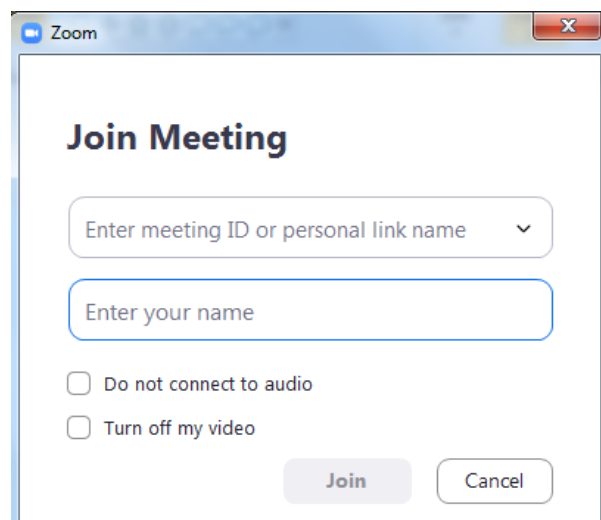
### 3. Joining a Meeting on a Laptop or PC

**Step 1:** When signed in you will see the following screen:

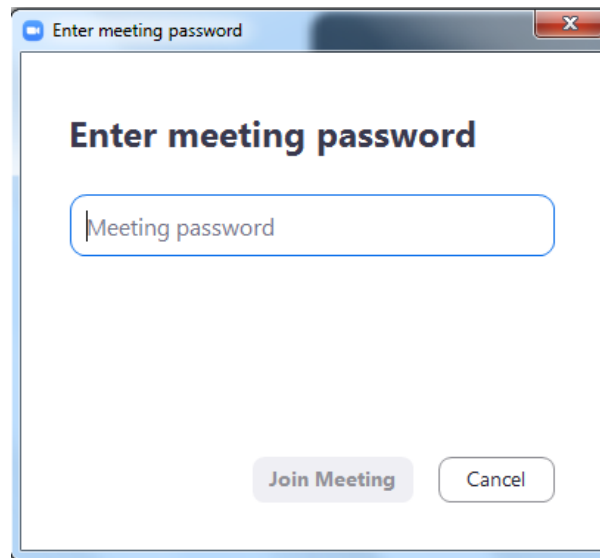


In order to join a meeting, click join.

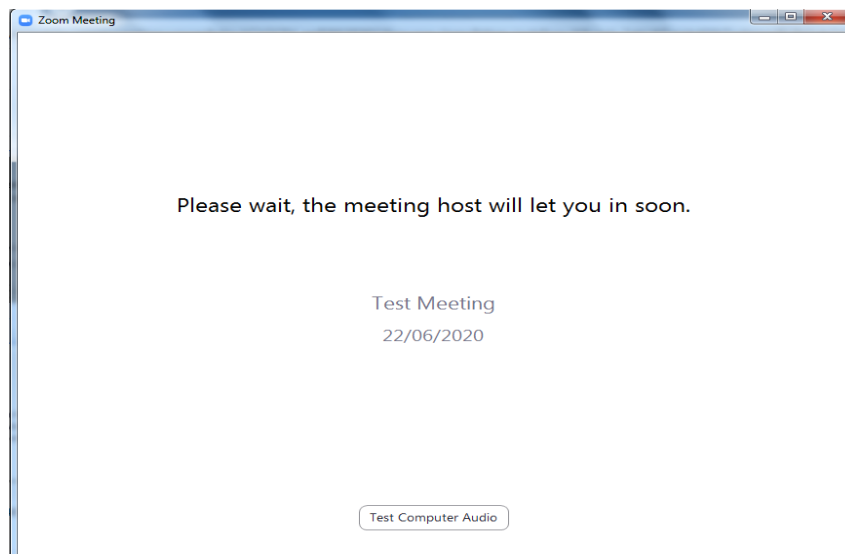
**Step 2:** Next enter your Meeting ID (as provided in advance of your interview) and your name.



**Step 3:** You will be prompted to enter your meeting password (which will be provided).



**Step 4:** Following this you will enter the “waiting room” for your interview. It is recommended you join about 5 minutes before your Interview is scheduled to start. When the board is ready, the PA representative will let you into the meeting room.



#### **4. Joining a Meeting on Android or iOS**

**Step 1:** To join a meeting click Join meeting. Then put in the meeting ID you were previously given and your name. It will then ask you for a password, which you will have been provided.

**Step 2:** When in a meeting if you tap “**Switch to Gallery View**” (pictured) this will show you everyone who is in the meeting.



**Note:** Tap near the top of your screen and you will see the following toolbar (This may be on the bottom on android devices)



**Join/Stop Audio** – Lets you join or leave the audio

**Join/Stop Video** – Lets you join or leave the video