



**Australian
BORDER FORCE**

BFORT Candidate Information

Welcome

Everything you need to know to complete the various stages of the recruitment process is within this information pack. We strongly encourage you to familiarise yourself with the contents of this pack prior to commencing the process. All website links are provided on the last page of this document (the appendix).

Contact

If you require assistance as you progress through the stages, please reach out to BFORT@abf.gov.au or recruitment@homeaffairs.gov.au.

Recruitment process

Criteria Corp is the external agency whose platform is used for the various stages of the BFORT recruitment process.

- Step 1 - Capability testing
- Step 2 - Video interview and written task.

You will receive an email from Criteria Corp with a link that will take you to the assessments once the application closes.

Once you enter the Criteria Corp website, you will have a chance to practice the cognitive ability tests and video interview questions. You will also have an opportunity to ensure that your computer's video and audio functions are working. Assessments must be completed before the end date to allow Criteria Corp sufficient time to remediate any computer issues affecting your assessments.

For help with computer issues, use the Criteria Corp help function or email recruitment@homeaffairs.gov.au or BFORT@abf.gov.au.

What you need

- A device with video and audio functions
- A stable internet connection
- Google Chrome or Safari browser

It is highly recommended that you use a computer with a mouse and keyboard, as many of the activities were designed with these tools in mind. Laptops should be plugged into an electrical outlet to avoid running out of battery.

STEP 1

Cognitive ability (Cognify)

The Cognitive ability stage will consist of 3 mini-games. You will have a chance to practice these before the tests begin. You will have 15 minutes to complete as many games as you can. Each game gets progressively harder.

Gridlock

Candidates solve a succession of puzzles by fitting all pieces into the grid as quickly as they can.



Numbubbles

Candidates are given a target number, and need to identify and pop the bubbles with an equation that equals the target number.



Proof It

Candidates need to identify as many misspelled words and punctuation errors as possible within the time limit. The text is long and there are many errors, you will not get them all.

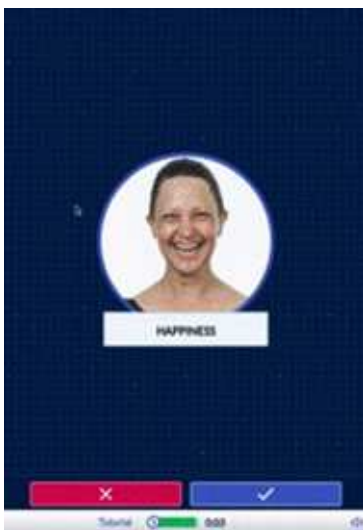


Emotional Intelligence (Emotify)

This tool helps us to assess your emotional perception, understanding and self-management. You will undergo three different assessments over 20 minutes:

Matching Faces:

Measures emotional perception by asking candidates to quickly and accurately identify a range of emotions displayed on people's faces.



Emotional Ties:

Measures emotional understanding by asking candidates to read a number of everyday situations and predict the emotional consequences that may arise as a result.



Emotions in Action:

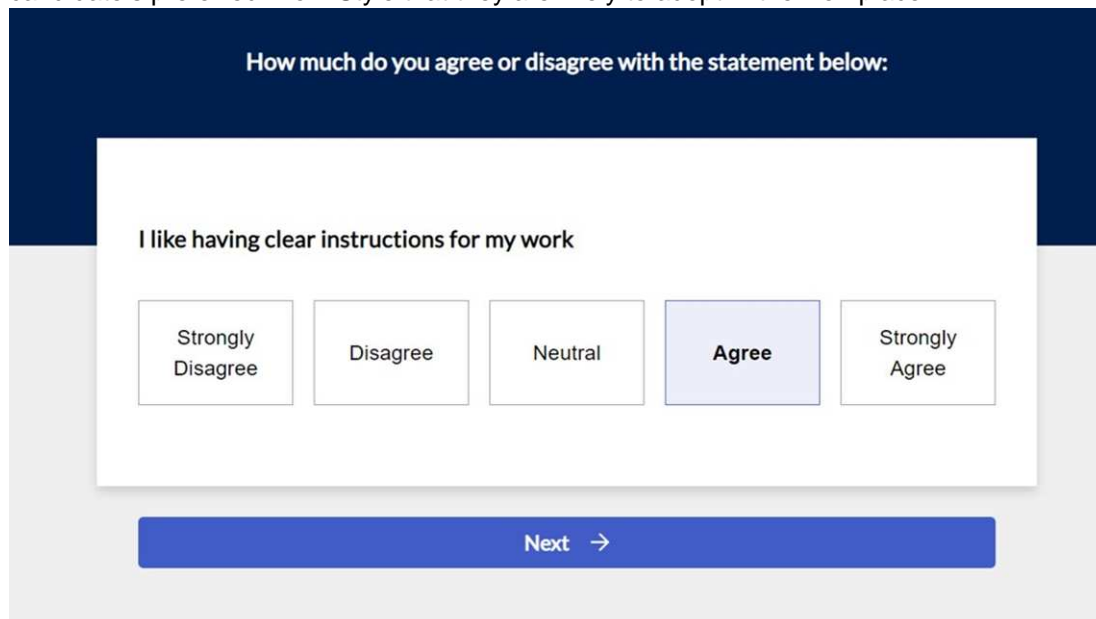
Measures emotion management by asking candidates to read short workplace scenarios involving different emotions and select the best response for managing the emotion involved.



