Module 1: Video Assessment

Video Recruitment Toolkit

Candidate for Open Government

Canada

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Bringing technology to staffing processes

Job interviews are one of the most popular methods of assessing candidates. As technology and human resources (HR) practices have evolved over the past few decades, video interviews have increased in popularity and are now considered an efficient and effective selection tool.

When stand-alone video conferencing tools didn't go far enough, applications were developed for mobile devices to record audio or video interviews. These days, federal departments and agencies, and candidates, have access to integrated video interview systems that take interviews beyond a conversational level, making it possible to conduct accurate and fair assessments to ensure the best candidates are selected.

This module of the video recruitment toolkit provides guidance to HR professionals and hiring managers on how to use pre-recorded video interviews. It also provides information about the related benefits, considerations (privacy, information management and information technology (IM/IT) and legal) and best practices.

Pre-recorded video interviews allow candidates to record responses to interview questions at their convenience. Hiring managers then review the responses on their own time.

Is it possible in the context of the federal public service?

Under the Appointment Delegation and Accountability Instrument, each deputy head is delegated the authority to use any assessment method considered appropriate. Each department and agency is responsible for determining its methods of assessment and for developing its own guidelines in the context of its unique mandate.

Most departments and agencies still conduct interviews with candidates and board members in the same room. Pre-recorded video interviewing brings together the best of both worlds by allowing for lengthy and rigorous assessment as well as speed and efficiency.

Advantages of pre-recorded video interviews

Recruitment efficiency

- Candidates can complete an on-demand video interview when and where they choose
- Board members can review the interview when it suits them
- Administrative burden, and costs, are reduced, due to fewer tasks:
    - no scheduling or rescheduling
    - no time zone issues
    - no boardroom booking
    - no booking of hotels for candidates in remote locations
    - handles large number of applications across Canada, reducing need for travel and saving significant cost
    - fewer emails as information is captured directly in the system
    - no printing of interview booklets and packages

Quality control

- Consistent questions and interviews within the same process ensure fairness
- Board members across the country can review and rate the interview and share feedback with one another
- Board members can review interviews independently instead of waiting for all board members to be available
- Video can be played back to ensure better understanding

Diversity and inclusion

- Reinforces diversity and inclusion through accessible technologies, to include:
  - people with mobility issues and with pain-related disability, the most common disability in Canada
    - studies show that persons with disabilities are familiar with technologies and are using them to increase their independence and participation in society (see Manzoor and Vimarlund studies in reference section)
  - people whose family or financial situation prevents them from travelling long distances for job interviews
- Accommodates more candidates located across Canada, to include:
  - people in remote locations across Canada
    - for example, in regions where there are more youth or other diverse groups that the Government of Canada is seeking to recruit

Conducting pre-recorded video interviews

Pre-recorded video interviews help departments and agencies source talent worldwide. These types of interviews don't require recruiters and candidates to meet in the early stage of the process, and they eliminate barriers of time and space keeping candidates from different countries and time zones on the same footing. The key to successfully implementing pre-recorded video interviews is to keep in mind the candidate's experience — how job seekers perceive and react to a recruitment process, from their first contact with a hiring organization, to their onboarding within the team.

Consultations

A positive candidate experience is good for the Government of Canada's brand as an employer, and can also increase your department or agency's ability to attract new talent. Before incorporating pre-recorded video interviews in your recruitment strategy, be sure to thoroughly consider your options and to have the proper strategy in place.

Stakeholders:
- ✓ ATIP
- ✓ IM/IT
- ✓ Legal Services
- ✓ Procurement
- ✓ Corporate Staffing
- ✓ Gender-Based Analysis +

o   **Tip**: Consult the right stakeholders from the outset, to ensure compliance with legislative and policy requirements.

❖ **Access to Information and Privacy**

Privacy and information management are major concerns when video is used to collect personal information, as video systems act as a storage medium for personal information and can be used to transmit personal information. Because candidates provide Protected B information in their video interview, the video files will have to be saved, shared and stored safely. Files must be transferred from the service provider to the storage medium on a Protected B bridge.

