

# Candidate Guide

What to expect when visiting the  
Public Appointments Service for  
Interview, Assessment Day or  
Supervised Testing Session





# Purpose of this Guide

- ▶ The Public Appointments Service have created this Candidate Guide to help you understand what to expect when coming to the building for an Interview, Assessment Day, or for a Supervised Online Testing Session
- ▶ This guide is for all candidates to use and is particularly intended to support candidates with a disability or other needs
- ▶ Under our Values of Dignity and Respect, we are committed to ensuring that our environment promotes diversity and enables people to perform to their potential





# Additional Support

- ▶ If you are a candidate with a disability and wish to discuss any matter relating to the accessibility of our building or services, please contact our Disability Champion, Amanda Kavanagh, via email or telephone



Email address: [amanda.kavanagh@publicjobs.ie](mailto:amanda.kavanagh@publicjobs.ie)

Telephone: 01-8587655



# What will you be doing in the Public Appointments Service

You may be invited to the Public Appointments Service for one of the following reasons:

1. To complete supervised online testing for a job you have applied for
2. To attend an interview for a job you have applied for
3. To attend an assessment day for a job you have applied for

At an assessment day, you will be asked to complete a range of different assessments in one day, for example an interview and group exercise and supervised online testing.

Before you come to the Public Appointments Service, we will tell you what you will be doing and what time you should arrive at the building.

