

# Online assessment process

## Candidate FAQs

Version number 1.3

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## General

**Q: I seem to have received the same email containing an exercise link twice?**

**A:** You have received a duplicate email, which at present is possible when you complete the competency based interview or briefing exercise. Once you have completed the exercise, please do not access the link in the duplicate email. We have updated our candidate instructions to alert candidates of this.

**Q: Am I able to use preprepared notes?**

**A:** You will not be able to 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 LaunchPad 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 1 minute to prepare your answer.
- Written exercise – You will be able to make notes in the answer box, please ensure you delete any content you do not want to submit.
- Briefing exercise – you will be able to make notes during the 10 minute preparation phase.

**You will be able to 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 and would be considered a breach of integrity and could impact your potential to be recruited in the role.

**Q: What should I wear to my assessment?**

**A:** We would suggest you wear something you deem appropriate for an assessment setting.

### 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 for each stage.

### 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: I have been sent two separate links for stage 3. How do I know which exercise is which?

**A:** The written exercise (stage 3a) will always be sent to you before the briefing exercise (stage 3b) so please refer to the timings of emails sent if any concerns.

### Q: Can I apply to more than one force?

**A:** You will not be able to sit the process with two different forces therefore you will have to choose which force you want to continue your application with. It may be that you are able to transfer your result, if you are successful in this process, to the other force however this is at the discretion of the other force if they wish to accept this transferred score. You will have to consult with the forces regarding this.

### 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 in 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 re-sit the online assessment process?

**A:** If you wish to re-sit the online assessment process, you may do so in 3 months' time from the point you receive your results.

You will be limited to attempt the same stage twice within a 12 month period. You will be required to complete all exercises within the assessment again.

### Q: What if I encounter technical difficulties?

If you encountered technical difficulties during your assessment, please contact **support@LaunchPadrecruits.com** to resolve the issue. You may also contact **recruit@college.pnn.police.uk** if your assessment was impacted due to the technical issues.

### Q: When will I receive my results?

**A:** Regrettably, we are not yet able to confirm specific dates the results will be available. This is a new process and we need to ensure we complete the appropriate checks to confirm the accuracy of results.

Your recruiting force will keep you updated regarding results and timeframes.

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

**A:** The online assessment process is newly established and as such we are currently determining the required pass marks for the process, ensuring we do the appropriate checks to ensure accuracy, fairness and standards are maintained.

### Q: Can I get feedback for my performance?

**A:** At present, we are unable to provide feedback for exercises undertaken as part of the online assessment process.

### 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 stages 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 then please contact **recruit@college.pnn.police.uk** in the first instance.

**Q: My query is yet to be addressed and my application deadline is due. What shall 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 emails to each of the stages, the emails may not be received until later in the day. If you do not receive by the end of the working day, please contact your recruiting force.

## 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 10.11 (or higher).
- Your browser should be the latest version of the following browsers: Microsoft Edge, Mozilla Firefox, Google Chrome, Apple Safari (mac only).
- You should have the latest version of Adobe Flash installed, you will need Adobe Flash Player to play back candidate video content.
- A Webcam and Microphone, if you will be recording video questions (Stage 2 and 3b).

Please note; should you have any technical issues during the assessment process please contact LaunchPad support on [support@LaunchPadrecruits.com](mailto:support@LaunchPadrecruits.com)

### Q: What do I do, if I have tech issues during my assessment?

**A:** Please contact the LaunchPad Support team on [support@launchpadrecruits.com](mailto:support@launchpadrecruits.com). They have a 24/7 service and aim to respond within 15 minutes. Please provide the following information in your email to allow them to help you:

Your name

The force you are applying to

The device and browser you are using to complete the process

The stage of the assessment process you are completing

A brief explanation of the issue

### Q: LaunchPad have stated to contact my employer, who is this?

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

## Stage 2: Competency based interview

### Q: Can I use/make reference to preprepared notes?

**A:** You will not be able to 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 LaunchPad 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 1 minute to prepare your answer.
- Written exercise – You will be able to make notes in the answer box, please ensure you delete any content you do not want to submit.
- Briefing exercise – you will be able to make notes during the 10 minute preparation phase.

**You will be able to 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 and would be considered a breach of integrity and could impact your potential to be recruited in the role.

## Stage 3: Written and briefing exercises

### Q: Are the two exercises completed together?

**A:** Stage 3 is made up of two exercises, a written exercise (Stage 3a) and a briefing exercise (Stage 3b). The two exercises are set up separately on the system and you will receive separate links to complete them. Stage 3a will be the first email you receive.

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 for successfully completing the written exercise.

**Q: How do I complete the written exercise?**

**A:** The only way for you to complete your written response is through the LaunchPad 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@LaunchPadrecruits.com](mailto:support@LaunchPadrecruits.com) and do not complete 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 re-take 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 accommodation or reasonable adjustment 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 will be able to assist you with your application for 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, change of background colour, or other adjustments as recommended by a specialist.

### Q: Can I change the background colour of the device I am using?

**A:** If you experience visual stress, it is acceptable to change the background colour of the device they are using. This can be achieved by either changing the preferences on your browser or by downloading an app from your device's app store which 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.

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## 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](https://college.police.uk)**