

Case Study - NSW Police Assessment Centre Development

Company Environment

As a non profit statutory authority funded by the NSW Government committed to reducing crime and the fear of crime, the NSW Police Service provides a range of services designed to ensure a safe New South Wales. To achieve this objective the organisation needs to ensure that they recruit and retain the best possible people to be officers within the NSW Police.

The NSW Police Service approached Future Platform to help them establish a performance assessment centre to assist in identifying desirable candidates and any existing development issues within the organisation.

Business Challenge

Recruiting and selecting the most desirable candidates was a major concern for the NSW Police Service, who were determined to ensure their organisational purpose of providing a safe state was met. The brief provided to Future Platform was to create several Assessment Centres that provided comprehensive information regarding candidates and high impact outcomes for the NSW Police Service.

The design for the tailored Assessment Centres was flexibly structured to meet the client needs. This approach allowed for multiple assessment of each competency, the use of numerous assessors for one candidate, multiple activities based on realistic job tasks and the ability to assess several candidates at once.

Evolution in Partnership with Future Platform

The process involved three phases; Development, Implementation and Reporting/Evaluation. The development phase began with key stakeholder interviews and staff focus groups to gather the information required for designing the overall project processes. This phase was followed by the implementation process which involved the selection and training of assessors, training of actors and the conduct of the Assessment Centre.

Following the conclusion of the Assessment Centre, Future Platform provided tailored reports back to the organisation and the candidate/participant. These reports are broken down into group and individual level information.

Business Benefits

Due to Future Platform's commitment to ensuring evaluation is conducted for the purpose of continual improvement, feedback on the Assessment Centre's design and implementation was collected following the conclusion of the process and distributed back to the organisation. This allowed any suggestions regarding the process and possible improvements to be implemented.