# Telephone / Video screening Process

You can use this template to help you screen applicants before you decide who to interview. Telephone or video screening applicants can help you make a further assessment of the candidate’s skills and experience, communication skills and job expectations. It can also save you time and ease the burden of trying to schedule candidates and panel members for interviews.

## Suggested steps for conducing telephone/video screening of applicants

### Step 1: Review all applications and shortlist suitable applicants

After advertising, you’re likely to receive a large number of applications. While some applicants will be suitable for the job, others will not be. Therefore, before telephone/video screening applications, it’s important to review all the job applications you receive to identify applicants who appear suitable for the role you’ve advertised. You can use the [short-listing template](Shortlisting%20Template%20-%20Mar%202019.docx) for this purpose.

After reviewing the applications, you can create a shortlist of candidates that you want to telephone/video screen. You only need to shortlist those candidates whose applications demonstrate their suitability for the position.

### Step 2: Telephone / video screening shortlisted applicants

**Telephone Screening:**

Once you’ve established a shortlist, you can telephone screen the applicants you’ve shortlisted to further refine your list. Use the telephone screening template below to help you conduct a telephone interview. You can record the person’s answers to the questions in the space provided.

Remember that the template is a guide only. If you need different or more information in a particular area from the applicant, you should ask them relevant follow up questions. Also ask the person to provide examples that demonstrate their relevant knowledge and experience.

Remember:

* schedule appointments with your shortlisted applicants for the telephone interview
* don’t conduct on-the-spot interviews
* each telephone interview should take 10-20 minutes per applicant.

**Video screening:**

Video screening, as opposed to telephone screening, allows candidates to record their responses to set interview questions. All selection panel members will then have the ability to review and shortlist candidates based on the video responses.

Some of the benefits of video screening interviews include:

* candidates being able to record their video responses at a time that’s convenient for them
* selection panel members can review candidate videos at a time that’s convenient for them (reducing issues associated with scheduling a large number of interviews) and
* selection panel members are able to assess and compare candidates experience, communication skills, body language and cultural fit.

You will need to prepare a set of standard interview questions for all candidates to answer, for example:

* Why interests you in this position?
* What do you know about our organisation?
* Tell me about yourself
* Tell me about your greatest career accomplishment?
* Where are you looking to head in your career?
* Why do you want to leave your current position?
* Describe your work ethic
* Describe your ideal work environment?

There are many video interview platform providers in the marketplace, you should check which product best meets your organisational needs and price point.

### Step 3: Review your shortlist

Once you have completed the screening interviews you will have a better understanding of the interest applicants have for the job and their suitability. You are now in a position to review your shortlist, based on the information you have collected. After telephone/video screening, you can decide who you want to interview face-to-face.

**TELEPHONE SCREENING TEMPLATE**

|  |  |  |  |
| --- | --- | --- | --- |
| Applicant Name: |  | Date: |  |
| Interviewer: |  |  |  |

**What attracted you to apply for this position?**

|  |
| --- |
|  |
| **What skills, knowledge and experience can you bring to this job? What value do you think you can add to our organisation?** |
|  |
| **Where are you looking to head in your career? What are you looking to achieve in this job?** |
|  |

| **What are your strengths & areas for development?** |
| --- |
|  |
| **What is the reason you wish to leave or left your current/last employer?** |
|  |
| **Other** |
|  |
| **Other information** |  |
| **Salary expectation** |  |
| **Availability for interview** |  |
| **Working rights in Australia** | **Citizen □ Perm Resident □ Visa □** |
| **Currently employed** | **YES / NO** |
| **INTERVIEWER COMMENTS** |
|  |