

## Online assessment process candidate guide

For candidates sitting the process with the reasonable adjustment of 30% extra time.

Version number 2.4

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## Introduction

### **Congratulations on reaching the College of Policing online assessment process.**

This guide provides information on the College of Policing online assessment process for all police constable applicants who have been invited to take part. This guide sets out what the assessment will involve, how you will be assessed and how you can prepare. It can also be used to help people who have a general interest in the process, or who are considering applying to become a police constable, to find out more information on the assessment and what to expect.

We recommend that you take the time to read this guide before starting the assessment. We wish you the best of luck with the process.

## What is the College of Policing online assessment process?

The College of Policing online assessment process is an online process for the recruitment of police constables. It is a series of exercises that test the key competencies and values that are important for police constables.

The Competency and Values Framework (CVF) sets out the behaviours expected of everyone working in policing. You can find out more about the CVF here:

### **[Competency and values framework \(CVF\) | College of Policing](#)**

## What does the online assessment process involve?

- The online assessment process consists of up to four exercises to be taken within a timeframe agreed between the College and the force you have applied to. The exact number of exercises depends on the force you apply to, as some forces use a different sifting process.

The process is broken up as follows:

- Exercise 1 – Situational judgement test (SJT)
- Exercise 2 – Competency-based video interview (CBI)
- Exercise 3 – Written exercise

- Exercise 4 – Briefing exercise

Some forces may require you to undertake a sifting exercise before completing the online assessments. Candidates applying to these forces will, after successfully completing the force's sifting exercise, progress to the online assessment process and complete exercises 2, 3 and 4. If you apply to a force that does not require you to complete an in-force sifting exercise, you will undertake exercises 1, 2, 3 and 4.

If you are unsure if you are to complete the SJT as you already have done a pre sift exercise, please double check with your recruiting force before attempting the exercises sent to you.

No prior knowledge of the role of a police officer or any policing knowledge is required to complete the exercises. Further information on the role profile of a police constable can be found here: <https://profdev.college.police.uk/professional-profile/police-constable/>

## How do I begin the online assessment process?

**Please note: As a candidate you must ensure that you are completing each exercise alone with no additional support. Failure to comply with this demand will result in an automatic failure.**

Once you have completed your force application, you will receive an email informing you to complete the required components of the assessment process. On the date of the opening of your assessment process, please allow the full day to receive your invitation email, the email may not be received until later in the day. Please also check your email junk/spam folder.

We encourage candidates to complete the exercises in the following order: SJT (if applicable), competency-based interview, written exercise, briefing exercise to maintain consistency. However, please do not worry if for some reason this has not been possible. It will not impact on your scores in any way.

**For candidates starting from exercise 1 (SJT)** – Once you have received your email and visited the link to complete the SJT, you will be given further information and instruction regarding how to complete the exercise. Once you have read the information, you will then be able to complete the SJT. Upon completion, you

progress straight to exercise 2 (CBI). **Please note;** if completing the SJT & competency-based interview together, the system may send out a duplication email. After completing exercises 1 and 2, you can complete exercise 3 and 4.

**For candidates starting from exercise 2 (CBI)** – Once you have received your email and visited the link to complete the competency-based interview, you will be given further information and instruction regarding how to complete the interview. Once you have read the information, you will be able to complete the interview. You will see and hear interview questions, and you will be asked to record yourself giving your answers to the questions. After completing exercise 2, you can complete exercises 3 and 4.

We encourage you to complete the exercises in a timely manner and where possible, allow enough time to complete the exercises in the same day.

**Please note;** you must carry out the assessment alone, without the help of other people in both the preparation and assessment phases. You should also avoid the use of language and behaviour that could be considered offensive.

**Please note;** if you are unsure if you should be completing the SJT as you have already completed a force sifting exercise, please contact your recruiting force to seek clarification.

## Your journey as a candidate

Please see below a breakdown of the online assessment process from a candidate perspective.

Candidate applies to force.

Candidate undertakes application and eligibility checks.

### **Exercise 1: Situational judgement test**

Depending on which force you are applying to, you may have already participated in a sifting exercise, in which case you may start from exercise 2.

Approximate time to complete: 39 minutes

### **Exercise 2: Competency-based video interview**

Candidates who complete exercise 1 will complete exercise 2 immediately after.

Approximate time to complete: 45 minutes

### **Exercise 3: Written exercise**

### **Exercise 4: Briefing exercise**

Candidates will receive links via email to complete exercises 3 and 4 in this order.

