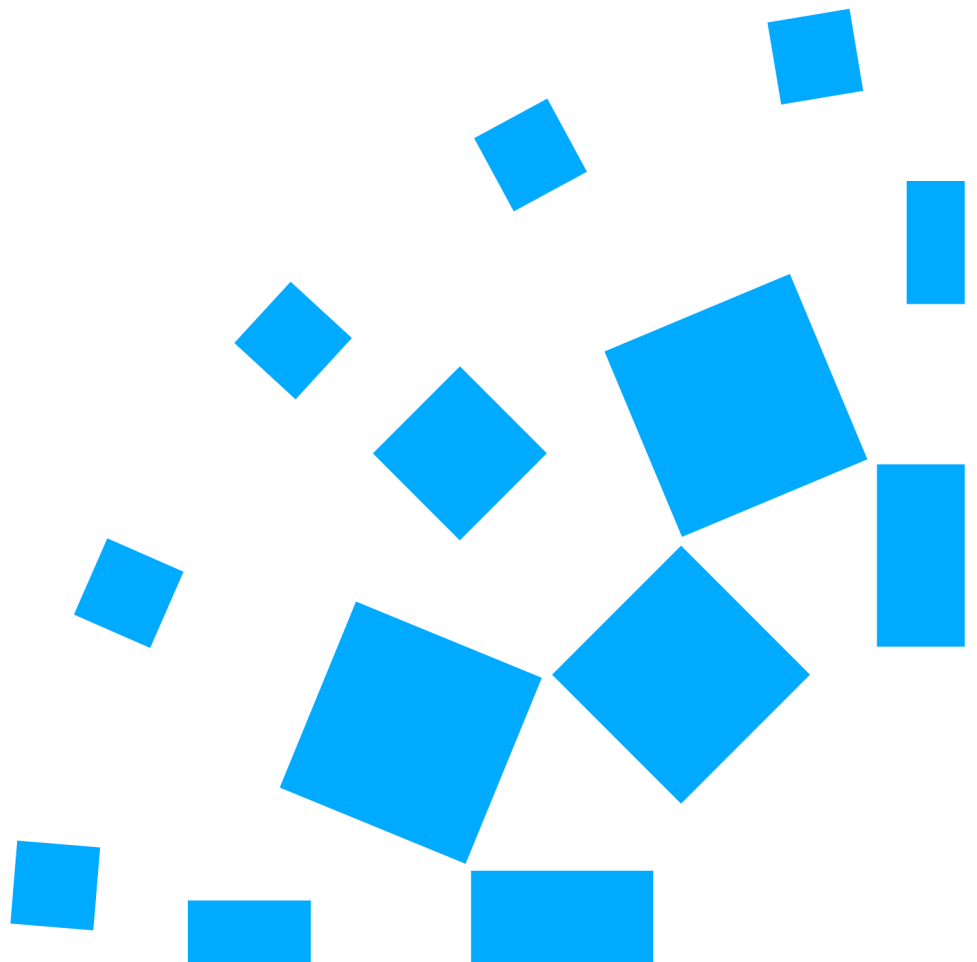


Online assessment process

Candidate FAQs

Version 2.2



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Online assessment process general questions

Q: What should I wear to my assessment?

A: We would suggest you wear something you deem appropriate for an assessment setting as some of your responses will be recorded.

Q: When is my online assessment process deadline?

A: The deadline for the online assessment process is midnight on the closing date as agreed by your recruiting force. Please see your invitation email for the closing date. For other assessments you may have to complete as part of the process, please refer to invitation emails.

Q: How long does it take to complete the online assessment process?

A: Please review the [Online assessments candidate guide](#), which provides a breakdown of each exercise and its timings.

Q: How often will I receive email reminders to complete the online assessment process exercises?

