



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

EXPERIENCE SCREEN - Manager's Guide -

Recruitment Tool Service Delivery Agent: Entry Level

Developed by the Personnel Psychology Centre of
the Public Commission of Canada for the
Organizational Readiness Office

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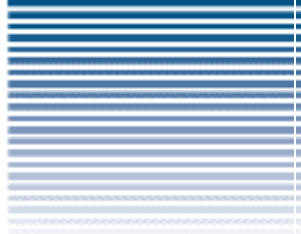


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OVERVIEW

The Experience Screen was developed through a consultation process with Service Delivery subject matter experts (SMEs). In this process, experience statements to be used in the screening tool were selected with respect to their job-relatedness for entry-level Service Delivery positions. The Experience Screen will be used to screen out those candidates whose experiences differ from those experiences identified as leading to success as an entry-level Service Delivery Agent. Later stages of the selection process are designed to enable finer discrimination between candidates; thus more rigorous standards will be applied at these stages.

Screening Process

- The Experience Screen is a paper and pencil test that can also be completed in an electronic format (i.e., e-mail or on-line). The experience screen is completed prior to all other tools.
- The Experience Screen is used to assist in the selection of qualified candidates for further evaluation for competitions.
- The Experience Screen is **not protected; and is not confidential** in that candidates may see the reports if they request access to their files.

INSTRUCTIONS FOR COMPLETING THE CANDIDATE'S BOOKLET

Candidates are provided with written instruction for the completion of the Experience Screen. These instructions provide all the information required for completion of the Experience Screen. Candidates, if they inquire, should be encouraged to complete the Candidate's Booklet as fully and as accurately as possible. No other information with respect to individual Experience Statements or Experience Statement Elements as well as scoring should be provided to ensure that no candidate receives an unfair advantage over other candidates.

Experience Statements

All Experience Statements listed in the master Candidate's Booklet are not required for every position posted. A subset of Experience Statements identified as mandatory for the position to be posted are selected prior to the posting of the position. This identification of Experience Statements is completed using the requirements of the position (i.e., statement of qualifications) and the experience and knowledge of the hiring manager. For example, a position might require Experience Statements 2, 3, and 6 from the Software category as well as Experience Statements 1 and 5 from Administration/Administrative Support and Experience Statement 2 from Client/Customer Services. These statements are a subset of all the Experience Statements listed in the Experience Screen Template, and for specified positions, these may be all that are needed to aid in the completion an initial screening of potential candidates.

Note: The Experience Statements selected for use must remain intact (i.e., the wording remains unmodified in any way). This ensures consistency in screening process across competitions. On the second page of the Experience Screen Candidate's Booklet, there is a space for the total number of Experience Statements to be used. The hiring manager needs to enter the number of Experience Statements to be used here, prior to giving the Candidate the Candidate's Booklet.

Experience Statement Elements

Each Experience Statement is comprised of six Elements:

- 1) "I have had education or training in performing this task."
- 2) "I have performed this task (not regularly)."
- 3) "I have performed this task regularly." with "regularly" defined by the responses "Monthly", "Weekly", and "Daily"
- 4) "I have performed complex examples of this task."
- 5) "I have supervised the performance of this task."
- 6) "I have trained others in the performance of this task."

To ensure the consistency of the Experience Statements in the screening process across competitions, **all elements for each Experience Statement should be included (see example above)**. All elements for a specific Experience Statement are not required for the screening process itself. Elements identified as required for the position should be determined prior to the use of the screening tool, through the use of the requirements of the position (i.e., statement of qualifications) and the experience and knowledge of the hiring-manager. These elements are identified in the *Experience Screen candidate' booklet* by having a check (✓) beside it, in the "m"-Column. It is these elements that will determine the candidate's score on the Screening Tool for the position.

Open-ended Responses

Research has shown that the inclusion of open-ended responses causes the candidates to reflect more upon their experience and provide more accurate assessments of their experience throughout a testing tool. With these results in mind, the first question, as determined by the hiring-manager, should include an open-ended response.

Open-ended responses are also included in the *Experience Screen candidate' booklet* to provide additional information to the hiring-manager where required. Aside from the first Experience Statement used for the screening tool, subsequent open-ended responses can be placed wherever required by the hiring-manager.

Scoring

The total score possible for the screening tool is the total number of possible elements a candidate could check. Please indicate if they have received credit for an element by placing a "1" for yes or a "0" for no in the "c"-column. The candidate's score is the total number of these elements they have indicated.

