



Our approach to AI (Artificial Intelligence) in the Recruitment process

At West Midlands Ambulance Service University NHS Foundation Trust, we are committed to fair, inclusive, and value-driven recruitment. We recognise that AI can help candidates showcase their skills and experiences more effectively especially for those who may face barriers in traditional recruitment methods. We are equally dedicated to ensuring that the recruitment process remains transparent and truly reflects each candidate's genuine abilities.

Every stage of our recruitment process involves human oversight and decision-making to attract and appoint individuals who embody our Trust values, expected behaviours and commitment to high-quality care. We support the use of AI tools where they promote confidence and inclusivity, but we also aim to balance this by getting to know you, your experiences, values, and passion for making a difference.

You may be asked to confirm your use of AI during various stages of the recruitment process; it is important that you are open and honest about this. Should there be any concerns about suspected inappropriate use of AI, we will discuss our concerns with you openly and explore the appropriate next steps and any implications upon your recruitment process with us.

Job applications – using AI when submitting your application:

Your NHS Jobs application form and any other subsequent correspondence as part of the recruitment process, should reflect your experiences, skills and qualifications to match the person specification requirement for the role you are applying for. Using generic AI-generated information is unlikely to demonstrate this in line with the person specification, which may result in you not being shortlisted. It is your responsibility to ensure that your application is personalised and clearly reflects your own skills, experiences and achievements. Where AI tools are used, this should be as a support tool and not used to fabricate or provide misleading information.

To assist your application you might want to consider the following uses of AI:

- **Check spelling or grammar**
- **Improve clarity or structure**
- **Reformat your content to make it easier to read**
- **Generate prompts to help you reflect on your real-life experiences**

We value excellence, compassion, accountability, inclusivity and integrity. By keeping your application genuine and using AI solely as a support tool, you will help us understand who you are, how you work, and how you will make a meaningful contribution to the people and communities we serve.

EXCELLENCE



INTEGRITY



COMPASSION



INCLUSIVITY



ACCOUNTABILITY



AI Dos	AI Don'ts
✓ Think of a real scenario where you made a difference, write it out in your own words and then use AI to improve how it is written or to make it more concise ✓ Ask AI to extract the key skills from the job description and then use your own experiences to describe how you meet these ✓ Always review and personalise the final version with your voice and tone, checking for accuracy and authenticity.	✗ Listing generic skills (like leadership or teamwork) without providing real evidence from your own work ✗ Asking AI to write an example that didn't happen and submitting it as your own

Guidance on AI use for interview preparation:

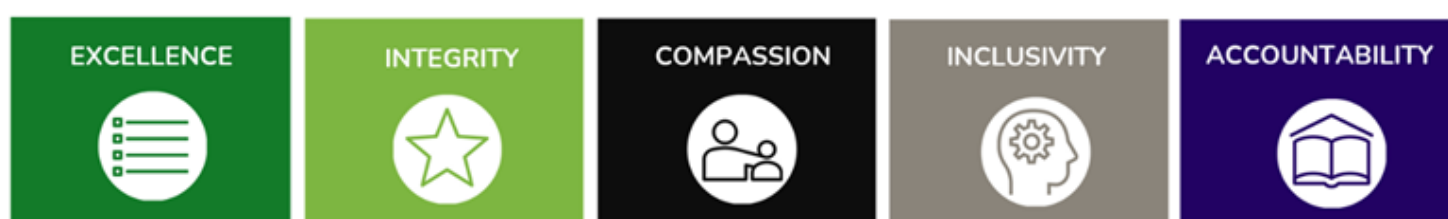
We understand that preparing for an interview can be challenging, and we encourage candidates to utilise the tools available to help them feel confident and prepared. AI can be a valuable aid in this process when used appropriately. Here's how you can use AI effectively in your preparation:

- **Research the role:** You can copy the job description into an AI tool and ask it to suggest example interview questions based on the key responsibilities or skills. This can help you anticipate the types of questions you may be asked.
- **Practice competency-based questions:** AI can help you structure your answers using the STAR method (Situation, Task, Action, Result). You can input your real-life example and ask AI to help format it clearly and concisely

Guidance on use of AI for interviews:

Interviews aim to evaluate your skills for the role, and we value seeing your complete skillset. We encourage a conversational approach when answering questions. It's okay to have a few notes as support, but using AI live during the interview is prohibited, as it can disrupt the connection and hinder our ability to truly get to know you.

The misuse of AI might not accurately showcase your strengths, which could lead to securing a role that isn't suitable or being unsuccessful because you're not highlighting your personal skills and experience, and spending your valuable interview time focusing on the AI tool rather than the interview itself, making it harder to stand out among other candidates





AI for reasonable adjustments during interviews:

Prior to your interview, the recruitment team will check if there is anything we can do to support you with reasonable adjustments if required. If you plan to use AI tools, such as taking notes to the interview, please discuss this with the recruitment team or recruiting manager before the interview so we can explore how to support you.

Please email recruitment@wmas.nhs.uk to let us know if there is any support that you need.

During assessments & interviews:

Technology enabled devices on your person (smart phones, smart watches, AI glasses, earpieces etc.,) will be requested to be powered off &/or removed.

Overt or covert listening or recording devices (audio &/or visual) are not permitted.

The use of technologies such as AI &/or internet resources to facilitate answers to exam or interview questions is not permitted. Detection in the use of such will result in your application being withdrawn.

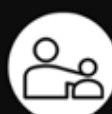
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