☑ Consult your departmental access to information and privacy (ATIP) unit for any privacy or access-to-information concerns. Your ATIP unit may also contact departmental Legal Services for any legal questions.

o **Tip:** Restrict access to the integrated video interview system to those who must be involved in the process.
o **Tip:** Ensure that videos are transferred to institutional repositories as soon as possible, and that service providers do not retain personal information on candidates.
o **Best practice:** Instruct candidates to have a blank or blurry background in order to protect all personal information that can be found in a room (family pictures, diplomas)
o **Best practice:** Provide a privacy notice statement to candidates before the assessment process. The statement must notify them of the following:

> Any personal information collected by a third party operating under agreement for a federal institution must be done in accordance with the requirements of the *Privacy Act* and associated Treasury Board Secretariat policies.

   o the purpose and authority for the collection of personal information
   o any uses or disclosures that are consistent with the original purpose
   o any legal or administrative consequences for refusing to provide the personal information
   o the rights of access to, correction and protection of personal information under the *Privacy Act*
   o the right to file a complaint to the Privacy Commissioner of Canada regarding the institution's handling of the individual's personal information

The staffing personal information bank does not include candidates' image or voice recordings. Using video for staffing is collecting new personal information, and it is up to each department and agency to determine if a privacy impact assessment is required or warranted.

❖ **Information management / information technology**

A number of video recruiting solutions run on a cloud infrastructure, while others rely on a "software-as-a-service" model. While cloud computing has some risks, the Government of Canada Cloud Adoption Strategy provides departments and agencies with the flexibility to act based on their specific risk tolerance.

If you decide to use a software-as-a-service model, your service provider does not require application development or integration and installation from you. However, your IT services will have to ensure access to the platform and provide operational support together with the service provider. For this reason, your departmental IM/IT team needs to be involved to ensure compliance with IM/IT policies and directives and alignment with departmental IM/IT operational processes.

☑ Consult your departmental IM/IT unit for all storage and retention questions, and concerns. Your IM/IT unit may also contact departmental Legal Services for any legal questions.

o **Consideration**: Some candidates may not have adequate access to a computer, mobile devices, recording systems, or the internet. For example, in some remote regions in Canada, access to continuous bandwidth, which allows for a video interview without risk of technical problems beyond the candidate's control, may be an issue.

Connectivity issues and discomfort are the top reasons for not availing of video interviews.

- o **Tip**: Be ready to provide accommodation support to candidates who don't have access to the technology by offering them an office with a laptop and webcam to complete the interview online.
- o **Best practice**: Partner with organizations located across Canada to provide candidates with access to the technology.
- o **Best practice**: Make sure you have set dates to accommodate an in-person interview.

❖ **Procurement**

☑ Consult your departmental procurement team to ensure that any procurement meets Government of Canada procurement, IT and security policies and directives.

The service provider must be compliant with private-sector privacy legislation such as the *Personal Information Protection and Electronic Documents Act* and the *Privacy Act.*

- o **Tip:** There are many integrated video interview system providers and applications. Choose a service provider that will offer:
  - ✓ technical support to you and the candidates 24/7, 365 days a year
  - ✓ a bilingual interface and client services
  - ✓ a connection on various devices, including smartphone, tablet, laptop or PC
  - ✓ various assessment tools and services
  - ✓ secure services
  - ✓ data storage in compliance with Government of Canada policies and directives

The service provider ensures data storage of all videos while under contract. Once the contract expires, the videos must be transferred to your department or agency.

- o **Tip:** To reduce privacy risk, videos should be transferred from the service provider to institutions as soon as possible. Service providers should not keep copies longer than needed for the staffing process.

Planning

Pre-recorded video interviews allow the recruitment process to adapt to the reality of younger generations who are used to working and living with new technologies. Still, you should be aware that some candidates may not have experience with video technology and that you may need to familiarize them with the process, and create a more personal level of interaction.

