

Virtual Assessment Centres

Peter Berry Consultancy

PBC are pleased to offer virtual recruitment solutions, including assessment centres. Given the current climate, we are in the process of moving a face-to-face volume assessment centre process, that typically sees 600+ candidates, to a fully virtual assessment centre process. As with most organisations, we already provide a significant portion of the process online. However, several key assessment centre activities, namely the interview and group activity have traditionally been completed face-to-face.

In transforming such activities that have traditionally been contact heavy into fully virtual options, there are a number of considerations to keep in mind when in the design phase:

1. A fully virtual assessment centre process is not necessarily a “second best” option for candidates

There is a strong focus on what will be lost when moving to a fully virtual assessment centre format and indeed we are going to lose the face-to-face connection that we typically have. However, virtual assessment centres also allow us to present candidates with a realistic job preview. While a group activity may now be a teleconference or video call, this will still give candidates an idea of what the working environment will realistically be like in the increasingly digital working world.

2. Candidate experience

As we are now losing the personal touch of face-to-face assessment centre activities, a focus on candidate care and experience is paramount. Make sure communications with candidates are regular and informative, and ensure you include a personal touch where possible.

3. Reasonable adjustments

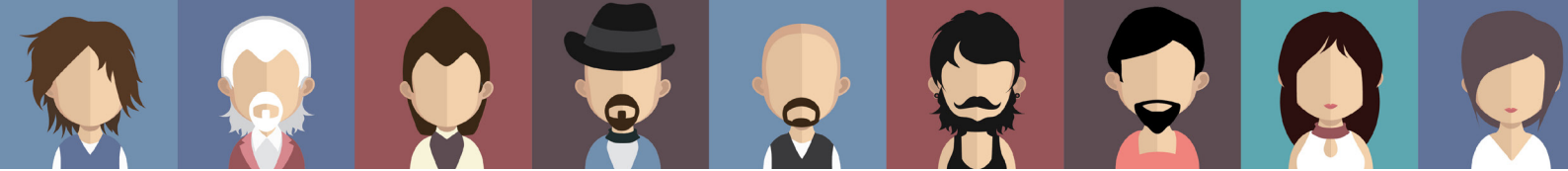
Providing reasonable adjustments to candidates is not only a legal and ethical requirement but also key in ensuring you get the best person for the role and strong diversity of candidates. Virtual delivery makes this a bit trickier (but not impossible) and we need to get a bit more creative in how we achieve this. Think about the reasonable adjustment you have provided in the past; how can you do this in a virtual environment?

4. Other adjustments

Moving to virtual assessment centres mean that reliable phone and internet access is essential. Some of your best candidates may not have access to these, how can your organisation ensure that these candidates still have the best opportunity to demonstrate their skills?

5. Aboriginal and Torres Strait Islander candidates

Ensuring that Aboriginal and Torres Strait Islander candidates are being considered in the attraction and selection strategies is essential in any selection process and a greater focus in particular must be placed when moving to virtual assessment centres. Ensure that you build the



cultural competence of people involved in the recruitment process, including HR, hiring managers and assessors. Consider how your new (and potentially fully digital) marketing strategy will be targeted towards Aboriginal and Torres Strait Islander candidates – have you targeted specific Indigenous media or networks? Be flexible in your assessment centre methodology and as much as possible, incorporate Aboriginal and Torres Strait Islander people on the selection panel. Finally, create a culturally safe assessment environment and ensure you are aware of relevant cultural protocols.

6. Minimising bias and resources

Another benefit of the virtual assessment centre process is that activities can more easily be recorded. This can allow for reviewing and scoring candidates at a later time and by multiple assessors. This allows for multiple sources of data as well as opportunities to more closely assess against behavioural indicators and the assessment of inter-rater reliability. This process also means that there are fewer resources needed in an office to coordinate candidates, less time lost setting up activities and candidates and less physical office space needed to run the activities. From a candidate perspective, they also save time and money in not having to travel to assessment centres, which may encourage more rural/regional, interstate or international candidates to apply.

To discuss your specific virtual assessment centre need, please contact us via email at info@peterberry.com.au.

PBC are also pleased to offer solutions for the development of graduates and of managers of graduates. For more information, please view our [Supporting and Developing Managers of Remote Graduates](#) resource.

About Peter Berry Consultancy (PBC)

PBC is a multidisciplinary global consulting firm with 30 years' experience in the delivery of solutions aimed at maximising the potential of individuals, teams, leaders and organisations. We undertake research to support our evidence-based solutions and have a network of partners and distributors globally.

PBC is the Australian distributor of Hogan Assessments and the author of a range of diagnostics including the Hogan 360 Suite, Agile Leader 360, Graduate Talent Assessment (GradTA), High Performing Team Assessment (HPTA), and co-author of the Hogan Safety Climate Survey. We are the Australian distributor of Meta, a measure of entrepreneurial talent, the Risk Type Compass, and integrity assessments including Mint and WRISc.

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