



Pre-employment Structured Clinical Interview

Applicant technical guide

Introduction

All Pre-employment Structured Clinical Interviews (PESCI) will be conducted online using Zoom videoconferencing. The interview may last up to 90 minutes.

The interview panel will have three members. There will be five scenarios based on the types of patient presentations you can expect to encounter in general practice in Australia.

You will have three minutes reading time for each scenario and then 10 minutes to answer a series of questions based on the patient presentations.

This technical guide covers the technical aspects of the interview. It should be read in conjunction with the Royal Australian College of General Practitioners (RACGP) Pre-employment Structured Clinical Interview Policy, *Pre-employment Structured Clinical Interview handbook*, and other resources and policies available on the [PESCI website](#).

How does Zoom teleconferencing work?

The Zoom meeting will have two virtual rooms: applicant lounge and interview room.

In the applicant lounge the RACGP staff member will brief you and check your valid ID. You will be required to use your camera to show the RACGP administrator the physical space of the room where you are completing your interview. This is to ensure that there are no resources to aid you in your interview.

You will need to choose your own venue, which must be private, quiet and have a stable internet connection. It is the applicant's responsibility to

source an alternative way to access the internet and log in to the interview in case you have technical issues on the day.

When you are ready, you will be admitted into the interview room where the interview panel members are waiting. For each clinical scenario, the panel will share the applicant instructions using the share screen function. This remains on the screen for the duration of the scenario except when, in some scenarios, you might be given additional information during the questioning. An applicant may be moved back to the applicant lounge in the event of technical problems or anomalies.

When you have completed all clinical scenarios, the chair will provide an exit briefing. You can leave the interview by clicking on 'Leave' and then 'Leave meeting'.

Technical requirements

This section outlines the computer and peripheral requirements for using Zoom to participate in the interview. Please note that these are guidelines only and you should test your equipment thoroughly before the interview to ensure functionality.

You will need a laptop or desktop computer with webcam and audio (speaker and microphone). It is also recommended that you use the largest computer screen you have available to allow clear viewing of reading material.

You can use either an in-built webcam or an external camera. Most are supported by Zoom. We recommend a camera with a resolution of 640 × 480 pixels or more. Prior to the interview, test your resolution by visiting <https://webcamtests.com/resolution>.

We strongly recommend the use of a headset designed for videoconferencing or gaming (as pictured). A microphone and speakers are a fundamental requirement for the interview. Please review the [Zoom guide](#) to test your audio equipment.

Important:

The following devices currently do not have the required Zoom functionality for the CCE:



- Surface pro, mobile phones or any other tablet device
- Chromebooks
- Any device that runs on Chrome OS

To ensure your system is working with Zoom, [join a test meeting](#). It is recommended that you conduct multiple testing sessions prior to the day of the interview. If you are having issues, a troubleshooting guide is available on the [Zoom website](#).

System requirements

The Zoom system requirements are documented on the Zoom website and should be considered the definitive guide for operating system and hardware support. While this guide covers multiple platforms and operating systems, the RACGP recommends that only **Windows 10** or **macOS** are used for completing the interview.

Any system purchased in the past four years will have adequate processing capacity to run Zoom. If your system is older than 2017, please ensure you do sufficient testing and/or consider upgrading your equipment if an alternative system, such as in your professional work setting, cannot be used. The use of alternate operating systems, such as Linux, are discouraged as they are unlikely to provide the Zoom functionality required for the interview.

Please note hardware platforms, such as a mobile phones or tablets, do not have the required Zoom functionality for the interview and cannot be used.

Zoom app (desktop application or client)

The Zoom app must be installed on your computer. Please download the appropriate package from Zoom. If you already use Zoom with an existing account, please make sure your version is the most up to date available.

Link for Windows 10 client: <https://zoom.us/client/latest/ZoomInstaller.exe>

Link to instructions to install on Mac: <https://support.zoom.us/hc/en-us/articles/203020795-How-To-Install-on-Mac>

Network

While Zoom can run on lower speeds, 3.0 Mbps (up/down) is the recommended free bandwidth for an optimal interview experience. Importantly, the internet connection must be stable. Visit [Ookla](#) to conduct a speed test on your network.

Your device may connect over Wi-Fi to your internet provider; however, we recommend the use of a hard-wired internet feed if possible, such as NBN/cable/DSL, etc. 5G/4G wireless internet might be satisfactory, but this should be your back-up solution and only be used if your regular Wi-Fi or cable connection fails. 5G/4G mobile networks might not be as stable.

Zoom functions you will use

Logging in

You will be sent a confirmation email with a Zoom link after you have accepted an interview date; keep it in a place that is easily accessible on interview day.

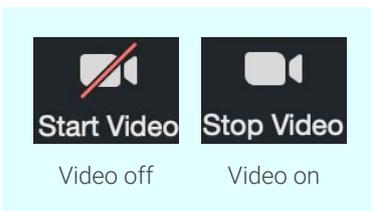
On the interview day, ensure you are logged in to your Zoom account and that all your equipment is set up and working at least 20 minutes before the interview is schedule to start, so that you have time to resolve any technical issues beforehand. If you have forgotten your Zoom password, you can reset it by visiting zoom.us/forgot_password. Click the link in your email to join the interview.

If you join before your interview time, you will see a message that you are waiting for the host to start the meeting. If you join at the designated start time, you will arrive in the applicant lounge.

