

## QA Telephone Interview Outline

### 1) Greet the candidate

Welcome the candidate to the phone interview, tell the candidate your full name and state your role in the business and the phone interview.

### 2) Confirm information

Ask the candidate to confirm they have the Job Specification and have reviewed it.

### 3) Outline the interview Process

Advise the candidate the interview should last between 15 and 20 minutes, in which time we will:

- Discuss their CV and talk through some key points of interest
- Ask some questions focused around software testing
- Discuss some of the technologies/methodologies they have worked with
- Will give you the opportunity to ask any questions they may have.

### 4) Begin the Interview

Conduct the first part of the interview for around 10 minutes, keep it focused and bring the candidate back on topic if they wander.

Ask the candidate to clarify the role they think they are applying for and how it might ask them to highlight the tasks / duties that stand out for them

#### Example Questions

Q1. Can you please discuss the testing that you are doing in your current role?

Q2. What testing methods and models are you working with?

- Waterfall, V-Model, Spiral, Hybrid
- RAD, Agile, SCRUM

Q3. What are the characteristics of the model they work with and does it change given varying development approaches?

Q4. Raising Defects

- Which Defect Raising Tools have you used? What would you include when raising a defect?

Q5. Manual Testing

- What do you do if you run out of testing?
- How do you go about breaking a system?

Q6. Test Cases

- What Comprises of a Good Test Case?
- Have you had experience of reviewing Test Cases?

Q7. Have you heard of Boundary Value Analysis or Equivalence Classes? Can you explain what these?

Q8. Can you define Black Box and White box testing?

Q9. Have you had exposure to cross browser testing? What would you expect to find when testing on different browsers?

### 5) Allow the candidate to ask questions

### 6) Close the interview and thank the candidate

Advise the candidate that we'll review the telephone interview and advise them, through their agent, within the next few days of any follow up face to face interview.

**Service Level Agreements:**

- All CVs sent for review will be reviewed and comments provided via email to the agent within 24hrs.
- Telephone interviews with desirable candidates will be arranged within 2 days of stating an interest in the candidate.
- Interview will be arranged within 1 week of a successful telephone interview.
- Post-Interview feedback will be provided to the agent via email on the same working day of the interview. To the candidate within two days to allow for decision where multiple candidates are being interviewed or decided on.
- A second round interview is not anticipated, however where there are two candidates and it is not possible to choose between them we will request a second interview with <Senior Manager here>.

**Use the Recruitment Tracker template to keep track of CVs and Interviews.**