Approximate time to complete written exercise: 52 minutes

Approximate time to complete briefing exercise: 70 minutes

## Process breakdown

### Exercise 1: Situational judgement test

The SJT measures your ability to choose the appropriate action in situations similar to those you are likely to face as a police constable. The SJT will measure your judgement and ability to make effective decisions against the CVF.

#### **What to expect**

You'll be presented with 12 different questions, each with four response options.

After each question, you'll be prompted to say what you would do in the situation described.

Read each question carefully, and then select the response that you think is best.

This SJT should take you approximately 39 minutes to complete but we have set a time restriction of 120 minutes (2 hours), so you don't have to rush things. Be sure to read everything carefully before making your selections.

You must complete this exercise in one sitting. You will not be able to pause or restart the exercise once you begin.

#### **Before the SJT, we encourage you to:**

- ensure you are in a quiet room without distractions and where you won't be disturbed, so you can concentrate for the duration of the SJT
- make sure you have a strong internet connection via WIFI – if you have a weak connection, or if you are unsure, connect via an Ethernet cable
- ensure you have the latest version of your chosen internet browser installed
- ensure your device is on 'do not disturb' mode
- ensure electronic devices are fully charged or plugged in

#### **During the SJT, we encourage you to:**

- pick the response that you think is the most effective response for the scenario
- answer the questions in the order they are presented, as you must give an answer before moving on to the next question



- answer all of the questions
- ensure you do not close or 'refresh' your browser during the SJT as you may lose time during timed exercises
- not close or 'refresh' the app as this may affect your experience
- contact us immediately via the 'need help' button on your screen or directly at [support@outmatch.com](mailto:support@outmatch.com) if you have any technical issues, so we can support a resolution – please do not finish the SJT if you are experiencing technical issues. You can expect a response within 5-15 minutes of your query

### **What do I need to take the SJT?**

You just need a laptop, desktop computer, mobile device or tablet.

### **How long will the SJT take?**

The SJT should take you approximately 39 minutes to complete but we've set a time restriction of 120 minutes (2 hours).

### **Can I take breaks?**

No. This SJT must be completed in one sitting.

### **Do I need any specific experience to take, or do well in, the SJT?**

No. All of the scenarios have been carefully designed and do not require any specific technical knowledge. They're appropriate for all candidates, irrespective of experience.

### **How long will it take to receive my outcome?**

You will automatically progress to the next exercise. Your outcome will be received at a later date, upon completion of all exercises.

### **Is there a deadline to complete the SJT?**

This will be specified in your email from the force to which you applied. Please note; the deadline to complete the exercise will be **midnight** on the date specified by your recruiting force. The system may indicate your deadline as 1am in any emails you receive, please ignore this.

Although this is an assessment process designed to help us find the very best candidates, it's also very important to us that we give you an insight into what it's like to work as a PC. The questions have been carefully designed to do this.

## Exercise 2: Competency-based interview

You will be asked a series of questions about how you have dealt with specific situations in the past. This is your opportunity to provide some examples of the key competencies and values that are important for police constables. You can use examples from both your work and your personal life.

### **Method for answering competency and values-based interview questions**

There are multiple approaches to providing responses to competency and values-based questions. A common approach is the **STAR (situation, task, action, and result)** methodology. The STAR methodology is a widely recognised communication technique that allows you to structure your answer to ensure that you cover the relevant points.

**Situation** – Briefly describe the specific event or situation. This should be a short description to set the context.

**Task** – Briefly explain what it is you had to do. What were you trying to achieve from the event or situation? What were the success criteria?

**Action(s)** – Here is where you can really explain how you displayed the relevant behaviours and understanding. What did you do? How did you do it? Why did you do it that way? What skills did you use?

**Results** – Summarise the results of your actions. What was the outcome? What did you learn?

It may also be beneficial to provide one example for each question and describe in greater detail as opposed to using different examples.

### **What to expect**

The interview will follow a structured format with a set list of questions. These questions are designed to make the process as fair and objective as possible.

You will be presented with five questions in total. You will be asked each question in turn. Each question will provide some prompts for you to consider when answering the questions.

