

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 Virtual Assessment Centre (VAC) process is as robust and effective as possible.

COMMUNICATION IS KEY

When everyone is remote, communication becomes even more important! Communicate regularly with candidates throughout the day to let them know how things are running, when there are delays, and what is happening next.

TRAINING EXCELLENCE

Training your assessors on objective and fair assessing is critical. Also ensure that your assessors are confident and competent working with the technology you are using on the day.

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

PRIOR PREPARATION

Provide good instructions to candidates ahead of time, including what to expect on the day, when and how to log in, which tech platform you will be using and how to test this ahead of time, who their contact person will be on the day, and some tips for participating.

CONTINGENCY PLANNING

As carefully as you might prepare, sometimes computers just don't like to play the game! Build extra time into the session to deal with problems and provide a point of contact for tech issues (make sure someone in your team is tech-savvy!). If there are issues, let candidates know that you will pause activities until everyone is back online. Have some contingency plans in place!

To support our customers with their Virtual Assessment Centres, 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.

CANDIDATE EXPERIENCE

Candidate care and experience is critical now, more than ever. A few tips for this include providing them with good information about how to prepare, creating a relaxed atmosphere on the day, creating opportunities to interact informally with assessors, maintaining regular communication, using job-relevant activities, seeking their feedback, and providing them with feedback on results.

GOOD FACILITATOR

Having a good facilitator whose sole focus is on running activities, managing breakout rooms, and being a key point of contact for candidates throughout the session allows your assessors to focus on their job and helps the session run smoothly.

ADJUST EXPECTATIONS

Understand that VACs are different to in-person Assessment Centres and adjust your expectations of candidates accordingly. Consider their level of comfort using technology and don't expect interactions to look exactly the same as they would in-person.

APPROPRIATE ACTIVITIES

Not all activities are appropriate to be run online - you can't build a LEGO tower over Teams! Make sure the activities you are using can be run virtually, and that they still provide candidates with the opportunity to exhibit the behaviours and skills you need to assess for the role.