- o **Tip**: Attend a demo with the service provider and analyze all the services offered. All HR stakeholders should attend the demonstration.
- o **Tip:** Test the product to understand what the candidates will be going through during your process.
- o **Best practice**: Identify a super user within your department or agency who will be able to support others in implementing their projects, to provide internal training and to liaise with the service provider to obtain the latest updates.
- o **Considerations:** To achieve a public service that reflects the diversity of Canada, you must identify and eliminate barriers in your selection process. Keep the following principles of a traditional selection process in mind when using a virtual selection process.
    - o During the assessment stage of a selection process, accommodation is designed to remove obstacles that are presented by the method of testing, without modifying the nature or level of the qualification that is being evaluated.
        - ▪ All applicants being assessed during an appointment process must be provided with an equal opportunity to demonstrate their qualifications.
    - o Focus on ensuring that no unconscious biases or assumptions that could disadvantage some applicants are built into the video recruitment processes. For instance, the examples included in video assessment should resonate equally with all applicants, including people from different religious or cultural backgrounds.
        - ▪ Leveraging a Gender-Based Analysis Plus (GBA+) lens can help identify and effectively mitigate systemic biases and barriers in achieving the full participation of underrepresented, disadvantaged, or equity-seeking groups (including, but not limited to, women, Indigenous peoples, persons with disabilities and members of visible minority/racialized groups).

A pre-recorded video interview may be better suited for some staffing processes than others. Table 1 provides an indication of which staffing processes could be more effective through the use of videos. However, this depends on various contextual factors.

Table 1: Potential scenarios for effective pre-recorded video interviews

May be effective for	May not be as effective for
✓ positions that do not require lengthy interviews (for example, at the entry level) ✓ positions where candidates must have a good knowledge of technology ✓ international positions where interview would require long-distance travel ✓ assessing candidates remotely when candidates cannot come in person ✓ assessing a large volume of applicants ✓ initial screening of candidates ✓ selection processes looking for specific skills (as opposed to a more general interview) ✓ situational type questions ✓ assessing technical skills and experience ✓ assessing critical skills early in the recruitment process ✓ assessing language skills	✓ positions where hands-on demonstration is required ✓ positions that require customer service skills ✓ selection processes where it is important to assess a candidate's soft skills in person ✓ interviews where candidates are close by and could easily be met in person ✓ selection processes where interaction between interviewer and interviewee is important (expanding answers) ✓ assessing people skills

- Tip: Use the face-to-face interview to assess criteria that is not related to the job, such as culture fit.
- Tip: Give the questions to candidates in advance of the video interview. With detailed questions, you can immediately see who has prepared and done their research. Candidates who are reading a script may not provide an in-depth answer to demonstrate their knowledge of the subject compared to stronger candidates.

The first use of an integrated video interview system requires a lot of work ahead of time, and can be seen as time consuming.

- Tip: Plan plenty of time before the launch of your staffing process to develop your branding as well as all communications with candidates. If the system is reused for other staffing processes, the time saving is exponential.
- Best practice: Increase the success of your staffing process by developing effective communication products.
  - ✓ Explain to candidates why you are using the technology and the benefits for them.
  - ✓ Explain why the video interview process is as fair as the traditional interview.
  - ✓ Point out that candidates can complete the video where and when it is convenient, including evenings, holidays and weekends.
  - ✓ Provide guidance on how much time candidates should set aside for the interview portion of the process.
  - ✓ Ensure you provide a deadline for candidates to complete their video interviews, and let them know you will remain available if any questions/issues arise during the process.
  - ✓ Give tips including optimal recording environments, dress code expectations, etc.

Implementation

When used smartly, pre-recorded video interviews are an innovative way to attract and engage with top talent. With a thoroughly planned assessment strategy, they can provide a great candidate experience.

