



# Situational Competency-Based Interview

**Open Competition**  
**EPSO/AST-SC/11/21**  
**Assistant-Secretaries (AST-SC 1)**  
**Laboratory Support Workers**

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**Time allowed: 25 minutes**

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## ASSIGNMENT

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### IMPORTANT NOTICE

**This document presents a fictitious scenario. It has been produced solely for the purpose of this exercise. All references to existing countries, international organisations, private companies, departments and their representatives, etc. have been invented purely as examples. Any views expressed should not be taken to represent the opinions of those bodies or persons. When dealing with the assignment, participants should therefore rely solely on the information presented in the exercise and not on any prior expertise in the field.**

For this exercise, you will be asked to take on the role of a technician and member of the European Governmental Agency's (EGA's) technician team that is responsible for setting up a new press room. All the documentation that you need to prepare yourself for your interview is included in this information brochure. It comprises a number of documents, reports and other information that you need to analyse in order to be able to deal properly with the situations presented to you during the interview.

It is important that you accept the scenario as it is presented. You may print the documents, rearrange them in any order you wish and add comments or make notes as necessary. Neither your knowledge in the field nor your knowledge on the topic of this exercise will be assessed during the interview; therefore, conducting any additional research is unnecessary. This Situational Competency-Based Interview is designed to assess the following general competencies: Learning & Development, Resilience, and Working with Others.

You will have until the day of the interview to go through the information individually in order to prepare for the interview. The interview will last 25 minutes.

**Please note that for the purpose of this exercise:  
the interview will take place on Monday 14 February 20XX  
Last year was 20XX-1, next year will be 20XX+1**

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## BACKGROUND INFORMATION

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### European Governmental Agency

Representing the highest level of political cooperation among European Union (EU) Member States (MS), the European Governmental Agency (EGA) brings EU leaders together to set the EU's political agenda. EGA meetings are attended by ministerial-level representatives from each MS, and each meeting is followed by a press conference chaired by the EGA's president.

### Press Conference Room

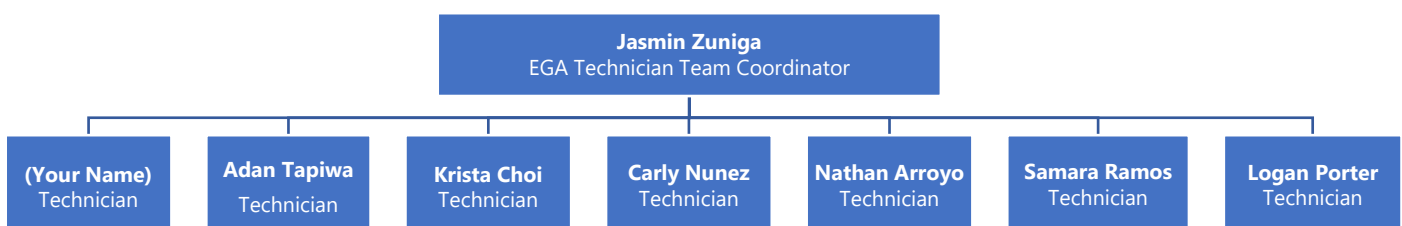
The EGA has been facing an ongoing challenge to seat an ever-increasing number of journalists during press conferences. Therefore, the EGA decided to build a new press room that was capable of seating up to 300 journalists. The actual building phase has now been completed, but the final steps still need to be taken to install the new equipment in the press room.

Given that the new press room will have to host conferences for many years to come and is intended to represent a pioneering example of a state-of-the-art press room, careful consideration must be given to every decision regarding the following key aspects:

- **The sound system:** As speech will be the main way of relaying information to the audience, a high-quality and finely-calibrated sound and speaker system is of great importance. Sound has to be projected evenly throughout the whole room. In addition, the speakers must be configured in such a way that they provide a natural listening experience for journalists and other attendees.
- **The camera system:** As the press conferences will be recorded and broadcast around the globe, a functional and high-end camera system must be implemented. The cameras should be fixed in place and must be able to provide (a) an overview of the entire speaker panel and (b) individual close-ups, so that people can easily recognise the person speaking.
- **The lighting:** Lighting is a vital part of the new press room, as audiences need to be able to see clearly who is speaking, without the lighting system causing any hindrance (e.g. bright lights shining in their eyes). Ideally, the lighting should mimic the feeling of natural light entering the press room.

### EGA Technician Team

The EGA has appointed a technician team to set up the new press room and install the necessary equipment.