A: Once you have been invited to complete an exercise, you will receive daily reminders from the system. This is to ensure as a candidate, you do not miss your opportunity to complete the process. Although you will receive the reminders on a daily basis, there is no pressure to complete as long as the exercises are completed before your set deadline.

Q: Can I apply to more than one force?

A: Please note if you have an application with more than one force, you are only permitted to sit the online assessment process with **one** force at a time. You must inform us immediately if you have already completed the assessment process with another force. Please contact us at recruit@college.police.uk

Q. Can I transfer an online assessment process pass from one force to another?

A: You may be able to transfer your online assessment process pass from your original recruiting force to another force upon receiving your results.

Please note, it is at the discretion of the forces if they wish to accept your transferred score. You will need to consult with the forces regarding this.

To see if this is possible, you will need to contact the force you wish to transfer to and request that they obtain your previous online assessment pass from your original recruiting force that you sat the online assessment process with. This should be conducted between forces.

Q: When can I resit the online assessment process?

A: If you wish to resit the online assessment process, you may do so in three months' time from the start date of your assessment window.

You will be limited to attempting the online assessment process twice in a 12-month period. You will be required to complete all exercises in the online assessment process again.

Q: Once I click the exercise link, has the timed exercise officially started?

A: When you click the link in the email you will be taken to a login page, followed by candidate instructions. You will then see a series of instructional videos prior to starting the video interview, including instructions regarding checking your microphone and camera functionality. We would advise you to open the link when you are ready to complete the assessment. Please ensure you leave enough time to complete before the deadline, including the potential risk of technical issues that you may need to seek support on.

Q: When and how will I receive my results?

A: The College of Policing will not provide candidates directly with the dates to expect results. Please contact your recruiting force who will provide updates on your results and any timeframes.

Q: What is the pass mark for the online assessment process?

A: To be considered successful, you are expected to meet the national minimum standard, however forces can increase this standard at their discretion. On receiving your feedback and results, your report will explain the required pass marks on each exercise.

Q: Can I get feedback for my performance?

A: Yes, once you are notified results are available you can access a personalised feedback report for exercises undertaken as part of the online assessment process.

If you took the online assessment process before 8 February 2021, we cannot provide a personalised feedback report. However, your recruiting force can provide further information on your results alongside a generic feedback report to provide context on your results.

Q: When will I receive my invitation to begin the online assessment process?

A: The recruiting force will notify candidates of when to expect their invitation to complete the online assessment process, along with a time and date for completion.

On the date of the opening of your online assessment process, please allow the full day to receive your invitation email to each of the exercises. You will receive one email with links to all the exercises included. If you do not receive this email by 5pm on the day specified, please contact your recruiting force or

recruit@college.police.uk

If you have a Hotmail account, please ensure the domain no-reply@outmatch.com is added to your approved senders list. If you have a Gmail account, please check all folders.

Q: My query is yet to be addressed and my application deadline is due. What should I do?

A: If there are any issues that have not been fully addressed by the deadline, please be assured that the issue will still be dealt with.

Q: Do I need to complete the competency-based interview if I have interviewed for the force previously?

A: Yes, it is expected that any interviews/assessment activity you participate in with the force before undertaking the online assessment process will simply be used as a sifting measure. However, please check with your recruiting force if you are unsure of the process.

Q: I have misunderstood the written exercise and sent through incomplete content. Can I retake the exercise?

A: Unfortunately, we would not be able to issue a retake as candidate instructions clearly state that you must answer three questions and only submit the response once you are happy to do so. After submission, candidates cannot make changes.

Q: I have not received a confirmation email after completing the written exercise. Should I receive one?

A: You will **not** receive a confirmation email after completing the written exercise. However, once you have submitted your response a message will appear on screen confirming it has been received.

You **will** however receive an email from the assessment platform confirming your situational judgement test, competency-based interview and briefing exercises have been submitted.

**Q: I have passed the online assessment process.
What's next?**

A: Your recruiting force will be in touch directly to discuss next steps.