Each question and subsequent prompts will be presented as text on-screen. A pre-recorded video will also appear with an assessor reading the questions to you. For each question, you will then have 1 minute 18 seconds (78 seconds) to consider the question and prepare your answer, after which you will have 5 minutes (300 seconds) to record your answer. Please ensure that you are able to complete this exercise in one sitting. You will not be able to pause or restart the exercise once you begin.

You will not be able to re-record your answer.

Nothing that you say during the initial 1 minute 18 seconds (78 seconds) will be marked by the assessor. Once you have completed a response for the first question, you will then move on to the next question and progress through until you have completed all five.

In this exercise, you will be assessed on the following competencies and values from the CVF:

- integrity
- public service
- transparency
- we take ownership
- we are innovative and open-minded

An assessor will review your responses once your session is completed.

**Before the interview, we encourage you to:**

- ensure you are in a quiet room without distractions and where you won't be disturbed, so you can concentrate for the next 45 minutes. We do however recognise that unexpected interruptions may occur. If you are interrupted during your assessment, please take a moment to gather your thoughts and resume with your response. If you feel this interruption will heavily impact on your performance, please contact [recruit@college.pnn.police.uk](mailto:recruit@college.pnn.police.uk). If your recorded

response picks up any wider communication which may support your response, this would be investigated and may potentially impact your outcome.

- have access to a working microphone and a webcam
- allow the Outmatch app to access your device's camera and audio
- make sure you have a strong internet connection via WIFI – if you have a weak connection, or if you are unsure, connect via an Ethernet cable
- ensure you have the latest version of your chosen internet browser installed
- ensure your device is on 'do not disturb' mode
- ensure electronic devices are fully charged or plugged in

#### **During the interview, we encourage you to:**

- refer to the online guidance given on the platform including use of prompts to structure your answer, but do not make any copy of the material by any means
- scroll to view prompts
- express yourself clearly and concisely
- be specific – remember that you only have a limited amount of time to respond
- try to relax – we are only making an assessment based on what you tell us about how you have dealt with situations in the past, nothing else
- answer all of the questions, ensuring you consider the relevant competency/values
- ensure you do not close or 'refresh' your browser during the interview as you may lose time during timed exercises
- not close or 'refresh' the app as this may affect your experience
- contact us immediately via the 'need help' button on your screen or directly at [support@outmatch.com](mailto:support@outmatch.com) if you have any technical issues, so we can support a resolution – please do not finish the interview if you are experiencing technical issues. You can expect a response within 5-15 minutes of your query

#### **What do I need to take the interview?**

You just need a laptop, desktop computer, tablet or mobile device with access to speakers, a microphone and a webcam or inbuilt camera. If you are using a mobile

device or tablet, please download the 'Outmatch video interview' app from your device's app store.

### **How long will the interview take?**

Up to 45 minutes. You will be asked five questions. For each question, you will be given 1 minute 18 seconds (78 seconds) to consider the question and 5 minutes to record your response.

### **Can I take breaks?**

No. The interview must be completed in one sitting.

### **Is there a deadline to complete the interview?**

This will be specified in your email from the force to which you applied. Please note; the deadline to complete the exercise will be **midnight** on the date specified by your recruiting force. The system may indicate your deadline as 1am in any emails you receive, please ignore this.

### **How long will it take to receive my outcome?**

Your outcome will be received at a later date, upon completion of all exercises.

### **Am I at a disadvantage if I have limited knowledge or experience using technology compared to other applicants?**

No. The online assessment process will not be assessing your technical skills in any way. You will solely be marked against the competencies and values that are required for the role of a Police Constable as highlighted in the link above.

## **Exercise 3: Written exercise**

In this exercise, you will assume the role of a police constable and will have to complete an urgent written task for your line manager. You will be provided with four items of information to help you with this task. In your response, please only use the information provided and do not add or invent any additional information.

### **What to expect**

For this exercise, you will be assessed against the following competencies and values from the CVF:

- impartiality
- we analyse critically
- we deliver, support and inspire
- we are collaborative

You must complete this exercise in one sitting. You cannot pause or restart the exercise once it has started. Please only visit the link to the exercise when you are ready to complete.

You will have up to 2 hours to complete the exercise but it is expected to take roughly 52 minutes to complete. When you submit your response you will receive a message from the platform asking 'Are you sure you want to proceed? You will not be able to return to your answer'. Only confirm, when your answer is completed to your satisfaction.

