

PSNI Recruitment Campaign 1001 – Candidate Charter

Deloitte is the independent organisation (previously referred to as The Consensia Partnership), managing the recruitment process for Trainee Police Constable – Patrol / Probationers on behalf of the Police Service of Northern Ireland (PSNI).

This charter tells you:

- the standard of service you can expect from us
- what you can do to help us to help you.

We will help you by:

- ✓ dealing with your application as quickly as possible and keeping you informed about progress and decisions;
- ✓ giving you accurate information throughout the recruitment process;
- ✓ being polite and easy to talk to - our staff are specially trained to meet your needs; they will treat you with respect and will do their best to understand your personal circumstances;
- ✓ being fair – how we treat you during the recruitment process will not be affected by your community background, gender, race, ethnic origin, sexual orientation, domestic status, political or religious beliefs or whether or not you have a disability ;
- ✓ treating everything you say to us as confidential;
- ✓ following the requirements of the Data Protection Act; and
- ✓ asking for your views and using them to improve the service we provide.

To help us we need you to:

- ✓ give us complete and accurate information;
- ✓ tell us about changes in your circumstances as soon as possible, such as a change of address;
- ✓ give the correct UID number if you contact us about your application; and
- ✓ provide photographic identification when attending for tests, assessments and examinations – please note that only a driving licence (with photograph), passport or Electoral Office ID card will be accepted.

Your application:

- We aim to deal with your application as quickly as possible. If there is a delay we will put things right as quickly as we can.
- We shall not discuss your performance in the recruitment process with you or give out results over the telephone.
- All correspondence will be with you only, and will be dealt with in a confidential and secure manner.

Monitoring:

- The Equality & Monitoring Form will be held securely outside the administration unit. Neither administration staff nor assessors will have access to these forms. This information will not be used in deciding your progress through the recruitment process or in determining your suitability to enter the pool of qualified candidates.

Scheduling:

- We shall endeavour to schedule appointments so that they are convenient for you. For the Initial Selection Test we offer some evening and Saturday morning appointments. These will be allocated on a first come, first served basis. Given the very large number of candidates it will **not** be possible to reschedule allocated appointments. Please refer to paragraph below for further information on our rescheduling policy.

Rescheduling Policy:

- If, when you receive appointments for the Initial Selection Test and Assessment Centre, you find that you would have significant problems attending we will endeavour to accommodate a change. However, please understand that we will require sufficient notice to do this and we will advise you at each stage how much notice is required for a change to be accommodated. We may not always be able to reschedule an appointment, therefore we would ask you to minimise the number of times you make this request. If you do request an alternative appointment, you must provide a written request accompanied with a photocopy of detailed documentary evidence of why you are unable to attend (e.g. holiday booking tickets, work rotas, medical appointment letters).

Initial Selection Test:

- The test will comprise a number of sub-tests and you will be required to pass the test as we define. The tests will be marked twice by trained staff to ensure the accuracy of the marking. The decision of the test markers will be final.

Assessment Centre:

- At the Assessment Centre, professional assessors and lay assessors will assess you for defined competencies during exercises. They will independently mark and then agree your rating for the competency being examined. Their decision is final.

Vetting:

- Candidates who successfully complete the Assessment Centre may be contacted directly by the PSNI and may be required to complete, and return to them, a vetting questionnaire.

Medical Examination:

- If you are invited to attend a medical you will be examined by fully qualified Doctors and Nurses to ensure that you are able to enter into training and carry out the role of a Beat and Patrol Officer.
- You can help the medical advisers by providing to them all information and documentation relevant to any current or previous medical condition.
- The medical staff will maintain the confidentiality of your medical condition.

Getting things right:

- If you think we have made a mistake please contact us. We will look into matters straight away and correct anything that is wrong.
- We shall investigate any complaints, which must be in writing, arising from your application and respond accordingly. Your complaint will be reviewed by the Recruitment Manager and if required by the Director.
- You can help by giving us the information we ask for as quickly as you can. Our staff are always willing to explain procedures and to tell you what is happening to your application.
- Independent Community Observers will attend various stages of the process to ensure that it is fair and equitable. They will report to the Northern Ireland Policing Board.
- Freedom of Information Act: If you have a request for anything other than personal information then you should contact the Corporate Information Manager, PSNI Headquarters, Brooklyn, 65 Knock Road, Belfast BT5 6LD.

Contacting us:

- Please use only our designated candidate telephone line 028 9024 2520 when contacting us. Our candidate line is open from 0900 to 1700, Monday to Friday excluding Public Holidays. When you call us, please have your UID number available otherwise we will not be able to deal with your enquiry.
- When you contact us please include as many personal details as possible, this will expedite our reply to you. If you are a current candidate please include your Name, UID Number, Date of Birth, Address and if possible your National Insurance Number when you write to us. Also if possible, when you phone us, for security / data protection reasons please try to call us yourself, rather than get a friend or relative to do so.

- Staff will give their names when you call, in case you need to contact them again. Staff will be polite and helpful, and give you as much information as they can.
- If we cannot deal with your query over the phone, we will explain why and tell you what you need to do.
- We will note any information you give us by phone and act on it, but please forward confirmation of any changes to us in writing as we cannot make any amendments to personal details until notification has been received.
- If we receive a letter we will reply to you fully within 10 working days. If we cannot deal fully with your letter within 10 working days of receiving it, we will tell you why, and tell you if there is anything you need to do.
- When you deal with us by phone, by letter or in person you can expect to receive information that is accurate, clear and helpful. Please address all correspondence to the Recruitment Manager.

Help us to improve our service:

- We will ask you for feedback on the service that we provide and we value your comments. Your views are taken into account as we continuously seek to improve our service. The comments that you make are not used to assess your suitability to progress through the recruitment process.
- We will ask you to complete feedback questionnaires at each stage of the recruitment process. You can complete them anonymously and your comments will not affect your application.

Committed to Best Practice in Recruitment