



Assessment Centre Guide



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS

careers.corrections.govt.nz

Kia ora!

Congratulations,

You've been invited to attend an Assessment Centre. This guide will help you understand what will happen on the day, how to prepare, and what you need to bring with you.

Please read this carefully as the process can be delayed if you don't follow the instructions.

Remember to RSVP to the invitation so we know you're coming!

Make sure you bring



Your full New Zealand or International **Driver Licence**



A **second form of ID**. This can be your Passport or Birth Certificate (if issued after 1998) or Firearms Licence



Evidence of name change where applicable e.g. Marriage/Civil Union Certificate, Statutory Declaration, etc.

What to expect

Frontline roles require staff to have a diverse set of skills and attributes for them to successfully work with offenders.

Throughout the Assessment Centre you will participate in a variety of tasks that are designed to assess your behaviour in situations relevant to our workplace environment.

Here's what you'll do

At the Assessment Centre you'll be asked to take part in

- a group or teamwork task
- a role play where you will be dealing with an offenders' problem
- observing an offender meeting with a written component
- a behavioural one-to-one interview
- a prioritisation written task.

Please note, you will **not complete** your physical readiness assessment - this will be booked at a later date.

What we look for

We will be looking for you to demonstrate your team work, communication, listening and interpersonal skills, your respect and empathy for others, your understanding of integrity and what it means to you, and your situational awareness, conflict management and resolution skills.

Have a question or need a hand?

Let us know how we can help at
careers@corrections.govt.nz or on **0800 437 668**



Do now

Plan what you'll wear

Please come dressed appropriately for a formal interview. **Casual attire is not acceptable**; no jeans, t-shirts, shorts, jandals, sportswear or sunglasses.

Plan your journey

We're not able to allow late entry on the day. Make sure you know where you are going and allow plenty of time for travel, parking and the unexpected.

You should plan to be available for the full day in case we run over time. We recommend you pack small snacks as it can be a long day.

Please bear in mind that assessment centre dates are subject to change and from time to time, we may need to re-schedule the date. Any costs associated with travelling and parking will be at the your expense.

Finally - remember to bring your documents!

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How to prepare

While you will not need to know any of our policies and procedures in order to do well, we recommend doing some preparation before you attend.

Our Values

Explore our values, what they mean and behaviours that best demonstrate each below.

Manaaki

Respect - we care for and respect everyone.

Constructive, Empathetic, Honest, Human centred, Inclusive, Non-Judgemental, Nurturing, Positive, Promotes autonomy, Respectful, Safe, Supportive, Warm, Accepting.

Kaitiaki

Guardianship - we are responsive and responsible.

Cautious, Engaging, Honest, Non-judgemental, Proactive, Promotes autonomy, Inclusive, Resilient, Respectful, Safe, Sensible, Supportive, Trustworthy, Protective.

Whānau

Relationships - we develop supportive relationships.

Coaching, Collaborative, Connects, Empathetic, Engaging, Honest, Inclusive, Positive, Respectful, Supportive, Trustworthy, Warm, Whanaungatanga, Open, Balanced, Nurturing.

Wairua

Spirituality - we are unified and focused in our efforts.

Supportive, Collaborative, Connects, Empathetic, Driven, Engaging, Future Focused, Motivated, Optimistic, Proactive, Resilient, Listen, Human centred, Inclusive, Engaging, Unity.

Rangatira

Leadership - we demonstrate leadership and are accountable.

Curious, Ethical, Driven, Engaging, Future focused, Honest, Motivated, Optimistic, Pragmatic, Rational, Resilient, Trustworthy, Accountable, Ethical, Supportive, Coaching, Transparent, Logical, Consistent, Mana, Sensible.

Want to know more?

If you want to read more about our values, head to careers.corrections.govt.nz/why-us

Hōkai Rangi

Hōkai Rangi is our strategy which builds on the good work we are already doing and looks for new ways of working. With a priority on Oranga - the wellness and wellbeing of people, it represents an exciting and significant change in delivering meaningful change for the justice sector.

Hōkai Rangi also works to address the over-representation of Māori in the system. By focusing our efforts towards approaches that recognise the importance of whanau, partnership, whakapapa, and a Te Ao Māori worldview, it will help us achieve better outcomes for the people in prison and management, that of their whanau, and the community in which they live.

Is it just for Māori?

No, the support and interventions will be available for all people in our care. Currently, the imprisonment rate for Māori is disproportional to the general population. We recognise that many factors contribute to this including education, mental health history, gang presence and social deprivation however Hōkai Rangi seeks to address some of these complex rehabilitation challenges and shift in the way we work.

What about the rest of the prison population - do they miss out?

The concept of Oranga spans across cultural identities and will have a positive impact to improve the outcomes for all in our care.

What will this mean for Ara Poutama Aotearoa Employees?

Our team already plays an integral role in providing and supporting the well-being of those in our care. This strategy provides the opportunity for staff to further grow and develop, while supporting a framework to increase our cultural capability.

About the role

Read through the job description and requirements for the role you've applied for e.g. if applying as a corrections officer it is a 24 hour, 7 day per week operation and you need to be available to work any rostered shifts. The job description will be attached to the email we've sent.

We also suggest reading through our careers.corrections.govt.nz website which will detail about the work we do and our values.



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Behavioural or competency based interviews

Structured interviews are designed to make you feel comfortable and obtain real information from you. They are not designed to catch you out.

- Practice your responses to questions that are likely to be asked – prepare examples
- If you're interviewing for a position that requires a skill that you haven't used for a while, take the time to brush up your knowledge
- Understand your key strengths and areas for development
- Be prepared to talk about specific job-related experiences to demonstrate your approach relevant to the competencies
- Prepare questions that you may want to ask at the interview

Most of the questions will focus on providing examples demonstrating your competence in the role. Refer to the position description to identify the competencies/key accountabilities for the role and provide specific examples/situations that reflect your expertise in those areas. Feel free to take notes with you to the interview to remind yourself of examples you've prepared earlier.

Remember to structure your answer using the following:

Situation - Briefly describe the situation you faced?

Task - What specifically did you have to do?

Action - What action did you take and why?

Result - What was the outcome of the situation you faced?

Things to be mindful of

- Greet the interviewer by their first name, and clarify the pronunciation if needed
- Think about your body language - shake hands firmly, use good eye contact, sit upright in your chair, face the interviewer, look alert and interested at all times, smile and be positive
- Be a good listener as well as a good talker - take your time to understand the question being asked
- Research our organisation and the details of the job you've applied for



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- visit our website, read position description, talk to people you know who have, or are working for the organisation
- spend time reflecting on your work history, your achievements that you can use to demonstrate your experience. Remember to use “I” as opposed to “We” when giving these examples
- Make sure that your good points get across to the interviewer in a factual, sincere manner
- Prepare the questions you will ask during the interview. Remember that an interview is a “two-way street”. Our team will try to determine

through questioning if you have the skills and qualities necessary to do the job. You must determine, through questioning, whether the role will give you the opportunity for the growth and development you seek

Wrapping up

If you get the impression that the interview is not going well, don't let your discouragement show – it might be going better than you think!

Thank the interviewer for their time and consideration of you. Leave a lasting impression by confirming your interest in the position.



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