

Telephone screening template

You can use this template to help you screen applicants before you decide who to interview. Telephone screening applicants can save you time if there is a mismatch between what the candidate is looking for compared to what the job is offering. It can also help you make an initial assessment of the candidate's skills and experience, communication skills and pay expectations.

Suggestion steps for conducting telephone screening of applicants

For more information on hiring a new employee, see our 'Hiring employees' online learning course at fairwork.gov.au/learning. For information about minimum employment rights and entitlements you can also call the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Step 1: Review all applications and shortlist suitable applicants

After advertising for employees, you're likely to receive a lot of applications. While some applicants will be suitable for the job, others will not be. Therefore, before telephone screening applications, it's important to review all the job applications you receive to identify applicants who appear suitable for the role you've advertised. You don't want to spend time interviewing candidates who are not suitable for the role.

After reviewing the applications, you can create a shortlist of suitable applicants that you want to telephone screen. You only need to shortlist those candidates who you think will be suitable for the job based on the information they have provided.

Step 2: Telephone screen shortlisted applicants

Once you've established a shortlist, you can telephone screen the applicants you've shortlisted to further refine your list. Use our telephone screening template below to help you conduct a telephone interview. You can record the person's answers to the questions in it in the space provided.

Remember that the template is a guide only. If you need more information in a particular area from the applicant, you should ask them relevant follow up questions. Also ask the person to provide examples that demonstrate their relevant knowledge and experience.

Remember:

- schedule appointments with your shortlisted applicants for the telephone interview
- don't conduct on-the-spot interviews
- each telephone interview will take 10-20 minutes per applicant.

Step 3: Review your shortlist

Once you have completed the telephone screening you will have a better understanding of the interest applicants has for the job and their suitability. You are now in a position to review your shortlist, based on the information you got. You don't keep people on your shortlist who, after telephone screening, don't appear suitable for the job.

From here, you can decide who you want to interview face-to-face.

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

APPLICANT NAME:

DATE:

INTERVIEWER:

What attracted you to apply for this position?

What skills, knowledge and experience can you bring to this job?

Where are you looking to head in your career? What are you looking to achieve in this job?

What are your strengths & areas for development?

What is the reason you wish to leave or left your current/last employer?

Other

OTHER INFORMATION

Salary expectation	
Availability for interview	
Working rights in Australia	Citizen <input type="checkbox"/> Perm Resident <input type="checkbox"/> Visa <input type="checkbox"/>
Currently employed	YES / NO

INTERVIEWER COMMENTS