**Before the written exercise, we encourage you to:**

- ensure you are in a quiet room without distractions and where you won't be disturbed, so you can concentrate for the duration of the exercise
- make sure you have a strong internet connection via WIFI – if you have a weak connection, or if you are unsure, connect via an Ethernet cable
- ensure you have the latest version of your chosen internet browser installed
- ensure your device is on 'do not disturb' mode
- ensure electronic devices are fully charged or plugged in

**During the written exercise, we encourage you to:**

- make note of the timer displayed in the top left of your screen to manage your time
- make use of the information that is provided to you within the exercise
- contact us immediately if you have any technical issues, either via the 'need help' button that is visible during your exercise or directly at [support@outmatch.com](mailto:support@outmatch.com) so we can support a resolution – please do not finish the exercise if you are experiencing technical issues

- ensure you do not close your browser, as you may lose time during a timed assessment
- ensure you do not click 'refresh' or click 'back' during your exercise as you may lose your typed response

### **What do I need to take the written exercise?**

You just need a laptop, desktop computer or tablet. Mobiles can be used but your experience and performance could be impacted and therefore we would not recommend this option if possible.

### **Can I take breaks?**

No. This exercise must be completed in one sitting.

### **How long will the exercise take?**

The candidate instructions should take approximately 13 minutes to read. The exercise should take approximately 52 minutes to complete but we have set a time restriction of 120 minutes (2 hours) so you don't have to rush things. Make sure that you do not let the time run out as if you do, your response will not be submitted.

### **How can I complete my written response?**

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 as this will not be accepted. Copying and pasting your response from another application onto the platform will not be accepted. If you have any system issues, please report them to [support@outmatch.com](mailto:support@outmatch.com) and do not complete the exercise.

### **Will my spelling and grammar be assessed as part of this exercise?**

No. We appreciate candidates will be completing the written exercise on different devices and some may have access to spell check whilst others may not and therefore, to ensure a fair approach, we will not be assessing candidates spelling or grammar within this exercise.

### **Is there a deadline to complete exercise 3?**

This will be specified in your email from the force to which you applied. Please note; the deadline to complete the exercise will be **midnight** on the date specified by your

recruiting force. The system may indicate your deadline as 1am in any emails you receive, please ignore this.

### **How long will it take to receive my outcome?**

Your outcome will be received at a later date, upon completion of all exercises.

## **Exercise 4: Briefing exercise**

In this exercise, you will assume the role of a police constable and will have responsibility for dealing with some issues presented to you. You will be tasked with providing a verbal response to a number of questions in relation to this issue. You will be provided with preparation materials to consider your answer. In your response, please only use the information provided and do not add any additional information.

Each question and subsequent prompts will be presented as text on-screen. A pre-recorded video will also appear with an assessor reading the questions to you.

### **What to expect**

The exercise should last approximately 70 minutes in total. The exercise will comprise of the following:

#### **Exercise preparation**

You will be presented with some initial information about the exercise. You should need approximately 13 minutes to independently read the preparation materials and consider your response to part 1 of the scenario, although this initial preparation stage is not timed and is not assessed.

#### **Exercise**

You will then have approximately another further 55 minutes in which you will be given questions to answer. This will be split into three parts.

#### **Part 1**

After completing your preparation, you will be asked to answer 4 questions in part 1. For each question, you will be presented with a video where the question is read aloud. The question will also appear on your screen so you can also read it. Once



the video ends, you will have up to 1 minute 18 seconds (78 seconds) to prepare your response to the question. You will then have 3 minutes (180 seconds) to provide your response to the question.

### **Part 2 and Part 3**

You will be provided with some new information to consider, and you will be asked to answer 4 questions. For each question, you will be presented with a video where the question is read aloud. The question will also appear on your screen so you can also read it. Once the video ends, you will have up to 1 minute 18 seconds (78 seconds) to prepare your response to the question. You will then have 3 minutes (180 seconds) to provide your response to the question.

\*Additional time will be made up of viewing video questions and platform navigation.

