

# **SHL Pre-Employment Assessment**

## **Applicant FAQ**

### **January 2020**

#### **1. What is an assessment?**

Assessments measure competencies and work behaviors that predict successful performance on the job. Examples are customer focus and responsibility.

#### **2. How will I know if an assessment is required for a position?**

If an assessment is required for a position it will be listed on the job posting under the "To Apply" section.

#### **3. Do I have to complete the assessment?**

Yes, if an assessment is required it will be listed in "How to Apply" section of the job posting and must be completed. If you do not complete the assessment, you will not receive further consideration for the position.

#### **4. Do I have to take the assessment all at once or can I start it and come back later?**

It is highly recommended that you take the assessment in one sitting. You can log out of the assessment if necessary and come back to the same place later.

#### **5. Do I have to take an assessment every time I apply?**

That depends on whether the position requires an assessment. Assessment scores are valid for six months, so if you apply to another position that requires the same assessment within six months, you will not need to complete the assessment again. Your score will be applied to the new application. If it has been more than six months you will need to take the assessment again.

#### **6. How do I take the assessment?**

The link to the assessment is provided within the job posting and in the supplemental questions and can be saved to use later for completing the assessment once you finish the Workday job application process.

If you did not save the link from the job posting or supplemental questions, you will also receive a courtesy email from [oregon@myworkday.com](mailto:oregon@myworkday.com) that will contain a link to the assessment. The deadline to complete the assessment is 3 days after the job posting closes.

## **7. What if I don't get the email?**

Check your junk or spam folder. The email will come from [oregon@myworkday.com](mailto:oregon@myworkday.com). We recommend that you add [oregon@myworkday.com](mailto:oregon@myworkday.com) to your "safe sender" list in your email account. If you do not receive the email within 1 business day from the job posting close date, please email [OEDHR.OED\\_INFO@oregon.gov](mailto:OEDHR.OED_INFO@oregon.gov)

## **8. Can I take the assessment from my smartphone?**

Yes.

## **9. What if I do not have a computer?**

There are computers available for free public use at local libraries, or you can go [visit your local WorkSource center](#).

## **10. How do I know if I did not pass the assessment?**

If you do not pass the assessment, you will be notified that you are no longer being considered for the position.

## **11. Do I have to wait six months to re-take an assessment?**

Yes. The re-test waiting period for assessments is six (6) months. This waiting period is to ensure the security and accuracy of the assessment and is in alignment with best practices. The assessments measure basic behavioral competencies rather than just job specific knowledge. Improvement on the behavioral competencies, require time and targeted development efforts.

## **12. What if I am having technical issues prior to or during the assessment?**

Please submit all technical requests to SHL directly by submitting an online request at <https://support.shl.com/candidate>. Select the issue you need assistance with and submit an assistance request form. You may also call SHL for support 800.899.7451 (option 1) for immediate assistance during their business hours of 8 a.m. to 5 p.m. EST, Monday through Friday. Please do not contact [OEDHR.OED\\_INFO@oregon.gov](mailto:OEDHR.OED_INFO@oregon.gov) for technical assistance. The Recruitment Team does not have the ability to troubleshoot technical problems.