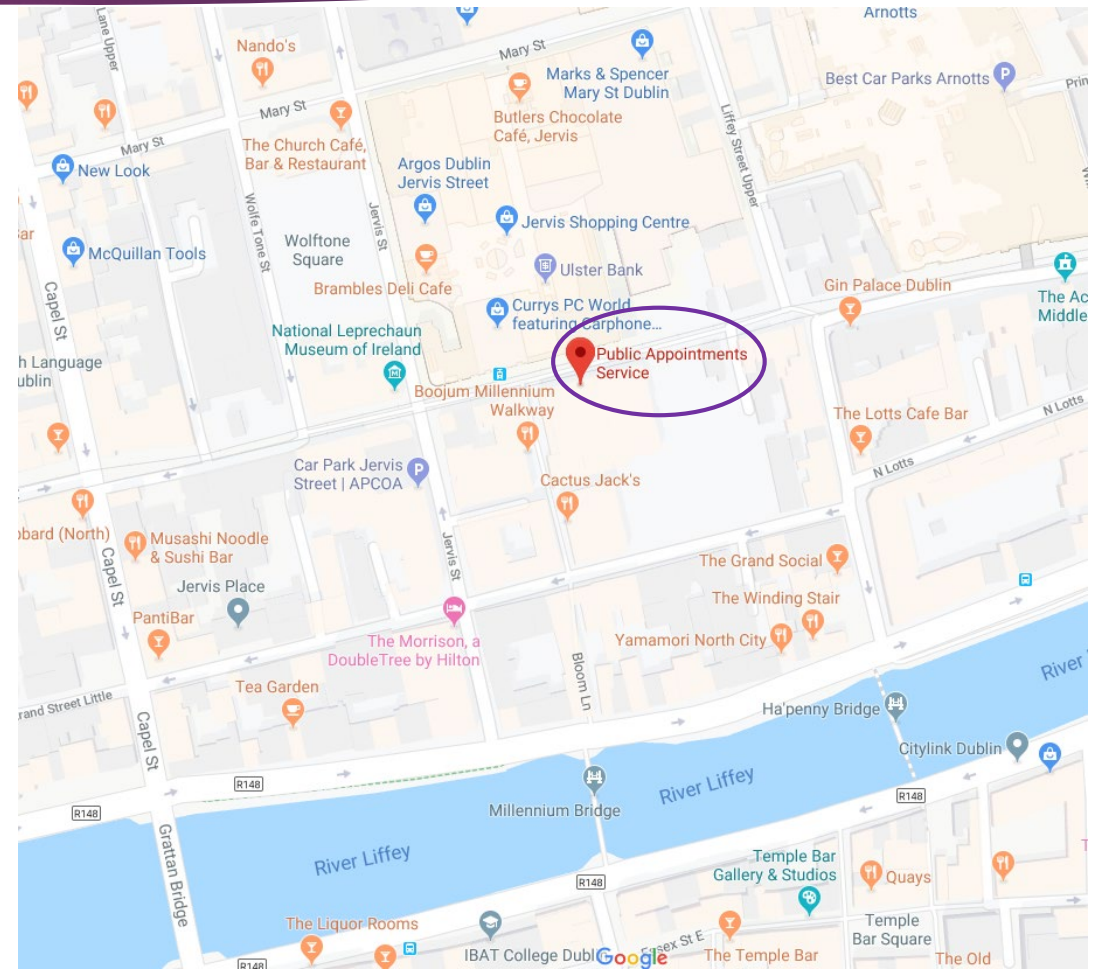


# Where is the Public Appointments Service

The Public Appointments Service is located at:

- ▶ Chapter House, 26/30 Abbey Street Upper, Dublin 1, D01 C7W6
- ▶ Click [here](https://www.google.ie/maps/place/Public+Appointments+Service/@53.3476944,-6.2652121,17z/data=!4m5!3m4!1s0x48670e8301de5e63:0x4efe64a3555c5d46!8m2!3d53.3476391!4d-6.2651434) to see the Public Appointments Service location on Google Maps

<https://www.google.ie/maps/place/Public+Appointments+Service/@53.3476944,-6.2652121,17z/data=!4m5!3m4!1s0x48670e8301de5e63:0x4efe64a3555c5d46!8m2!3d53.3476391!4d-6.2651434>





# Where is the Public Appointments Service

- ▶ The entrance is directly beside the Jervis Luas Stop that is on the opposite side of the road to the Jervis Shopping Centre, if exiting through the back of the Jervis Centre
- ▶ This is the Luas Red Line which runs between Tallaght/Saggart and Connolly/The Point
- ▶ There is a sign saying Chapter House beside the entrance and above the doors you will see “An tSeirbhís um Cheapacháin Phoiblí | Public Appointments Service”





# The Entrance

- ▶ It can be very busy outside the entrance at certain times of the day including at peak travel times (7.30am to 9am, 4pm to 6pm) and lunch time (12.30pm to 2.30pm)
- ▶ It can be noisy with the Luas sounds, people talking or on their phones, or people with children/babies
- ▶ Be aware that the Luas platform outside the office can get crowded and people who are in a hurry may try to push past you.





# The Entrance

The main entrance to the building is through these double doors

You must pull these doors to open them



There is a Spar shop beside the building





# The Entrance

Wheelchair users or those with reduced mobility may enter through these power assisted doors by pressing the buzzer outside. Doors will then open automatically for you



There is a Spar shop beside the building



# Where do you go when you arrive

- ▶ After you enter through the outside doors, there is a second set of double doors
- ▶ These doors are slightly to the left of the main entrance into the building and slightly right of the wheelchair accessible entrance
- ▶ These doors will open automatically
- ▶ Once you have entered you can go to the reception desk on your right hand side