In this exercise, you will be assessed on the following competencies and values from the CVF:

- public service
- we are emotionally aware
- we take ownership
- we are innovative and open-minded

### **Before the briefing exercise, we encourage you to:**

- ensure you are in a quiet room without distractions, so you can concentrate. We do however recognise that unexpected interruptions may occur. If you are interrupted during your assessment, please take a moment to gather your thoughts and resume with your response. If you feel this interruption will heavily impact on your performance, please contact [recruit@college.pnn.police.uk](mailto:recruit@college.pnn.police.uk). If your recorded response picks up any wider communication which may support the answer you provide, this would be investigated and may potentially impact your outcome.
- have access to a working microphone and a webcam
- allow the Outmatch app to access your device's camera and audio

- make sure you have a strong internet connection via WIFI – if you have a weak connection, or if you are unsure, connect via an Ethernet cable
- ensure you have the latest version of your chosen internet browser installed
- ensure your device is on ‘do not disturb’ mode
- ensure electronic devices are fully charged or plugged in

**During the briefing exercise, we encourage you to:**

- consider the issues raised and how the police can build positive relationships
- make note of the online guidance given on the platform (including use of prompts to structure your answer)
- scroll to view the prompts
- express yourself clearly and concisely
- be specific – remember that you only have a limited amount of time to respond
- try to relax – we are only making an assessment based on what you tell us
- prepare alone and without reference to any materials or information, whether electronic or printed
- answer all of the questions, ensuring you consider the relevant competencies and value
- ensure you do not close or ‘refresh’ your browser during the interview as you may lose time during timed exercises
- not close or ‘refresh’ the app as this may affect your experience
- contact us immediately if you have any technical issues, either via the ‘need help’ button that is visible during your exercise or directly at [support@outmatch.com](mailto:support@outmatch.com) so we can support a resolution – please do not finish the exercise if you are experiencing technical issues
- ensure you do not close or refresh your browser, as you may lose time during a timed assessment
- do not close the app as this may affect your experience

**What do I need to take the briefing exercise?**

You just need a laptop, desktop computer, tablet or mobile device with access to speakers, a microphone and a webcam or inbuilt camera. If you are using a mobile device or tablet, please download the 'Outmatch video interview' app from your device's app store.

**Can I take breaks?**

No. The briefing exercise must be completed in one sitting.

**Is there a deadline to complete exercise 4?**

This will be specified in your email from the force to which you applied. Please note; the deadline to complete the exercise will be **midnight** on the date specified by your recruiting force. The system may indicate your deadline as 1am in any emails you receive, please ignore this.

**How long will it take to receive my outcome?**

Upon completion of all exercises, your outcome will be communicated to you at a later date.

**Am I at a disadvantage if I have limited knowledge or experience using technology compared to other applicants?**

No. The online assessment process will not be assessing your technical skills in any way. You will solely be marked against the competencies and values that are required for the role of a Police Constable as highlighted in the link above.

## How can I prepare?

Firstly, reading this candidate guide will help you know what to expect on the day and how to prepare effectively.

It may also be useful for you to consider your experience in relation to each of the competencies and values being assessed.

You may find it useful to carry out a self-assessment in order to think of any competencies you could develop or get more experience of. You may also consider talking to your colleagues, family and friends about the assessment.

## How should I approach the online assessment process?

- Be professional.
- Stay relaxed.
- Have an open mind.
- Be yourself.
- Behave as naturally as possible.
- Remember that all the information you will need is provided to you.
- Read and listen to instructions carefully.
- Enjoy the experience and your opportunity to demonstrate what you are capable of.

## How to plan for your attendance

- Read relevant documents sent to you by your recruiting force.
- Read the CVF and think about how you can demonstrate the competencies and values being assessed.
- Get a good night's sleep.
- Ensure you have all the relevant equipment required to access the exercises online.
- Ensure the system you use is up to date and working at full capacity to support performance.

## Frequently asked questions

### Am I able to bring in prepared notes?

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 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 able to make notes 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 preparation phase and after receiving the question.

#### **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.

### What is the Red Flag policy?

You are expected to act in line with the principles and standards of behaviour, as set out within the Code of Ethics, at all times during the assessment. A copy of the Code of Ethics can be found here: [Code of Ethics](#)

If you are believed to have acted in contravention of the Code, been inappropriate to others, or acted in a way that would provide you an unfair advantage over other candidates, the Quality Assurance (QA) team will be notified. The QA team will independently review any evidence in relation to your behaviour and decide if there is sufficient evidence to award you an automatic fail. As the independent verification by the QA team allows us to be confident of the decision made, you are not able to appeal against an automatic fail received at the assessment.

You should treat all exercises at the assessment as you would treat any other tests or examinations. You must not note or record the assessment material in any way.

## How am I assessed during the exercises?

A fair and transparent recruitment process is important to us. Our assessors will assess you solely on your performance in the exercises you take. To ensure this, we will have a team who are responsible for quality assuring the performance of assessors to ensure a fair process.