- o **Tip:** Don't give the impression that your department or agency is modern and uses the latest technology for its daily activities if it is not the case.
- o **Best practice:** Indicate in your job advertisement that you plan to use technology (video interview) during the process so that candidates know in advance and can plan for it.

Hiring managers may be eager to use video, but how do candidates feel about using it?

There are ways to make the video interview process more personal and to help candidates to feel more comfortable recording their interview.

- o **Consideration:** For more self-conscious candidates, a pre-recorded video interview may be less intimidating and more comfortable than an in-person meeting.
- o **Tip:** Instead of having candidates read the questions from a screen, have them watch a recording of an interviewer. The interviewer could be the hiring manager, a director general or an assistant deputy minister.
- o **Tip:** Allow candidates to complete the video interview on any device, including a smartphone, tablet, laptop or PC.

The pre-recorded video interview offers candidates the ability to think through questions and gather their thoughts before recording.

- o **Tip:** Set up your interview process to:
  - ✓ allow testing time before the interview
  - ✓ provide enough time to prepare and respond to a question
- o **Tip:** Consider allowing candidates to practice responding to fictive questions as many times as they want to get used to the process before doing the real interview, and to re-record their answers.

Without the opportunity for prompting questions, to allow candidates to refine their answer or better position their thinking, this assessment method can disadvantage external candidates and favour candidates who are more familiar with government terminology and processes.

- o **Tip:** Develop interview questions to include prompting questions in the pre-recording, and ensure a fair interview from one candidate to another. A live video interview and video-conferencing could be used as complementary tools to probe a candidate after the interview.
- o **Best practice:** Test the questions with current employees to ensure the questions are clear.
- o **Best practice:** Team up with 2 or 3 other board members to watch the videos. After each board member reviews the interviews individually, get together to discuss and finalize each candidate's results.

> Interview questions must be available, and of equal quality, in both official languages.

Performance measurement

Performance measures can be grouped into 2 basic types: those that relate to results (such as the time to staff a position), and those that focus on the determinants of the results (such as quality of hire, flexibility and resource utilization).

Consider using a few indicators to measure the success of pre-recorded video interviews in your staffing processes. For example:

- time required to complete the assessment of candidates
- number of candidates who applied
- number of candidates invited to the interview
- number of candidates who withdrew from the process
    - o the reason candidates withdrew
- number of candidates who qualified in the process
- number of qualified candidates from designated employment equity groups

- number of resources allocated to scheduling traditional interview as compared to using a video interview platform
- number of resources allocated to reviewing and marking traditional interview as compared to using a video interview system
- number of candidates who requested accommodation measures
- number of candidates who completed the interview process while being away from the workplace (for example on holidays, on leave or abroad)
- number of candidates who would have preferred a traditional in-person interview
- number of candidates who would have needed prompting questions
- overall user satisfaction — hiring manager and candidate (survey)
- number of complaints received from candidates
  - the reason given by candidates
- likelihood that candidates will recommend the video interview experience to a friend (survey)
- appointee's performance in the position after 3, 6 and 12 months
- cost charged by the service provider for each completed interview

  - **Tip:** Use an online survey to measure candidates' satisfaction in completing a video interview.
  - **Tip:** Conduct a survey with the hiring manager 6 and 12 months after the appointment.

Other virtual assessment functionalities

Almost every major integrated video assessment system now has tools for video interviewing and other functionalities such as applicant tracking, skill testing, automated scheduling, written exams, automated reference checks and onboarding. Below are some features that are popular:

❖ **Synchronous video interviews**: These can also be recorded but are conducted live over the internet, with both the hiring manager and the candidate in attendance. They are often used as an alternative to an in-person interview.

❖ **Automated reference checks:** Video referencing gives an opportunity to hiring managers to complete reference checks at any point in the hiring process. With a pre-recorded video of the reference questions, hiring managers can send the same set of questions to as many referees as they like.

In turns, referees can complete an on-demand video to record their response at their convenience. Referees using this tool have proven to be more candid and insightful with their responses, as they have the opportunity to give them more thought.

