



Using AI Effectively in the Interview Process at Creditsafe

Our Approach to AI in Hiring

We recognise the potential benefits of AI tools like ChatGPT in supporting candidates during the hiring process. While we encourage a thoughtful use of these tools for preparation, our hiring decisions are always made by people and focus on a human-centred approach.

Our goal is to understand the authentic experiences and skills each candidate brings, and in this guide, our aim is to give you a thoughtful guide to using AI to help you in the application process.

Guidelines for Using AI During the Application Process

Appropriate Uses of AI

Every applicant that uses AI is welcome to use it for:

- **Research and Preparation:** Using AI to gather information on industry trends, company insights, and role expectations to help you better prepare for interviews.
- **Enhancing Communication:** You can use AI to refine the phrasing and structure of your responses to ensure clarity and coherence.
- **Formatting Assistance:** You can use AI tools for spell-checking, grammar correction, and formatting to ensure your application materials are polished and come across well.
- **Structuring Responses:** You can use AI to organise your answers using frameworks like STARR (Situation, Task, Action, Result, Reflection) to help structure your answers to competency-based questions.

Inappropriate Uses of AI

- **Fabricating Experiences:** We value genuine accounts of your professional journey. Avoid using AI to create fictional scenarios or experiences.
- **Live Interview Responses:** Do not rely on AI tools to generate answers in real-time during interviews. We want to engage with you directly to understand your perspectives and thought processes.
- **Copy-Paste Responses:** We ask you to not copy and paste unedited responses from tools like Claude or ChatGPT as this can stop us from truly getting to know you.

Using AI In Your Application

When you're responding to application questions:

- **Reflect on Real Experiences:** Identify actual situations from your past roles that align with the question, and from there, you can use AI to help structure and articulate your application.

- **Draft Your Response:** Please write your initial answer based on your experience.
- **Refine and personalise with AI:** Use AI to enhance the clarity and structure of your responses and take care to ensure that, if you are using it, these AI-assisted responses represent your own voice and experience.

Using AI During Interviews and Assessments

We accept that AI can be a handy tool during interviews and assessments, just as it can be in carrying out your duties at work. We accept these uses of AI in interviews and assessments:

- You can use AI as a preparation tool for anticipating potential interview questions, and formulating thoughtful responses to them ahead of time.
- For take-home assignments, you can use AI to aid you in organising your approach, but the core content should always reflect your own work and insights.
- If you plan to use AI tools during any part of the assessment, please inform your recruiter beforehand to ensure alignment with our guidelines. We truly value transparency; being honest and upfront will not hurt your application in any way!

Interview Accommodations

We are committed to providing an inclusive recruitment process for all candidates. If you require accommodations, including ones involving AI, such as:

- **Flexible Interview Formats:** Options for video, phone, or written interviews.
- **Additional Processing Time:** Extra time for assessments or during interviews.
- **Alternative Communication Methods:** Use of assistive technologies or other communication preferences in the process, including the use of AI tools.

Please inform us at any stage, and we will work with you to meet your needs.

Summary of Key Points

- Authenticity is key, share your genuine experiences and insights!
- Use AI as a support tool to enhance, but not replace, your personal input.
- Maintain transparency by communicating openly about your use of AI tools during the process.
- Seek support when it's needed; we are here to provide accommodations to ensure a fair and comfortable experience for all candidates.

Thank you for your attention and interest with Creditsafe. We warmly look forward to receiving your application and getting to know you more.