

Alleviate Coaching Tool (ACT) Frequently Asked Questions & Refund Policy

What is the Alleviate Coaching Tool (ACT)?

The Alleviate Coaching Tool (ACT) is an interview preparation platform designed to help candidates feel more confident, prepared and interview-ready. ACT emulates a realistic Federal and State Government panel interview experience, allowing candidates to practice responses, refine examples and improve interview performance before attending their real interview.

How is ACT different from generic interview coaching?

Unlike generic interview preparation platforms, ACT allows candidates to upload the specific role they have applied for. This enables a more tailored interview experience aligned to the role, job description, selection criteria and capability expectations.

Can I upload the actual job I applied for?

Yes. Candidates can upload the job advertisement, role description, selection criteria or capability framework relevant to the position they are interviewing for. ACT uses this information to help tailor the interview preparation experience and improve relevance.

Is ACT suitable for government interviews?

Yes. ACT is specifically designed to emulate the structured interview approach commonly used across Federal and State Government recruitment processes, including behavioural interview questions, capability-based questioning, structured panel interviews and leadership preparation.

Will ACT tell me the exact interview questions?

No. ACT is designed to support preparation and confidence-building and cannot predict exact interview questions. Instead, ACT helps candidates prepare for the style, structure and themes commonly used in government interviews.

Can I use ACT more than once?

Absolutely. Many candidates benefit from repeating sessions to improve confidence, strengthen examples and refine responses. You can practice as many times as you like — day or night — from the comfort of your own home.

Will I receive feedback?

Yes. ACT provides structured feedback designed to help candidates improve interview responses, confidence, preparation and communication.

What if I still need more assistance preparing for my interview?

Candidates seeking additional support may benefit from Package 2 – Enhanced Interview Preparation or Package 3 – Premium Interview Readiness. These packages provide additional preparation resources, more detailed support and greater opportunities to refine responses. Candidates may also engage directly with Alleviate Recruitment consultants for tailored government interview preparation support.

Refund Policy

At Alleviate Recruitment, we are committed to delivering a valuable interview preparation experience through the Alleviate Coaching Tool (ACT). Due to the digital and immediate-access nature of ACT, refunds may only be considered where a technical issue prevented access, a duplicate payment occurred or services were not delivered as purchased.

Refunds will generally not be provided where a candidate changes their mind after purchase, ACT has already been accessed or substantially used, or a candidate is dissatisfied with interview outcomes. ACT is designed to improve preparation and confidence; however, interview outcomes cannot be guaranteed.

Requests for refunds due to exceptional personal circumstances may be considered at the discretion of Alleviate Recruitment.

Refund requests: enquiries@alleviaterecruitment.com.au

Still Have Questions?

We're here to help you feel confident, prepared and interview-ready.

Practice. Reflect. Improve.
ACT for Improved Interview Performance