# Where do you go when you arrive

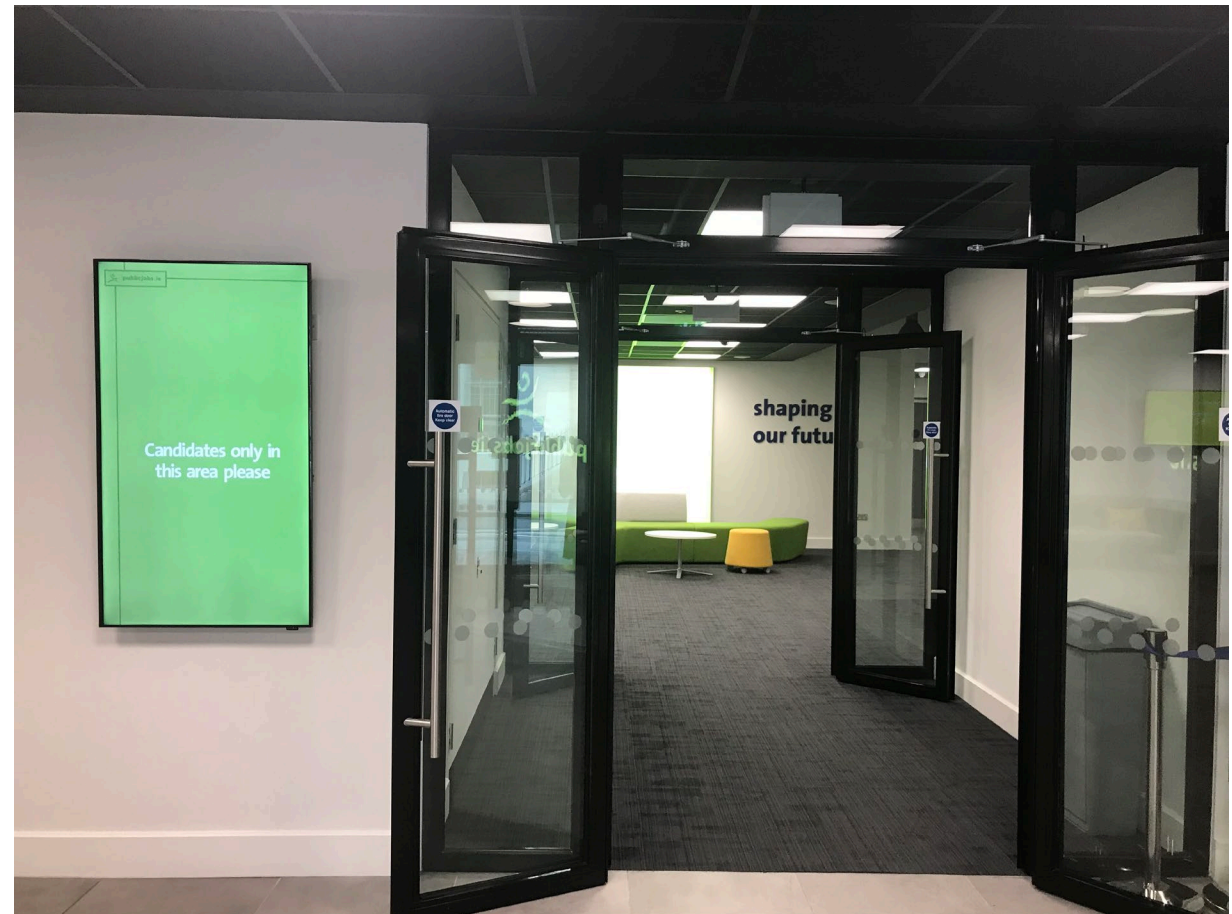
- ▶ You should tell the person at the reception desk your name and what you are here for (for example an interview)
- ▶ The person at the reception desk will tell you where you need to go





# Where do you go when you arrive

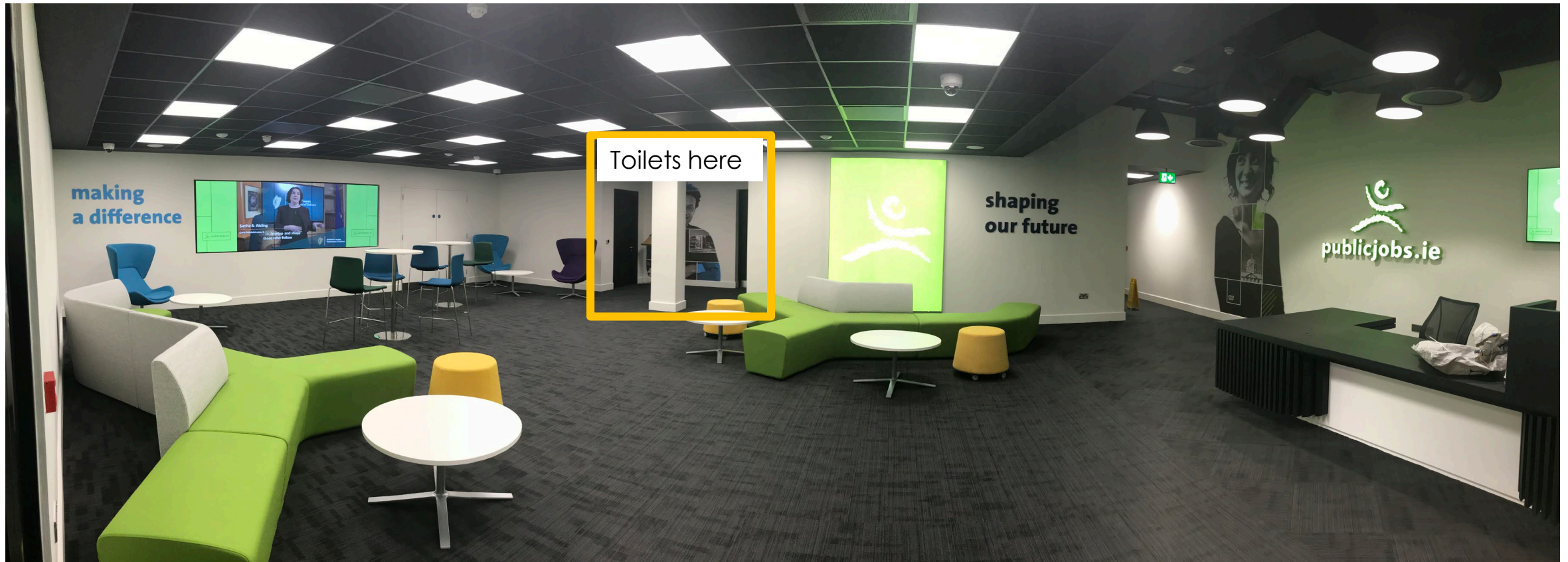
- ▶ The person at the reception desk may tell you to wait in the waiting area also known as 'The Hub'
- ▶ It is directly beside the reception desk and there are two sets of double doors that you must go through to enter





