



Dispatcher Recruitment Assessment Centre

What happens at the Assessment Centre?

If your online application is shortlisted, you will be invited to attend our onsite Assessment Centre.

- + **How long does the assessment take?** Allow approximately 4 hours.
- + **What is the format?** The session begins with a health and safety briefing, followed by introductions, including a 2-minute self-introduction. This is an opportunity for you to share why you're interested in the role, and present to the group your name and information about yourself e.g. your interests, and one interesting fact about yourself.

Following this, you will move through to our job-related assessments.

The assessments are conducted without access to written material or assistance. You will be given time to read the assessments and ask questions before you begin.

Give it your all, dedicate yourself to the task, and put your best foot forward!

Areas you will be assessed on:

Spelling

This includes;

- + Words commonly used in the Communications Centre.
- + These are to be written down with the correct spelling. There is a ten-second gap between the words.



ASSESSMENT AREA 1

Topography

This includes;

- + A geography-based test of place names and landmarks all over Aotearoa, New Zealand.



ASSESSMENT AREA 2

Communication

This includes;

- + **Speech** - an exercise designed to assess enunciation and pronunciation, including Te Reo Māori words.
- + **Typing** - an online speed and accuracy assessment. We are looking for 45 words per minute, with 100% accuracy. For practice tests head to [Typingtest.com](https://www.typingtest.com).
- + **Active Listening** - listening and extracting emergency call information.

ASSESSMENT AREA 3

Group Activity

This includes;

- + Working in a small team on a series of tasks.
- + Demonstrating how you interact with others.
- + Collaborating and contributing to the tasks.



ASSESSMENT AREA 4