

Following a feedback process carried out after our previous wholetime firefighter recruitment campaign, please see below for the most commonly raised responses:

- **‘You should give application packs to the individuals who attend Have a Go events to take away or you should be able to get them from the station.’**

Not all Have a Go attendees choose to pursue a career in the Fire Service, and getting candidates to contact our recruitment line ensures not only that RBFRS is able to monitor application requests but also that only those who are seriously considering a future in the fire service will apply. Otherwise large numbers would be wasted. Fire stations do not have personnel available to deal with large numbers of ad hoc visitors.

- **‘You should allow online applications.’**

RBFRS are currently researching the possibility of introducing an online application facility and hope to provide this option in the future.

**Why do you limit the number of application forms? Other organisations cope with hundreds of applicants.**

In most cases when an organisation receives hundreds of applications, most are given only a few seconds of attention before being screened out. Sometimes there is even a cull of numbers, with a proportion of randomly-selected applications being discarded unseen. Every single one of our applications is thoroughly evaluated before a shortlisting decision is made. This process can take up to an hour for each form. Unfortunately we simply don't have the resources (or money) to do this for unlimited numbers of forms.

- **‘Why don't you give feedback on why my application form was unsuccessful?’**

Because of the time and resources that it would entail, it is unfortunately not feasible to give individual feedback to hundreds of candidates. However, general advice is available on the website. We also produce a brief outline of the most common pitfalls following the application stage which can be provided on request.

- **‘Why don't you allow applicants to apply for several different Fire Services at the same time?’**

A national recruitment process is used for UK Fire Services. Candidates cannot complete the same tests multiple times as it invalidates the test results – a minimum period between applications has to be maintained. It costs a Fire Service hundreds of pounds to take a candidate right through the selection process. For one candidate to go through the process with several brigades simultaneously would be a waste of (public) money, as ultimately only one offer of employment could be accepted.

- **‘The application form is too long.’**  
These questions enable applicants to demonstrate that they have the essential qualities required of a Firefighter so that RBFRS can select only the best candidates. There should be enough time available before the closing date such that applicants can think about and review their answers, and do not need to complete the form in one sitting. If a long application form deters you from applying, perhaps being a Firefighter is not the right career for you.
- **‘You should have more phone lines as it was too difficult to get through.’**  
There were technical difficulties experienced with our telephone providers last year, which extended the waiting time. This year we are using another provider so candidates should experience an improved service. Firefighter positions are extremely sought after so the number of callers is high, consequently candidates should persevere if their call is not answered first time round. Please be aware that the applications are also allocated on a first come, first serve basis.
- **Further interview guidance is required**  
Available to all on our website is an interview guidance booklet which provides details on what to expect in the interview and also some practice questions. This is also sent automatically to those candidates who are invited in for an interview.

Finally, if you would like to find out more about becoming a firefighter please click on the following link to find out details of our next recruitment awareness sessions. This is an opportunity to have a tour of a station and to practice some of the tests involved in the recruitment process.