# Where do you go when you arrive

- ▶ You can sit anywhere here until you are called to your interview/assessment day/online testing session

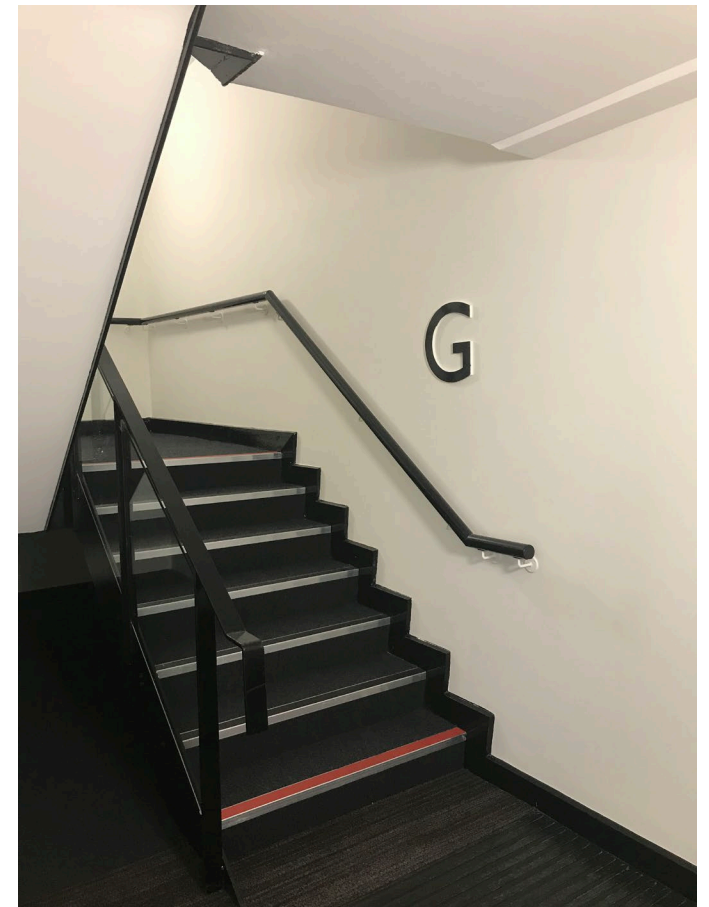




# Where do you go for your interview/assessment day/online testing



- ▶ When called to your interview/assessment day/supervised online testing session, you will need to go to the first floor of the building
- ▶ You may use our lifts or the stairs to go from the ground floor ('0' in lifts or 'G' on stairs) to the first floor (1)