❖ **Results communication**: This capability reduces the time spent on communications with multiple candidates, as video results are uploaded to the candidate profile. In addition, a generic pre-recorded video, explaining the context of the process as well as the results, will allow candidates to better understand their situation and could reduce the number of complaints. Synchronous video can then be used for individual informal discussion.

No matter what services you choose, remember that Protected B information will be recorded. Any personal information collected by a third party operating under agreement for a federal institution must be done in accordance with the requirements of the *Privacy Act* and associated Treasury Board Secretariat policies.

Moving forward

Reducing the time it takes to hire new public servants is a top priority for Canada's federal public service. Video-based recruitment strategies are becoming a major trend as departments and agencies look to reduce the time it takes to staff and decrease the workload of hiring managers and HR professionals. Using an integrated video interview system provides an opportunity for increased recruitment efficiency, quality control and accessibility.

The Appointment Delegation and Accountability Instrument delegates to each deputy head the authority to use any assessment method considered appropriate, based on the culture and risk tolerance of each department and agency. Remember that each government institution has a different mandate and legal authority as to which personal information it can collect and use. For this reason, it is crucial to consult the appropriate stakeholders from the outset.

Start with a pilot project and adjust if necessary before using video widely in the evaluation process. Planning the pilot is critical to ensuring successful implementation and a positive candidate experience. Among other things, you will have to invest time upfront to prepare the pilot activities and effective communication products.

To learn more about using video at different steps of a selection process, please consult the other modules from the Video Recruitment Toolkit: video-enhanced job advertisements and application by video.

Special thanks

The Public Service Commissions would like to thank its internal partners, participating departments and agencies as well as all individuals who have shown an interest in this research project. Our many exchanges helped us to better understand the issues and organizational realities, and to clarify best practices.

Participating organizations:
- Atlantic Canada Opportunities Agency
- Canadian Space Agency
- Employment and Social Development Canada
- Global Affairs Canada
- Health Canada
- Justice Canada
- National Defence

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Invitation to the video interview

Selection Process Number:

Position Title:

Group & Level:

Dear candidate,

This is further to your application in the above-mentioned selection process. As a result of (Insert_Type_Assessment), we are pleased to inform you that your candidacy will continue to be considered for this process.

You will find below important information regarding the next phase of the assessment process. Please read carefully.

(Insert_Department) has entrusted the administration of a video interview to (Insert_Serviceprovider), a specialized third-party service provider: (Insert_Link_Company_Website).

Save the date! On (Insert_Date), you will receive an invitation to complete a video interview from the following email address: (Insert_Email_Serviceprovider). It is your responsibility to consult your emails on a regular basis, including your spam folder. Once you receive the invitation, please carefully read and follow all the instructions.

Invitation to the video interview

If you do not receive the invitation on the above date, it is your responsibility to inform us by sending an email to (Insert_Email_Contact_Person) so that we can grant you access to the video interview.

You will need to complete and submit your pre-recorded video interview no later than (Insert_Date). Failure to do so before the indicated deadline will result in your elimination from the selection process.

Alternate dates will only be arranged in exceptional circumstances (for example, medical reason with doctor's certificate, death in the immediate family, pre-approved travel plan, religious reason), with supporting evidence. In any of these cases, you are required to communicate with us as soon as possible.

Assessment - The video interview consists of (Insert_Number) video-response questions designed to assess the following merit criteria:

- Insert_Merit_Criteria

Separate links will be provided in the invitation to access the interview in English or French. You can complete the interview in the official language of your choice.

Accessibility - If you require accessibility measures during the video interview, please notify us as soon as possible so that we can determine the appropriate accommodations for your needs: (Insert_Email). Official documentation to support any accommodation request may be required.

