

Resource Hub – Virtual assessment

Virtual assessment makes more sense now than ever, but how do you ensure you make the most of it, without feeling uncomfortable about the lack of in-person contact?

What is virtual assessment?

- ② Any form of remote assessment where in-person contact is not required
 - Phone
 - Live video/web conference
 - Video recording
 - Online messaging/emails
 - Online questionnaires
- ② Types of assessment activity
 - Recorded or live interviews (panel or 1:1)
 - Live simulation (group or individual)
 - Written simulation (e.g. timed report)
 - Psychometrics, application forms etc

You may find you are more familiar with the above mechanisms for assessment than you anticipated. Here are some of the pros and cons of virtual assessment to consider:

Pros	Cons
② Speedy and cost effective	② Less opportunity for candidates to ask questions or be treated personally
② Easily scalable to deal with high candidate volumes	② Environment is hard to control e.g. free of interruptions, no reference to outside sources
② Enhanced reliability if fewer assessors over a longer period and if some activities are auto-timed	② May disadvantage candidates without a reliable connection/those who can't deal with technical issues
② Can message co-interviewers/assessors through chat to keep on track	② Assessors may rate candidates more favourably, or find it harder to pick up subtleties
② Encourages diversity by being more widely accessible across regions and countries	

Candidate experience

Pre-info – Guide candidates on finding a quiet location, whilst reassuring them about not worrying if they do get interrupted. Get them to check their camera position and let them know that they can bring drinks, take breaks away from the screen etc.

On the day – Present useful information about the role/organisation either live or through video. Manage candidate expectations further by clarifying exactly what will happen, when they are required to be completing activities etc. Give opportunities to ask questions and settle people in.

Make careful assessment choices – Minimise risks, for example avoiding group exercises where if one candidate can't get online the whole activity would be undermined.

Contingencies – Ensure you have contingencies in place should an assessor's or a candidate's connection fail. Think about what is time-critical, what can be done by phone etc.

Assessors – Ensure assessors are well briefed and continue to put candidates at ease, whilst inviting questions. You could ask for photos of candidates in advance to share with assessors and ease familiarity.

Feedback – Offer feedback by video call if possible – it's only fair!

Need help on this? Please do get in touch

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