

Online assessment process

Candidate FAQs

Version number 1.9

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General

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 application deadline?

A: The deadline is midnight on the closing date as agreed by your recruiting force. Please see your invitation email for the closing date.

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

A: Please review the candidate guide, which provides a breakdown of each exercise and its timings.

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. You must inform us immediately if you have already completed the assessment process with another force. Please contact us at recruit@college.pnn.police.uk.

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 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 point you receive your results.

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

Q: What if I encounter technical difficulties?

If you encounter technical difficulties during your assessment, please contact support@outmatch.com to resolve the issue. You may also contact recruit@college.pnn.police.uk if your assessment was affected by the technical issues. Please raise any issue as soon as possible, ideally before the assessment deadline.

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: Your recruiting force can provide you with the pass mark on the exercises in the assessment. Please contact them in the first instance. Upon 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: I was due to undertake the assessment today but have not received the relevant details to progress.

A: The hiring force will notify candidates when to expect invitations to undertake the various assessment exercises along with a time and date for completion. The

College will issue invitations to candidates by the end of office hours on the notified date. If candidates do not receive their invitation, please contact recruit@college.pnn.police.uk in the first instance.

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

A: On the date of the opening of your 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 your email by the end of the working day, please contact your recruiting force.

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.

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

A: You can request to transfer your results from one force to another. You can progress this through contacting the relevant forces (initial recruiting force and the force you wish to transfer to).

The forces must communicate with one another to confirm the correct candidate transfer. The College does not need to be aware of a candidate requesting a transfer.

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

Tech issues

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

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).
- Your browser should have the latest version of the following browsers: Microsoft Edge, Mozilla Firefox or Google Chrome.
- Adobe Flash is not needed as this is no longer operating.
- A webcam and microphone, if you will be recording video questions (Exercise 2 and 3b).
- 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 should I do if I have tech issues during my assessment?

A: Please contact the support team on support@outmatch.com. They have a 24/7 service and aim to respond within 30-60 minutes. Please provide the following information in your email to allow them to help you.

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

Q: OutMatch have stated to contact my employer. Who is this?

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

Exercise 2: Competency-based interview

Q: Can I use/make reference to pre-prepared notes?

A: You cannot bring prepared notes into any of the exercises as part of the online assessment process. Everything you will require to answer the questions appropriately will be available on the OutMatch system. As each exercise is different, please see below a breakdown of what you are entitled to in relation to preparation on the system.

- Competency-based interview – after receiving the question, you will be given one minute to prepare your answer.
- Written exercise – you can make notes in the answer box, but please ensure you delete any content you do not want to submit.
- Briefing exercise – you can make notes during the 10-minute preparation phase.

You can refer to notes that you have written during the exercises.

In line with the candidate declaration, please ensure all notes are securely destroyed. Notes must not be shared with anybody, including potential candidates or

other parties. This would be considered a breach of integrity and could impact your potential to be recruited in the role.

Exercise 3 and 4: Written and briefing exercises

Q: Are the two exercises completed together?

A: Exercise 3 is a written exercise and exercise 4 is a briefing exercise. The two exercises are set up separately on the system and you will receive separate links to complete them. You need to complete both exercises by their respective deadlines.

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.

Q: How do I complete the written exercise?

A: The only way for you to complete your written response is through the OutMatch platform. Please do not use any other means of communicating your answer or copy and paste from Microsoft Word as this will not be accepted. If you have any system issues, please report them to support@outmatch.com and do not submit the exercise.

Q: How can I prepare for the written exercise?

A: The exercise consists of a test response box where you provide your answer. Please use this box for any preparation/planning you may wish to do. Please note that all text in this box will be assessed so if you do not wish for it to be assessed, please ensure you delete this information before you submit. Ensure that your final response is the only text submitted.

Q: I was told by my recruiting force that I would have to verify my ID for the written exercise, but was not given the opportunity to do so. What should I do?

A: The process has now changed to make it more straightforward for candidates. We have now updated our guidance document to ensure candidates are aware of this.

Q: I have misunderstood the written exercise and sent through incomplete content. Can I please 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, as after submission candidates cannot make changes.

Reasonable adjustments

Q: What accommodations or reasonable adjustments can be provided?

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, please contact the force you are applying to, who can assist you with your application for an accommodation or reasonable adjustment.

Any accommodation or reasonable adjustment provided for the assessment will be based on the information provided to us in a relevant report produced by an appropriately qualified professional. Reasonable adjustments may include additional time or other adjustments as recommended by a specialist.

Q: Can I change the background colour or font size on the device I am using?

A: If you experience visual stress, it is acceptable to change the background colour or font size on the device you are using. This can be achieved by either changing the settings on your browser or device or downloading an app from your device's app store that allows you to customise the background on your device. You are not required to seek permission from the College of Policing or recruiting force before making these changes to your device.

Q: Can I use a coloured overlay on my device's screen?

A: If you experience visual stress, it is acceptable to use a coloured overlay and place it on your device's screen. You will be required to provide your own coloured overlay to ensure the colour is suitable for you. You are not required to seek permission from the College of Policing or recruiting force before using a coloured overlay.

About the College

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.

college.police.uk