

Q&A for candidates using video interviewing

Prior to the interview

Q1. What if I don't have a suitable device or internet access?

A1. The Cisco Webex Meeting application can be used on a PC, Laptop, Tablet or Mobile device. Webex can be accessed using mobile data if no internet access is available. If you don't have access to one of these, please contact us.

Q2. What if the internet service is poor where I would be doing my interview?

A2. The minimum requirement for CISCO Webex Standard Quality Video is 0.5 Mbps (Receive) and 0.5 Mbps (Send). You should perform a test within Webex as suggested in the candidate guidance to check the quality level. If possible, restrict the use of other internet devices within your location, or if using a mobile device consider moving where internet service is better. If this does not result in an improvement, please contact HRConnect.

Q3. What happens if I can't download Webex?

A3. Read the guidance carefully and ensure that you have completed all the relevant steps. Make sure you have the permissions to download the application and your security settings are not restricting access to the CISCO Webex application. If the difficulties relate to your internet provider, resolve the issue with them prior to contacting HRConnect.

Q4. I can't start or join the interview. What should I do?

A4. Read the guidance carefully and ensure that you have completed all the relevant steps. Select the invite in your e-mail and click on the link. If the reason you cannot join the meeting is due to it not having started yet, you will receive a message advising this – you should only join the meeting 1 or 2 minutes before it is due to start. You can also join using your internet browser, as detailed in the candidate guidance – you may need to input the meeting ID and password. If this problem persists contact HRConnect for further advice.

During the interview

Q1. There is not a clear picture from the start of the interview. What will the panel do?

A1. The Chairperson will advise you that without video, even if the video is only unclear, the interview cannot proceed. You will be advised to contact HRConnect immediately to discuss the issue. The Chairperson will also contact HRConnect to advise them. If the sound is not clear, and the problem cannot be resolved, then the Chairperson will advise you using the Chat facility that they will contact HRConnect to have the interview rearranged. You should check your e-mails regularly for further instructions, although it may take a few days to rearrange the interview. If the meeting is to be rearranged, HRConnect will contact you and the panel directly.

Q2. What action will the panel take if I do not state my name or I do not clearly show my photographic ID?

A2. If you do not clearly state your name or clearly show your valid photographic ID, the Chairperson has the right to terminate the interview.

Q3. The interview commences well and the picture is clear enough to verify my identity but it then becomes unclear. What will happen?

A3. The Chairperson will advise you that without video, even if the video is only unclear, the interview cannot proceed. You will be advised to contact HRConnect immediately to discuss the issue. The Chairperson will also contact HRConnect to advise them. If the sound is not clear, and the problem cannot be resolved, then the Chairperson will advise you using the Chat facility that they will contact HRConnect to have the interview rearranged. You should check your e-mails regularly for further instructions, although it may take a few days to rearrange the interview. If the meeting is to be rearranged, HRConnect will contact you and the panel directly.

Q4. What will happen if the connection starts well but it is lost completely during the interview and it is not possible for the panel to even hear my responses?

A4. The panel will try reconnecting and continuing with the interview. If the connection is poor and this is not possible, the Chairperson may use the Chat facility, as described in the Candidate Guidance, to advise you that they will contact HRConnect to rearrange for the remainder of the interview to take place. You should check your e-mails regularly for further instructions.

If the connection has been lost completely, and the panel are unable to use the Chat facility, the Chairperson will contact HRConnect and advise them of the difficulties experienced. HRConnect will be in contact with you by phone to provide an update. HRConnect will rearrange for the remainder of the interview to take place, and you should check your e-mails regularly for further instructions.

Q5. What if I require an adjustment because of a disability in relation to video interviewing?

A5. You should contact HRConnect to discuss any adjustments as soon as you receive your invite to interview.