Each Experience Statement Element that is determined as required for the position is worth one (1) point towards the total. When scoring, added attention must be placed on Experience Statement Elements with regards to frequency of experience (i.e., "I have performed this task (not regularly)" or "I have performed this task regularly"). For these two statements, if a candidate's experience is less frequent than "Monthly", they should only check "I have performed this task (not regularly)". If the candidate has checked "I have performed this task regularly", they should have checked only one of the boxes listed in the brackets. Also, the more frequent response listed for "I have performed this task regularly" assumes the less frequent response (i.e., a checked "Weekly" would also include "Monthly" while a checked "Daily" would include "Weekly" and "Daily"). Through this logic, any check for "I have performed this task regularly" also assumes that they "have performed this task (not regularly)".

Prior to the competition, a cutoff score needs to be set. This score is the minimum score required to be screened into the competition process. All candidates with scores equal to or above this cutoff score are screened in. If too large of a number of candidates are screened in, the cutoff score can be raised to exclude additional potential candidates.

Note: On the following pages, a sample of possible Experience Statements and their corresponding Elements have been included. A description of how to score and further explanations with regards to the Experience Screen is also included.

SAMPLE STATEMENTS AND ELEMENTS

For this example, statements have been selected to correspond to a fictitious entry level Service Delivery Agent position (i.e., Experience Statements 2, 3, and 6 from the Software category, Experience Statements 1 and 5 from Administration/Administrative Support and Experience Statement 2 from Client/Customer Services). These Experience Statement Elements that have been determined to be required for the fictitious position will be **bolded**. A candidate's response to an element will be a check (**√**) beside the element. Additional descriptions with regard to these Experience Statements will be **bolded** and in *italics*.

SAMPLE STATEMENTS AND ELEMENTS

SOFTWARE	m	c
<p>1. Experience in operating keyboard office equipment. <i>(This was originally Experience Statement # 2 for Software but has been renumbered to account for its position in the present Experience Screen Candidate's Booklet)</i></p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input type="checkbox"/> I have performed this task <u>regularly</u>. (<input type="checkbox"/> Monthly or <input checked="" type="checkbox"/> Weekly or <input type="checkbox"/> Daily)</p> <p><input checked="" type="checkbox"/> I have performed complex examples of this task.</p> <p><input type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p> <p>In the space provided in the dialogue box, please describe a situation that best illustrates your experience. <i>(A statement from the candidate would be written here)</i></p> <p>_____</p> <p>_____</p> <p>_____</p> <p><i>(This is the first experience statement listed for this Experience Screen Candidate's Booklet)</i></p>	1	1
<p>2. Experience in using word-processing programs (i.e., Microsoft Word, Corel WordPerfect, Open Office, etc.). <i>(This was originally Experience Statement # 3 for Software but has been renumbered to account for its position in the present Experience Screen Candidate's Booklet)</i></p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input type="checkbox"/> I have performed this task <u>regularly</u>. (<input type="checkbox"/> Monthly or <input checked="" type="checkbox"/> Weekly or <input type="checkbox"/> Daily)</p> <p><input checked="" type="checkbox"/> I have performed complex examples of this task.</p> <p><input type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p>	1	0
<p>3. Experience in using e-mail. <i>(This was originally Experience Statement #6 for Software but has been renumbered to account for its position in the present Experience Screen Candidate's Booklet)</i></p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input type="checkbox"/> I have performed this task <u>regularly</u>. (<input type="checkbox"/> Monthly or <input type="checkbox"/> Weekly or <input checked="" type="checkbox"/> Daily)</p> <p><input type="checkbox"/> I have performed complex examples of this task.</p> <p><input type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p>	1	1

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ADMINISTRATION/ADMINISTRATIVE SUPPORT	m	c
<p>1. Experience in performing a variety of administrative and clerical duties.</p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input checked="" type="checkbox"/> I have performed this task <u>regularly</u>. (<input checked="" type="checkbox"/> Monthly or <input type="checkbox"/> Weekly or <input type="checkbox"/> Daily)</p> <p><input type="checkbox"/> I have performed complex examples of this task.</p> <p><input type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p> <p><i>(As determined by the hiring manager, an open-ended question was not included here even though one is included in the original template)</i></p>	<p></p> <p></p> <p>1</p> <p></p> <p>1</p> <p></p>	<p></p> <p></p> <p>0</p> <p></p> <p>0</p> <p></p>
<p>2. Experience in providing information and assistance to clients. <i>(This was originally Experience Statement # 5 for Administration/Administrative Support but has been renumbered to account for its position in the present Experience Screen Candidate's Booklet)</i></p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input checked="" type="checkbox"/> I have performed this task <u>regularly</u>. (<input checked="" type="checkbox"/> Monthly or <input type="checkbox"/> Weekly or <input type="checkbox"/> Daily)</p> <p><input type="checkbox"/> I have performed complex examples of this task.</p> <p><input type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p>	<p></p> <p></p> <p>1</p> <p></p>	<p></p> <p>1</p> <p></p>
CLIENT/CUSTOMER SERVICES		
<p>1. Experience in dealing with the general public for the purpose of obtaining and providing information and following up with the appropriate action. <i>(This was originally Experience Statement # 2 for Client/Customer Services but has been renumbered to account for its position in the present Experience Screen Candidate's Booklet)</i></p> <p><input type="checkbox"/> I have had education or training in performing this task.</p> <p><input type="checkbox"/> I have performed this task (not regularly).</p> <p><input type="checkbox"/> I have performed this task <u>regularly</u>. (<input type="checkbox"/> Monthly or <input checked="" type="checkbox"/> Weekly or <input type="checkbox"/> Daily)</p> <p><input checked="" type="checkbox"/> I have performed complex examples of this task.</p> <p><input checked="" type="checkbox"/> I have supervised the performance of this task.</p> <p><input type="checkbox"/> I have trained others in the performance of this task.</p>	<p></p> <p></p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p></p> <p></p> <p>1</p> <p>1</p> <p>1</p> <p>0</p>
Total Score	12/12	6/12