Role specific behaviours (Illustrait)

Illustrait is a targeted behavioural competency assessment that provides valuable insights into how comfortable a person will feel within a particular role, otherwise known as “job fit”.

Illustrait can shed light on each candidate’s work behaviours and how they are expected to operate in a role. It can be used for any position. Additionally, Illustrait can measure the candidate’s preferred Work Style that they are likely to adopt in the workplace.



The screenshot displays a digital assessment interface. At the top, a dark blue header contains the text "How much do you agree or disagree with the statement below:". Below this, a white rectangular box contains the statement "I like having clear instructions for my work". Underneath the statement, there are five response options in separate boxes: "Strongly Disagree", "Disagree", "Neutral", "Agree", and "Strongly Agree". The "Agree" box is highlighted with a light blue background. At the bottom of the interface, there is a blue button with the text "Next →".

Once you have completed all of the testing, Criteria Corp will provide the ABF with assessment results. Home Affairs will then contact you via email to advise if you have been successful or unsuccessful in progressing to the next stage of recruitment.

If you are found successful, Home Affairs and Criteria Corp will invite you to undertake the next steps.

If you have been found unsuccessful, you may still practice the assessments online and reapply again in the next recruitment round.

STEP 2

Video interview and written task

The video interview is a one-way, pre-recorded online interview through the Criteria Corp platform. The interview and written task can be completed at home around your availability.

What you need

- A device with video and audio functions
- Mouse and keyboard
- A stable internet connection
- Google Chrome or Safari browser

Before recording your interview, ensure you are in a quiet, well-lit space with a plain background. Clear away any potential distractions and let the people around you know not to interrupt you. Use the practice questions to understand how the program works. The practice questions will help you to test your device to ensure it is working as it should and that the audience will be able to hear and see you clearly.

What to expect

You will be given time to read the questions and prepare your answer. Once time has run out, recording will automatically begin. During recording, the question will remain visible on the screen and a countdown clock will show how much time is remaining.

If you finish answering before the time is up, you can end the recording manually. If not, the recording will end when time runs out.

You will be given behavioural based questions which should be answered using the STAR method.

The STAR method is explained at the following link: [Australian Public Service Commission \(apsc.gov.au\)](https://www.apsc.gov.au) and stands for:

- **Situation** - Set the context by describing the circumstance where you used the skills or qualities and gained the experience.
- **Task** - What was your role?
- **Actions** - What did you do and how did you do it?
- **Results** - What did you achieve? What was the end result and how does it relate to the job you are applying for?

After your interview questions, you will be provided with a text to read. Using this text, you will need to complete:

- A written task
- A verbal task

These tasks will test how you respond to different scenarios and how well you are able to extract pertinent information from a text. You will be given time to read the text and provide your written response. You will then have to complete the verbal task. A countdown clock will show how much time you have remaining.

Remember

- Keep calm and take deep breaths
- Show enthusiasm in responses
- Read the entire document and all instructions
- Prepare responses using the STAR method
- Stay mindful of the time you have to complete the task
- Check your written response for errors

An ABF Officer is required to keep an official notebook and, at times, is required to provide written police statements and verbal witness statements in court based on the notes they have taken. This is why it is important for recruitment to ensure you have the necessary literacy skills required.

APPENDIX

Web Links

Below is a list of useful web links to assist you to prepare and practice for the BFORT recruitment process.

Cognitive Ability (Cognify)	Cognify Criteria Corp
Emotional Intelligence (Emotify)	Emotify Criteria Corp
Role Specific Behaviours (Illustrait)	Illustrait Criteria Corp
One-way Video Interviews	One-Way Video Interviews Criteria Australia (criteriacorp.com.au)
ILS Standards	ILS - A guide to the Integrated Leadership System Australian Public Service Commission (apsc.gov.au)
STAR Model	3. Applying for an APS job: cracking the code Australian Public Service Commission (apsc.gov.au)
ABF website	Entry level - Border Force Officer Recruit (abf.gov.au)
BFORT Information	BORDER FORCE OFFICER RECRUIT TRAINING PROGRAM (abf.gov.au)