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## GUIDELINES NEW PRESS ROOM



From Jasmin Zuniga, EGA Technician Team Coordinator  
Date Wednesday 09/02/20XX  
To All\_EGA\_Technician\_Team\_Members

Dear EGA technician team members,

In this email, I will outline some general guidelines regarding the new press room and also share some concerns that need to be taken into account.

First of all, as you all know, the new press room will be used for its first ever panel meeting in three weeks' time, on 2 March 20XX. This means that the installation of all equipment (cameras, speakers, lighting, etc.) must be completed by the end of next week to allow final checking and testing of the equipment to begin the week after. Please adhere to this deadline strictly, as invitations for the first panel have been sent out and cannot be altered.

Secondly, DigiMax (our equipment provider) delivered all cameras, speakers and lighting on location over the weekend, so the assembly phase should be able to start quickly. DigiMax will also be holding an information session on optimal lighting conditions next Tuesday. Anyone who wants to register for this session should get in touch with Carly: she attended a DigiMax workshop on equipment testing in the past and has remained in contact with the instructors.

Thirdly, assuring the safety of both the audience and the panel members in the new press room is of primary importance. In previous projects, internal audits showed that the installed equipment was not fully compliant with the applicable safety regulations, which resulted in a lot of work having to be redone. To prevent this from happening again, safety checklists have been developed to ensure that the different types of equipment are always installed in accordance with the latest EU regulations. From now on, these checklists are to be used for every new piece of equipment that is installed. Keep in mind that the general safety guidelines (on which these checklists are based) are also still in force and can be consulted on the intranet.

Finally, from next week on, I would like to start each day off with a team meeting, where we will go over the schedule, discuss all tasks that need to be carried out that day and decide on who is responsible for completing them. In this way, I hope both to increase efficiency within the team and to reduce ambiguity regarding the responsibilities of each team member.

Please take note of these guidelines and feel free to make any suggestions or other remarks. Good luck, team!

Kind regards,

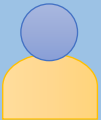
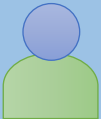

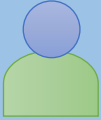

**Jasmin Zuniga**

EGA Technician Team Coordinator

P.S. Special thanks to Nathan for his help with developing the safety checklists.



## TECHNICIAN TEAM: INTERNAL DISCUSSION FORUM

> VISUAL AIDS	
Logan Porter	08/02/20XX
	Hi there. A stakeholder recently asked me about the projectors that will be set up in the new press room. She said that there had been problems with the image quality of the projectors used in a previous project, and so she asked that we pay extra careful attention when calibrating the projectors this time around. What do you guys think?
<a href="#">QUOTE</a> <a href="#">REPLY</a>	
Nathan Arroyo	09/02/20XX
	I think that's a reasonable concern, but dealing with the technicalities of setting up a high-end projector can be difficult. If I remember correctly, manuals for different kinds of equipment (such as lighting, cameras, speakers and projectors) can be found on the DigiMax website.
<a href="#">QUOTE</a> <a href="#">REPLY</a>	
> CAMERA MALFUNCTIONS	
Samara Ramos	09/02/20XX
	Hi everyone. I noticed that the cameras are prone to certain malfunctions (not enough memory, overheating, etc.) when left on for too long. This could cause a problem during long conferences. Maybe we should compile some kind of troubleshooting guide, so that such malfunctions can be resolved quickly if they develop during an event?
<a href="#">QUOTE</a> <a href="#">REPLY</a>	
Adan Tapiwa	09/02/20XX
	Love the idea, but we will have to keep things straightforward, and the guide must be intuitive to work with. In a previous project, data on the most commonly occurring errors and malfunctions in all equipment (including cameras) were collected during the final testing period. The report on the findings of these tests can be found on the intranet and could act as a starting point for the camera guide.
<a href="#">QUOTE</a> <a href="#">REPLY</a>	
> EQUIPMENT STORAGE	
Jasmin Zuniga	11/02/20XX
	It has come to my attention that some of the equipment that is not permanently installed in the press room (such as cables, screens, tripods, etc.) has been disappearing lately, either getting lost or forgotten. Any ideas on how to prevent this from happening?
<a href="#">QUOTE</a> <a href="#">REPLY</a>	
Krista Choi	11/02/20XX
	I noticed that as well. Adan used to work on projectors and stored a lot of his old equipment in a locked storage room. I will ask him whether there is still any space left in that room for other loose equipment, so that it can all be stored under lock and key.
<a href="#">QUOTE</a> <a href="#">REPLY</a>	