Invitation to the video interview

Video interview overview

1. As this video interview will be administered online, you will be able to complete it from the location of your choice.
2. To complete the interview; any computer/laptop with a webcam, or a smartphone/tablet with video-recording capabilities will suffice.
3. To achieve the best quality, we recommend a desktop or laptop with a webcam.
4. Helpful tips:
   - Ensure that you are using a dedicated internet connection and if possible, we suggest a wired connection. However, while WI-FI is also acceptable, using a public Wi-Fi connection may cause problems.
   - Test your equipment to become more comfortable with the process, and to allow you to ensure that your video and audio features are working properly.
   - Plan for approximately (Insert_Time) minutes to complete the interview.

Should you require additional information, we can be reached by email at (Insert_Email).

Thank you for your participation in this selection process.

Sincerely,

(Insert_Signature_Block)

Invitation from service provider – link to platform

Selection Process Number:

Position Title:

Invitation from service provider – link to platform

Group & Level:

Dear candidate,

This is further to your application in the above-mentioned selection process. Congratulations, you have advanced to the next step.

We now want to learn more about you and your qualifications via a pre-recorded video interview. You can complete your interview in one of the following 2 ways*: computer/laptop or smartphone/tablet. Instructions for how to proceed with each option are provided below.

*Although option 2 will allow you to successfully complete your interview, we recommend you use option 1 to achieve the best quality.

Option 1: Computer/Laptop

- You can complete the interview by using a desktop/laptop with a webcam to record your responses.
- Make sure you are using updated Google Chrome or Firefox browsers. You can download the latest version of either browser from the following links:
  o Google Chrome: (Insert_chrome_download_url)
  o Firefox: (Insert_firefox_download_url)
- When you are ready to begin your interview, you can access this email from your desktop/laptop, and click on the following link. If the link does not work properly, you can simply copy and paste the address into your browser.

English Interview: (Insert_interview_url)

Invitation from service provider – link to platform

Option 2: Smartphone/Tablet

- You can complete your interview by using a smartphone/tablet to record your responses.
- To successfully complete your interview, you will need to download the (Insert_serviceprovider_name) mobile application. You can download the mobile application from the appropriate link below:
  o For Apple devices: (Insert_serviceprovider_apple_url)
  o For Android devices: (Insert_serviceprovider_android_url)
- Once you have downloaded the (Insert_serviceprovider_name) mobile application, you can use your mobile device to return to this email and click on the following link to begin your interview. If the link does not work properly, you can simply copy and paste the address into your browser.

English Interview: (Insert_interview_url)

Helpful tips

- Make sure you are using a dedicated internet connection and if possible, we suggest a wired connection. Wi-Fi is OK but a public Wi-Fi connection may cause problems.
- A practice question will be provided to allow you to become more comfortable with the process, and to ensure that your video and audio are working properly.
- You can take as much time as you need with the practice question.
- How to prepare:
  o Make sure your recording device and internet are working properly.
  o Allow (Insert_Duration) minutes to complete the entire interview.

If you have any technical difficulties with the video system, our provider (Insert_Name) has a 24/7 support team that will be available to assist you. Simply reach out to them by clicking the (Insert_Procedure), and they will help resolve any technical difficulties that you encounter.

Invitation from service provider – link to platform

If, prior or during the exam session, you experience physical or psychological indisposition of sufficient severity to interfere with your test performance, it is your responsibility to inform us as soon as possible. If, you choose to write your exam despite such physical or psychological indisposition, you must accept the results of the exam.

Values and Ethics - To ensure the integrity of the selection process and the video interview, the content as well as the questions must remain confidential until the end of the selection process. You must complete the assessment by yourself and without the help of others. Any violation of confidentiality may jeopardize your candidacy in this selection process.

During this selection process, both cheating and plagiarism are considered forms of misconduct and are not permitted. Any person found cheating, including those who help to cheat, may be subject to removal from the selection process.

Best of luck!