# Where do you go for your interview/assessment day/online testing

- ▶ When you reach the first floor, you should exit the lift and straight to the right you will see a reception desk
- ▶ You may need to give your documents and/or ID to the person at the reception desk
- ▶ They will then show you where you can wait before going into your interview/assessment day/supervised online testing session
- ▶ You may be waiting alone or with other candidates
- ▶ T-Loop systems are available at all reception desks for candidates with hearing aids
- ▶ The toilets are located near the reception area. The person on reception or a member of staff can show you where they are





# Where do you go for your interview/assessment day/online testing

- ▶ Please be aware we do have a quiet space available, should you require it
- ▶ This quiet space may be helpful if you are feeling particularly stressed or overwhelmed
- ▶ It is a small room with two chairs, a table and a sensory box with various items
- ▶ If you wish to avail of this space, please let the person at reception or a member of staff know







## Where is the interview

- ▶ For your interview, you will be in a room with 2 or more other people
- ▶ The other people in the room will introduce themselves as board members or interviewers
- ▶ There may also be someone in the room observing the interview or taking notes
- ▶ There will be water available for you in the room
- ▶ Bathroom facilities will be located close to the room
- ▶ It is possible to request an interview room with lighting and sound modifications. This may be particularly helpful for candidates with sensory issues
- ▶ Please let us know your requirements in advance and we will try to accommodate these as much as possible





# Where is the supervised online testing session



Candidate Guide

- ▶ For your supervised online testing session, you will be in a room with a group of other candidates
- ▶ It is possible to complete your supervised online tests in a smaller room with a smaller group of candidates, or in a one-to-one setting – if you require this, please ask the Public Appointments Service in advance
- ▶ In the room there will be desks and chairs with a computer at each desk
- ▶ You will be provided with all materials required to complete the tests
- ▶ If you require any specific resources such as a modified keyboard, zoom text, etc. please inform the Public Appointments Service in advance
- ▶ There will be one or more members of staff present. They will give you instructions on what you need to do and help you if you have any technical problems with your tests
- ▶ You may bring a bottle of water with you into the room but you are not allowed to bring your phone or smart watch
- ▶ Bathroom facilities will be located close to the room



## Where is the assessment day

- ▶ The assessment day is typically run in The Public Appointments Service offices
- ▶ For your assessment day, you may have two or more exercises to complete and these may be in different rooms
- ▶ You will be told by a member of staff which exercise you have. They will tell you where it is on and at what time
- ▶ There will be water available for you in each room
- ▶ Bathroom facilities will be located close to each room
- ▶ Please let us know any requirements in advance and we will try to accommodate these as much as possible



# Individual Analysis/Presentation Exercise

- ▶ If you have an individual exercise, you will be given a set amount of time to prepare in a room either by yourself or with other candidates.
- ▶ After preparing, you will then go to another room where you will meet the assessors and discuss/present your findings to them.
- ▶ Your presentation will usually be timed and you will be told when your time is up.
- ▶ The assessors may have questions for you to answer at the end of your discussion/presentation





# Group Exercise

- ▶ If you have a group exercise, you will sit around a table with a group of other candidates
- ▶ You will have a set amount of time to read a brief on the task you must complete and then you will be asked to engage in a group discussion with the other candidates
- ▶ There will be assessors sitting around the room, observing the group discussion





# Leaving the Public Appointments Service

- ▶ When you have completed your interview/assessment day/supervised online testing session, you may leave the Public Appointments Service
- ▶ Please remember to bring all of your personal belongings with you
- ▶ To exit from the first floor, get into the lift and press '0'. On reaching the ground floor, exit the lift and turn right and you can leave through the same doors on the right on the ground floor that you came in through





# Thank You!

- ▶ Thank you for taking the time to read this guide
- ▶ We hope you find it useful in preparing to come to the Public Appointments Service
- ▶ Please be aware that it is possible that the process outlined may change during your visit. We will do our very best to accommodate you and are happy to support candidates with where to go on arrival.



If you have any questions related to this guide or about accessibility in the Public Appointments Service, please contact our Disability Champion, Amanda Kavanagh by email at [amanda.kavanagh@publicjobs.ie](mailto:amanda.kavanagh@publicjobs.ie) or by telephone on 01- 8587655