



Dorset Police

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Call Handler and 101 & 999 Call Handler / Radio Operator assessment centre information sheet

Location and Dress Code

The assessment centre, including a structured interview, will take place at **Dorset Police, Force Headquarters, Winfrith, Dorchester, Dorset DT2 8DZ (see directions attached)**

You will need to arrange your own travel to and from this location; please see the map and directions provided. On arrival please report to the main reception where you will be met by a member of the Recruitment Team.

All travel costs are at your own expense and smart clothing should be worn. The assessment process will take approximately 4 hours.

Please see page 3 for further information and directions.

Structured Interview

This will be a short interview comprising 4 questions with 2 interviewers drawn from Dorset Police Staff.

The interview will last **15 minutes**. The questions during the interview will include evidence around the criteria in the job description and the [Code of Ethics](#) and to assess an interviewee's response to the type of scenario encountered within the Force Command Centre.

You should not assume that the interview panel have any prior knowledge of your application, or that they have a copy of your application form to refer to. It is therefore very important that you listen carefully to the questions asked, and answer them to the best of your ability with as much detail as possible.

Typing Test

You will be required to achieve at least 30 wpm with acceptable accuracy in a typing test for which you can practice using sites via Google or by one of the links below.

www.typingtraining.com

www.typingweb.com

Short Term Memory test (Group Exercise) 20 minutes approx.

This test is designed to assess your ability to remember and record information. A full explanation of this exercise will be given at the start of the test.

Diversion Test (Group Exercise) 30 minutes approx.

This test is designed to assess your ability to capture, retain and sort information. You will hear pre-recorded sequence of telephone calls from members of the public and radio transmissions from police officers and police staff. You will be asked to listen carefully and to record and prioritise the information you hear. This test is designed to assess your ability to listen carefully and extract and record the information given.

You are not expected to recall/record word for word the call, but you must ensure you record all the relevant and important information accurately; everything you write must make sense.

Again, a full explanation will be given at the start of the test.

Telephone Test 20 minutes approx.

This is designed to test your ability to obtain and record relevant information from the caller and assess your response to a member of the public in a pressured environment whilst undertaking the call. The role of the caller will be played by a member of Dorset Police. The information used will be taken from a real call received by Dorset Police and is designed to create realistic situation met by 101/999 call handlers every day.

Scenario Based Group Exercise 45 minutes approx.

This will test your ability to assess information individually and work as part of a team. Each member of the group will be given the same information. You will be asked to read it individually for approximately 5 minutes. You will then regroup and discuss the information you have been given and provide a resolution agreed on by all members of the group. This test will be observed and the observers may participate in the discussion.

A full explanation will be given at the start of the exercise.

Identity Checks

You must ensure you bring with you proof of your identity:

- Passport
- Driver's license (Photo card)

If you do not have the above you will be asked to bring with you three of the below documents

- Birth Certificate (If your name is now different to the name on your birth certificate please bring proof of your name change e.g. Marriage Certificate, Deed Poll Document)
- P45/P60 Statement (within last 12 months)
- Utility Bill (less than 3 months old)
- Bank/Building Society Statement (less than 3 months old)
- Credit Card Statement (less than 3 months old)

If for any reason you are unable to bring these documents with you please contact the Recruitment Team for advice, prior to your interview.

Application Review

During the Assessment Centre you will meet with members of the Recruitment Team who will review your recruitment documents, to ensure all are fully completed, and to discuss the next stages of the recruitment process.

How to contact us

Should you have any questions or queries please do not hesitate to contact a member of the Organisational Development Recruitment Team by telephone 01202 223794 or email Force-Command-Recruitment@Dorset.PNN.Police.uk . If on the day of the assessment you are running late or are unable to attend, please call 101 and ask for a message to be passed to the Assessment Centre team.

Directions

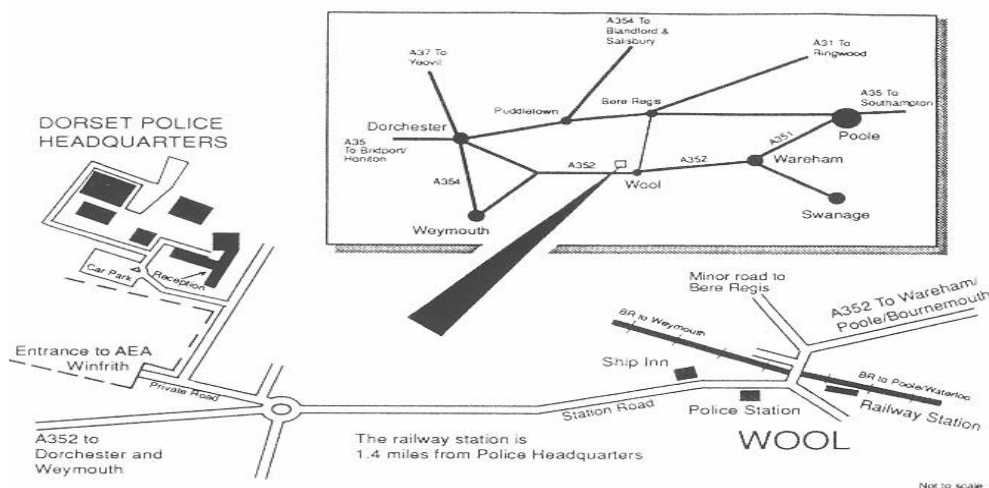
By Road:

The Winfrith Technology Centre is near Wool, on the A352 between Wareham and Dorchester. The nearest village is Wool. **Note: we are NOT in Dorchester.**

Although we can provide directions, we would advise that you plan the route with a road map or the internet route finder. If also using a sat nav, aim for the village of Wool or use the post code DT2 8DZ – which will direct you to Dorset Police HQ.

By rail:

South West Trains from London Waterloo to Weymouth stop at Wool, Wool station is two miles away and there are usually taxis available. Otherwise it is at least 25 minutes on foot.



Parking facilities are available on site.

Please note that there are no catering facilities on the site, but you are welcome to bring refreshments with you, there will an opportunity to take a break during the assessment.

Further information available on the Dorset Police website www.dorset.police.uk