If you wish to withdraw from this selection process, please click this link:

(Insert_applicant_withdraw_link)

Regards,

(Insert_signature_block)

Did not complete the video interview

Selection Process Number:

Position Title:

Group & Level:

Dear candidate,

This is further to your application in the above-mentioned selection process. As instructed in our previous message sent by email on (Insert_date) as well as in your GC Jobs account, the video interview was to be completed no later than (Insert_date). As you did not complete your assessment on time, your application has been eliminated from consideration for this selection process.

Thank you for your interest in our selection process.

Should you wish to obtain further information, we can be reached via email at (Insert_email).

Sincerely,

(Insert_signature_block)

Successful in the video interview – request for additional document

Selection Process Number:

Position Title:

Successful in the video interview – request for additional document

Group & Level:

Dear candidate,

This is further to your application in the above-mentioned selection process. Thank you for completing our video interview.

For the next step in the assessment process, we require some documentation to verify your citizenship and education. The following link will bring you back to the (Insert_name_serviceprovider) site where you will be able to upload the required documents.

(Insert_link)

You will require an electronic scanned copy or photograph of the following documents:

•   Proof of education (diploma or degree)

•   Proof of citizenship (Canadian birth certificate, citizenship card, or passport)

In addition, if you have previously completed the Public Service Commission second language evaluation tests, you will be able to upload your results. If applicable, please merge results from reading, writing, and oral interaction tests into a single PDF file. If you have never completed second language evaluation tests, these documents are not required.

Thank you for your participation in this selection process.

Successful in the video interview – request for additional document

Sincerely,

(Insert_signature_block)

Failed interview

Selection Process Number:

Position Title:

Group & Level:

Dear candidate,

This is further to your application in the above-mentioned selection process.

After a careful review of your video interview, the assessment board has concluded that your responses did not meet the requirements for one or more of the merit criteria. Consequently, you candidacy will not be considered further in this selection process.

Should you wish to informally discuss this decision, please contact us at (Insert_email) as soon as possible.

Thank you for your participation and your interest in our organization.

Sincerely,

(Insert_signature_bloc)

Request for informal discussion (individual)

Selection Process Number:

Position Title:

Group & Level:

Dear (Insert_name_candidate),

This is further to your request for an informal discussion about your video interview. Each interview was independently reviewed and rated by (Insert_number) assessment board members, and then their decisions were reviewed and validated by a member of our staffing team.

Below you will find the criteria where your responses did not meet the standard required for this selection process.

- Insert_merit_criteria
- Comments

I trust this is satisfactory. If you have further questions, please do not hesitate to contact me.

Regards,

(Insert_signature_bloc)

Withdrawal (via service provider)

Selection Process Number:

Position Title:

Group & Level:

Dear candidate,

This is to confirm receipt of your withdrawal from the above-mentioned selection process, which you submitted via the video interviewing system.

Thank you for your interest in our selection process. Should you wish to obtain further information, we can be reached at (Insert_email).

Sincerely,

(Insert_signature_bloc)

Annex B: Sample Privacy Notice Statement

Note: This privacy notice statement is provided to you as an example only. It is a starting point for departments and agencies to develop their own statement, in collaboration with their access to information and privacy unit.

Privacy Notice Statement - Recording of interview for staffing purposes

The (Insert_organization) has contracted a third party to help carry out recruitment and staffing activities by providing video interviewing services, and possibly, automated referencing for candidates moving forward in the assessment process.

The information will be collected under the authority of the *Public Service Employment Act* and subject to the *Access to Information Act* and *the Privacy Act*. The assessment board members will review your video interview to determine if you have the qualifications for the position. A description of the personal information collected, used and retained to support staffing services is available in the Standard Personal Information Bank PSE 902.

The information will be stored and maintained in accordance with the Public Service Commission's Appointment Policy and will be retained for a maximum of 5 years after the last administrative action related to this staffing process. Should you refuse to consent to the collection of your personal information as set out above, you will no longer be considered for this staffing process.

If you have questions or concerns regarding the collection, retention or disposal of information, please feel free to contact (Insert_ATIP_Directorate) by email at (Insert_email) or by phone at (Insert_phonenumber).