

Rubric or Marking Guide criteria – Face to Face Interview

	Proposed weighting	Excellent	Average	Poor
<b>RESPONSES TO 5 QUESTIONS</b>	80%	<ul style="list-style-type: none"> <li>• Answer is well constructed</li> <li>• Logical, flowing response</li> <li>• Excellent clarity in all descriptions</li> <li>• STAR method is used appropriately drawing from relevant examples</li> <li>• Provides specific evidence for knowledge, skills and experience</li> <li>• Identifies transferable skills</li> <li>• Thoughtfully connects skills/experience to the organisation/role demonstrating research and self-reflection</li> </ul>	<ul style="list-style-type: none"> <li>• More thorough response</li> <li>• Some attempt at logical flow</li> <li>• Answer may be lacking in elaboration or detail in some aspects</li> <li>• Demonstrates some research/knowledge of organisation beyond job advertisement</li> </ul>	<ul style="list-style-type: none"> <li>• Can provide an answer</li> <li>• May be simplistic</li> <li>• May be poorly constructed</li> <li>• No attempt at elaboration or justification</li> <li>• Little evidence of additional organisation research</li> </ul>
<p><b>EXAMPLE QUESTION</b></p> <p>“Describe how you have demonstrated excellent communication skills in the past”</p>		<p><b>Excellent answer</b></p> <p><i>“My last job was as a receptionist for the Flintstone Medical Practice, where I used excellent communication skills, both written and oral, on a daily basis. I communicated with both patients and colleagues face-to-face, over the phone, and via e-mail. As I was the first person that people saw or spoke to, I had to be professional, courteous and helpful at all times. During the 4 years I worked there, I received extremely positive feedback on my exemplary communication skills and my interpersonal skills from my managers in performance reviews.”</i></p>	<p><b>More thorough answer</b></p> <p><i>“My last job was as a receptionist for the Flintstone Medical Practice. I spoke to patients on the phone a lot so had to be clear and easy to understand when I spoke to them. I was the first person that people would talk to when they phoned up or walked in so it was important that I demonstrated good communication skills. I was with the company for a long time, so I think I was pretty good at communication with the patients.”</i></p>	<p><b>Basic answer</b></p> <p><i>“I’ve worked as a receptionist before, I had to answer the phone a lot and so had to have pretty good communication skills for that. I wrote e-mails too, which meant I had good written communication as well.”</i></p>

<b>PRESENTATION</b>	<b>20%</b>	<ul style="list-style-type: none"> <li>• Speech tone and diction is clear, coherent and well-paced</li> <li>• Body language appropriate and projecting self-assurance</li> <li>• Converses well with appropriate questions, introduction and closure</li> <li>• Excellent body language</li> <li>• Clothing excellent</li> </ul>	<p>Some interference to interview flow/room for improvement in:</p> <ul style="list-style-type: none"> <li>• Speech tone, diction and/or pace</li> <li>• Body language</li> <li>• Questions/interaction with interviewer</li> <li>• Clothing</li> </ul>	<ul style="list-style-type: none"> <li>• Speech tone incoherent and interfering with interview flow/communication</li> <li>• Distracting gestures, body language or habits interfere with interview flow/communication</li> <li>• Inappropriate questions/interaction with interviewer/others</li> <li>• Clothing is inappropriate</li> </ul>
---------------------	------------	--	---	---