We have designed the assessment to make sure that we assess each of the competencies and values relevant to the role of a police constable.

You do not need to know about the law or procedures relating to police work in order to be successful at the assessment.

## Who are the assessors?

The assessors are police officers, police staff or people who have been specifically chosen from the community, many of which have supported previous police constable recruitment campaigns. All assessors have received specific training in relation to the online process and they are continually monitored to assess performance.

## What information do the assessors have about me?

The assessors will only know your name and email address. They will not have seen any other information about you and they will not know whether you have applied before.

## How often will I receive email reminders to complete exercises?

Once you have been invited to complete an exercise, you will receive daily reminders from the system. This is to ensure as a candidate, you do not miss your opportunity to complete the process. Although you will receive the reminders on a daily basis, there is no pressure to complete as long as the exercises are completed before your set deadline.

## What accommodation or reasonable adjustment can be provided?

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, speech to text software or other adjustments as recommended by a specialist.

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

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.

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

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.

## Can I use coloured lenses/glasses?

If you experience visual stress, it is acceptable to use coloured lenses or glasses. You will be required to provide your own lenses/glasses to ensure they are suitable for you. You are not required to seek permission from the College of Policing or recruiting force before using these.

## How will you give me my results?

Your outcome will be received at a later date, upon completion of all exercises.

## How do I give feedback about the online assessment process?

As part of the monitoring and development of the police constable recruitment process, we would like to hear your views on your experience. You may be given a link following the assessment that invites you to take part in a candidate feedback questionnaire.

Any feedback you can provide will be valuable. However, please note that we are not able to treat any feedback you provide in this questionnaire as a formal appeal. You should therefore not expect a response to issues raised through this channel.

## When can I re-sit the online assessment process?

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 assessment twice within a 12 month period. You will be required to complete all exercises within the assessment process again.

## What happens if I encounter technical difficulties?

If you encountered technical difficulties during your assessment, please contact [support@outmatch.com](mailto:support@outmatch.com) to resolve the issue. You may also contact [recruit@college.pnn.police.uk](mailto:recruit@college.pnn.police.uk) if your assessment was impacted due to the technical issues.



## Can I apply to more than one force?

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: [recruit@college.pnn.police.uk](mailto:recruit@college.pnn.police.uk)

## What is the appeals procedure?

Our aim is to ensure that you have a positive experience of our online process and that you are provided with the opportunity to perform at your best. If you have a concern about an issue that occurs during the assessment, then you should raise it with your recruiting force who can escalate to the College if required.

If you feel that the matter has not been resolved after initial communication, and if you still wish to report any extenuating circumstances or procedural concerns that you believe may have negatively impacted your performance, you must do so in the form of a written appeal to the force to which you are applying. In order to support your appeal, you will need to provide supporting evidence.

You must submit the appeal to the force recruiting department **within 24 hours** of undertaking the assessment. Reports received after this date will **not** be considered. You are therefore not able to appeal after receiving your final result from the assessment.

If you have met the standard in the assessment, your appeal will not be considered further. Your appeal will only be considered if you have not met the standard.

Procedural issues, however, will still be investigated as they may have important implications for the assessment as a whole.

## Extenuating circumstances

Extenuating circumstances are likely to be a serious event or series of events, such as illness, accident or injury, or the death or serious illness of a family member. We recognise that lack of preparation and/or a heavy workload prior to attendance at the assessment may not allow you to perform at your best. However, these are not considered to be extenuating circumstances.

If you are aware of any extenuating circumstances prior to the assessment relating to its online nature, you may request to complete the assessment at a later date. If the assessment is due to expire, you should notify your force to explain and request an extension, as these will not be grounds for appeal after the assessment. It will be your decision as to whether you continue with the assessment or withdraw and attend at a later date.

We provide all candidates with this opportunity as we recognise that it is important for candidates to feel ready and able to take the assessment stages, so they are able to perform to the best of their ability.

If you have any further concerns or queries that are related to the online application process and cannot be answered by Outmatch or your recruiting force, please contact [recruit@college.pnn.police.uk](mailto:recruit@college.pnn.police.uk)

Please only direct your query to one inbox so that we can make sure the issue is addressed and properly tracked. Please also make it clear in the header of the email which force you are applying to, so your issue can be directed as quickly as possible.

**Good luck with your application!**

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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)**