SCORING EXPLANATION OF THE SAMPLE STATEMENTS AND ELEMENTS

For the first Experience Statement for the *Software section*, only one element was identified as required (“Weekly” for the regularly performed the task). The candidate checked this and receives 1 point. The candidate also checked that they had “completed complex examples of this task” but since this was not a required element, they do NOT receive a point for this.

For the second Experience Statement for the *Software section*, two elements were identified as required (“I have had education or training in performing this task” and “I have supervised the performance of this task.”). The candidate did not check either of these elements, so they do not receive any points for that Experience Statement.

For the third Experience Statement for the *Software section*, two elements were identified as required (“Weekly” for the regularly performed the task and “I have trained others in the performance of this task.”). The candidate checked “Daily” for the regularly performed the task, which is more frequent than the required “Weekly” element. This indicates that the candidate’s experience, in this instance, is more extensive than what is required. The candidate would be given a point for this element. The candidate did not check off the Experience Statement “I have trained others in the performance of this task.” and would not receive a point for that Experience Statement.

For the first Experience Statement for the *Administration/Administrative Support section*, two elements were identified as required (“Weekly” for the regularly performed the task and “I have supervised the performance of this task.”). The candidate checked “Monthly” for the regularly performed the task, which is less frequent than the required “Weekly” element. This indicates that the candidate’s experience, in this instance, is not as extensive as what is required. The candidate would not receive 1 point for their response. The candidate also did not check the second required element and would not receive a point for it as well.

For the second Experience Statement for the *Administration/Administrative Support section*, one element was identified as required (“I have performed this task (not regularly)”). The candidate checked “Monthly” for the regularly performed the task, which is more frequent than the required “not regularly” element. This indicates that the candidate’s experience, in this instance, is more extensive as what is required. The candidate would receive 1 point for their response.

For the first Experience Statement for the *Administration/Administrative Support section*, two elements were identified as required (“Weekly” for the regularly performed the task and “I have supervised the performance of this task.”). The candidate checked “Monthly” for the regularly performed the task, which is less frequent than the required “Weekly” element. This indicates that the candidate’s experience, in this instance, is not as extensive as what is required. The candidate would not receive 1 point for their response. The candidate also did not check the second required element and would not receive a point for it as well.

For the first Experience Statement for the *Client/Customer Services section*, four elements were identified as required (“Weekly” for the regularly performed the task, “I have performed complex examples of this task”, “I have supervised the performance of this task”, and “I have trained others in the performance of this task.”). The candidate checked “Weekly” for the regularly performed the task, and two of the remaining three required elements and would, therefore, receive 3 points for this Experience Statement.

For the example, there were 12 Statement Elements that were identified as required. The candidate only checked 6 of these 12 statements. If the cutoff score were 8/12 (75%), this candidate would be screened out. If the cutoff score was set at 50%, the cutoff score would be 6/12 and the candidate would be screened in for further evaluation.

SUMMARY OF STEPS

1. Select the Experience Statements required for the position.
2. Select the Experience Statement elements for each Experience Statement that is required for the position.
3. Ensure that an open-ended response is included with the first Experience Statement and where appropriate throughout the experience screen.
4. Ensure that the statement numbers are appropriately adjusted.
5. Determine the maximum number of possible checks that could be provided by a candidate. This is the total or maximum possible score.
6. Fill in the number of questions on page 2 candidate booklet.
7. Administer (applicants fill out the booklet).
8. Fill in the maximum possible score on page 1 candidate booklet.
9. Determine the number of valid checks (checks corresponding to required Experience Statement Elements)
10. Ensure summary table on the cover of the Experience Screen Candidate's Booklet is filled in.