**Q: I have applied to become a detective constable.
Do I need to sit the online assessment process?**

A: If you are unsure of your application process, please contact the force you have applied to directly who will advise on the process and timeframes.

Q: How do I give feedback about the online assessment process?

A: As part of the monitoring and development of the police constable online assessment process, we would like to hear your views on your experience. You may be given a link following the assessment that invites you to take part in a candidate feedback questionnaire.

Any feedback you can provide will be valuable. However, please note that we cannot treat any feedback you provide in this questionnaire as a formal appeal. You should therefore not expect a response to issues raised through this channel.

You may also email any feedback you have on the online assessment process to recruit@college.police.uk. If you have any feedback on the wider recruitment process, please direct this to your recruiting force.

Q: What accommodations or reasonable adjustments can be provided?

A: If you believe you may be entitled to an accommodation or reasonable adjustment or would like to find out further information on this process, please **read the candidate guidance, [Online assessments candidates' reasonable adjustments guide](#)**.

Q: How do I know if I need a reasonable adjustment?

A: Should you have any condition, temporary or otherwise, that might cause you to be disadvantaged during the assessment – for example pregnancy, injury or disability, including dyslexia – you may be entitled to an accommodation or reasonable adjustment.

If you believe you may have a condition that could disadvantage you at the assessment, or you have received reasonable adjustments or accommodations in past assessments or formal examinations, please contact the force you are applying to. Your recruiting force can assist you with further advice with your application for an accommodation or reasonable adjustment.

Please also read the candidate guidance, [Online assessments candidates' reasonable adjustments guide](#).

Online assessment process technical questions

Q: What are the system requirements to undertake the online assessment process?

A: For the online assessment process, you will require the following.

- If you are using a desktop PC, your operating system should be Windows 7 (or higher) or Mac OS 11.0 (or higher).
- You have the latest version of one of the following browsers installed on your device: Microsoft Edge, Mozilla Firefox or Google Chrome. Please note: Internet Explorer and Safari are not supported for the online assessment process so please do not use these browsers.
- Adobe Flash is not needed as this is no longer operating.
- A webcam and microphone will be required for recording video questions in the competency-based interview and briefing exercise.
- Apple compatibility for iPhone requires iOS 8.0 or later. iPad requires iPad OS 8.0 or later. iPod Touch requires iOS 8.0 or later.
- Android Compatibility 4.1 and up.

Q: What if I encounter technical difficulties?

A: If you encounter technical difficulties during your online assessment process, please contact the assessment platform **immediately**, either via the 'need help' button that is visible during your exercise or directly at support@outmatch.com so a resolution can be reached before the assessment deadline.

Please provide the below information in your email to allow the assessment platform to assist you as quickly as possible.

1. Your name.
2. The force you are applying to.
3. The device and browser you are using to complete the process.
4. The online assessment process exercise you are completing.
5. A brief explanation of the issue.

Please **do not** finish the exercise if you are experiencing technical issues. Outmatch support is available 24/7. You can expect a response within 30 to 60 minutes of your query.

You may also contact recruit@college.police.uk if your assessment was affected by technical issues.

Q: OutMatch have stated to contact my employer.

Who is this?

A: This will be the recruiting force to which you have applied.

Q: When I click on an exercise link, my computer/laptop is slow, and I get prompts to restart my device.

A: Before completing the online assessment process, please check that your computer/laptop does not have any updates waiting to be installed, as this may cause issues, by doing the following.

- For Windows, open Windows Update by clicking on the Start button, click All Programs, and then click Windows Update. In the left pane, click check for updates, and then wait while Windows looks for the latest updates for your computer. If any updates are found, click Install updates.
- For Apple, Go to Settings > General > Software Update. The screen shows the currently installed version of iPadOS and will let you know whether an update is available.

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We're the professional body for the police service in England and Wales.

Working together with everyone in policing, we share the skills and knowledge officers and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

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