

## **Online Test – Situational Judgement Test (SJT).**

The online test that forms part of the recruitment approach for these vacancies is a bespoke test and has been designed specifically to measure the skills and attributes that are required for the DWP Work Coach role.

Following the submission of your application for the role, you will receive a link by email to access the online test. (You can also access this link through your candidate application centre).

This test must be completed and submitted by the deadline shown in the invitation. If you do not submit your completed test before the deadline expires, your application will not progress further.

You will have **40 minutes** to complete the test. There is a timer which is visible as you work through the test to help you manage your time. During the test you will be presented with some hypothetical scenarios, relevant to the DWP Work Coach role.

Each of the scenarios has a number of response options for you to rate on a scale between *extremely desirable* and *extremely undesirable*. We strongly recommend you provide a response to each of the options shown for each scenario.

**Further guidance will be provided when you access the test. You will be given a practice question to try before you commence the test itself.**

## **Pre-Recorded Video Interview**

Candidates who successfully pass the online test and reach the required standard from their application form will be invited to take part in a pre-recorded video interview. The link for your interview is accessed using Microsoft Teams and the LaunchPad platform\*, **your interview link will be emailed to you**. You can also access this link through your candidate application centre.

When accessing your test link to the LaunchPad system, please ensure you use an internet browser such as Google Chrome or Microsoft Edge as this will minimise technical issues. You will be asked to validate your email address and consider and agree the privacy statements.

When in your interview link, you will be able to view a video explaining how the process works and what to expect. There is detailed help and advice on setting up your camera, audio and environment and a practice question that you can view and record responses to as many times as you want. The practice question responses are not seen or scored by DWP.

You may find it difficult to concentrate during your interview when you also have an image of yourself on screen. To help with this, you have the option to blur your video when recording your responses. This blurs only what you see, DWP can still see you properly when reviewing your answers.

During your interview you will be asked six questions which focus on the key behaviours required for the Work Coach role. The first two questions concentrate on *Communicating and Influencing*, the next two questions link to *Managing a Quality Service* and the final questions link to *Making Effective Decisions*.

***Please note, you can only take this interview once. You can only move forward through the interview; you cannot move back, repeat the questions or re-record your responses.***

The interview approach is as follows: -

- The interviewer will ask the question. You will see this question and the behaviour it links to written on the screen as well as being able to see and hear the interviewer.
- You will have 60 seconds to think about your response before recording starts automatically. There is a timer on screen to help manage your time.
- You will have 3 minutes to record your response. If you finish before the timer expires, you can stop the recording early. Your recorded response will automatically save and move you to a holding screen for you to click for the next question.
- When you have answered all six questions, you will be taken to a final page which is the end of your interview. When you leave this page, you will be returned to your candidate application centre.

*\*LaunchPad is an assessment and interview provider, providing online interview and assessment services via their web-based platform.*