Video and microphone

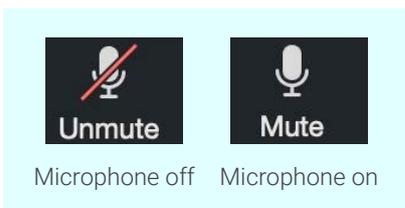
Video

- Your video must be switched on at all times.
- You are not permitted to use a virtual background at any time during the interview.
- If there is a red line through your video camera image, your video is off and the interview panel members cannot see you. Click the video camera image to start your video.

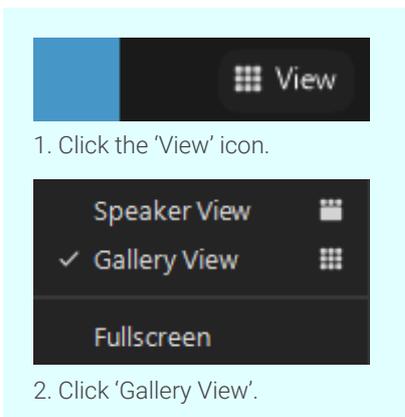


Audio

- A microphone and speakers are a fundamental requirement for the interview. Please review the [Zoom guide](#) to test your audio equipment.
- Your microphone must always remain on throughout the interview.
- If there is a red line through your microphone image, your microphone is off, and the interview panel members cannot hear you. Click the microphone image to turn on your microphone.

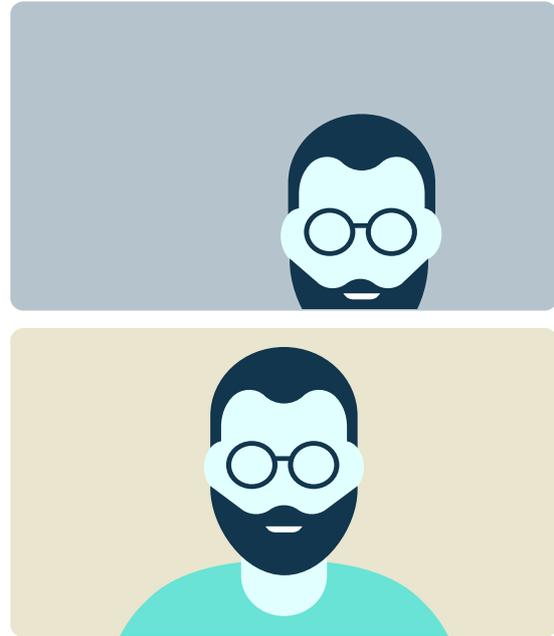


Best view to use



Your screen presence

Ensure that your face and shoulders are always in view:



Screen sharing and remote control

After your ID has been checked, an interview panel member will start your reading time by sharing their screen and giving you remote control of the reading materials for that scenario. You will need to click your mouse on the document to activate your control of the document. You can scroll through the document as you would any other document. Depending on your internet connection there could be a slight delay or lag.

Once you can control the reading materials, you will see this message:



Leaving the interview

- The chair will brief you and ask you to destroy all notes before asking you to leave the interview.
- Click 'leave' on the bottom right of your screen, then click 'leave meeting'.
- Remember that you are bound by the RACGP's Academic Misconduct Policy.
- You must not discuss or share details of the interview or scenarios discussed with anyone.

Frequently asked questions

Do I need to download Zoom?

Yes, for full functionality you must have the Zoom client (application) installed. You can download the latest version of Zoom [here](#).

Do I have to have a webcam for the interview?

Yes, you must have a webcam to participate in the interview.

Can I have a virtual background?

No, the use of virtual backgrounds is not permitted in the interview.

Can I use a Bluetooth headset?

Yes, if the Bluetooth device is compatible with the computer that you are using.

What happens if my internet drops out?

If you have technical issues once the interview begins, the panel will allow you 10 minutes to resolve the issue, and if you can't resolve it, the chair of the panel may decide to end or reschedule the interview. This decision will be made according to your circumstances. If the interview needs to be rescheduled, a fee may apply.

How do I reset my password?

You will be given a link to log in to your interview, so you will not need a password. However, you should have a Zoom account. If you have forgotten your Zoom password, reset it prior to your interview by visiting zoom.us/forgotpassword.

What will I see when I join my Zoom meeting?

If you join prior to your interview time you will see a message that you are waiting for the host to start the meeting. If you join at your designated interview time,

you will arrive in an applicant lounge and an RACGP staff member will admit you into the interview.

Can I record my interview?

No, you are not permitted to record your interview session on Zoom or any other program or device.

What Zoom functions will be used during the interview?

Screen sharing and remote control will be used during the interview. An interview panel member will share the scenario materials on screen and give you remote control so you can scroll through the document. You should practise screen sharing and giving/accepting remote control prior to the interview so that you are familiar with the process.

I have a Mac. What do I need to be aware of?

Due to increased security settings, you will need to authorise the Zoom desktop client to use the microphone, camera and remote control. Follow the instructions [here](#).

I have a tablet/Surface Pro, can I use it for the interview?

Surface Pro and tablet devices do not allow scrolling in a document that is being shared on screen. You must use a laptop or a desktop for the interview. We also recommend that you use the largest computer screen you have available to allow clear viewing of reading material.

I have a Chromebook or a device that runs ChromeOS, can I use it for the interview?

Chromebooks or other devices that run ChromeOS currently do not have the Zoom functionality required for the interview and are therefore not suitable for the interview. Further information is available [here](#).

Disclaimer

The information set out in this publication is current at the date of first publication and is intended for use as a guide of a general nature only and may or may not be relevant to particular patients or circumstances. Nor is this publication exhaustive of the subject matter. It is no substitute for individual inquiry. Compliance with any recommendations does not guarantee discharge of the duty of care owed to patients. The RACGP and its employees and agents have no liability (including for negligence) to any users of the information contained in this publication.

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We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.

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