



## Assessing for Potential – From a Distance

### Virtual Assessment Centres

COVID-19 presents a unique challenge for recruiting teams across the globe. While the work we do hasn't changed, the landscape and how we deliver results has.

Organisations are still pressing forward with their recruitment and finding ways to quickly adapt to the virtual world of assessing potential.

Despite the remote move, potential graduates will still need to be provided an opportunity to demonstrate the behaviours and skills that are important to both the role and your organisation in order to succeed.

**People Solutions have been working closely with our customers to identify practical solutions to minimise disruption when navigating the virtual funnel of Graduate recruitment.**

This involves leveraging technology more effectively to implement simple, practical and effective virtual assessment solutions which allow you to continue making effective hiring decisions and engaging with candidates in an engaging and meaningful way.

#### Case Study: Virtual Assessment Centre

For over a year, People Solutions have been working closely with this WA-based resource company to design and deliver tailored Assessment Centres for their entry-level roles. Due to the large volume of candidates and ongoing need to fill positions onsite, People Solutions has transitioned their current in-person Assessment Centres, to an online, bespoke Virtual Assessment Centre (VAC) to comply with COVID-19 social distancing.

People Solutions' approach has been to translate interviews, activities and psychometric assessments into viable online solutions, ensuring that the VAC follows best-practice, whereby candidates are provided fair and multiple opportunities to elicit the behaviours and competencies required for the role. This VAC involves situational judgment interviews and assessments, as well as psychometric measures specifically designed for an entry-level, operational and site-based role.

The benefit of the VAC has already been evidenced through the ease of use, positive candidate experience, the company's capacity to continue volume recruitment, and to fill onsite vacancies with candidates that they are confident possess a good job- and culture-fit.

People Solutions continues to facilitate this company's VAC processes on a weekly basis.

# VIRTUAL ASSESSMENT CENTRE CHECKLIST

We've put together some best practice considerations to help you ensure your digital or virtual assessment centre (VAC) process is as robust and effective as possible.

## THE RIGHT FIT

Find the right solution that allows you to utilise most, if not all, of your existing robust assessment content in a virtual environment. If off-the-shelf content, ensure this is as close to your existing activities as possible, and it provides candidates the opportunity to exhibit the behaviours and skills required for the role.

## MOVING GOALPOSTS

Consider the roles you are recruiting for using a VAC and the requirement for the candidates to use technology in this role.

What barriers could exist for candidates moving from a face-to-face to virtual assessment centre?

## REAL TIME INFORMATION

Carefully consider scheduling, data entry and collation for assessors and candidates.

Ensure both assessors and candidates know where they need to be and when, and make sure you have instant and real time access to notes and scoring data.

## ROTATION IS KEY

Ensure assessors are rotated across candidates; no single assessor makes an overall judgement of a single candidate (this is the same principle as face-to-face).

## THE CANDIDATE EXPERIENCE

Candidate care and experience is critical now, more than ever. Clear communication that explains what the candidate will be asked to do and how they will be evaluated is crucial for VAC success. Consider one person of contact to support candidates and guide them through the VAC process.

## TRAINING EXCELLENCE

Training your team of assessors on objective and fair assessing is critical in the VAC process.



## UP-SKILL FOR SUCCESS

Ensuring that your assessors are up-skilled and confident in working with the technology, software or solution will be imperative to a smooth candidate experience.

**Tip:** schedule a 5-minute trial run with all assessors and encourage candidates to do the same.

## HOTLINE HELP

Provide a facilitator hotline. Have one individual dedicated to overseeing the event. Candidates and assessors can reach out to them (over an online chat function or phone) at any time, and in case of emergencies.

To support our customers at this time, we're offering advice, guidance and solutions that will allow you to minimise risk and successfully move your selection process to a digital environment.

Please feel free to get in touch if you would like to find out more about People Solutions' Virtual Assessment Centre offering.



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