

Frequently Asked Questions Virtual Assessment Centres

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1. What are Virtual Assessment Centres? What are they used for?

A Virtual Assessment Centre ('VAC') is a process where participants are evaluated on specific behaviours and abilities, through a combination of various online tools and exercises. The combination of tools used is usually such that they assess an individual's behavioural preferences, cognitive abilities, the ability to demonstrate relevant behaviours and on-the-job performance as well, thereby providing a well-rounded and holistic view of the individual with respect to his/her relative areas of strength and development.

VACs provide a more comprehensive overview of an individual's strengths and development needs than any other single tool. Since the process is standardised, all participants get the same opportunity to demonstrate their skills and abilities. The VAC process allows you to demonstrate a range of your abilities and behaviours in different situations. Your performance on all the different exercises is taken into account, in order to arrive at a final assessment.

VACs also provide organisations with insights that help them make informed and objective talent-related decisions, be it hiring, promotions, High-Potential identification, succession planning, leadership development etc.



2. What types of exercises will I participate in during the VAC?

A VAC comprises multiple exercises in order to assess various aspects relating to an individual's personality or preferences, demonstrated behaviours and cognitive abilities. While the exercises that you will eventually undertake will depend upon the context and expectations of your organisation, mentioned below are the various kinds of tools / exercises that usually comprise a VAC:

- i. **Cognitive Ability Test:** Cognitive Ability predicts job performance in all jobs, across all measures of performance. It is an online test that contains multiple choice questions on Numerical, Verbal and Logical Reasoning abilities.
- ii. **Personality Questionnaire:** An online questionnaire that assesses an individual's preferred way of interacting with people, approaching tasks, and thinking style.
- iii. **Situational Judgement Test:** An objective simulation exercise that requires participants to demonstrate their decision-making skills in typical managerial scenarios.
- iv. **In-basket Exercise:** A simulated inbox that requires participants to respond to emails available, based on their understanding and analysis of the issues presented.
- v. **Case Analysis:** A simulated business problem that requires participants to analyse information, examine alternate solutions, and propose the most effective course of action along with steps to be taken for its implementation.
- vi. **Virtual Interactive Exercise:** A one-on-one engagement with a consultant through video, typically includes role plays, presentation exercise or a behavioural interview.



3. What will I be assessed on?

You will be assessed on the relevant competencies/ behaviours that are critical for success in your current/ target role in your organisation.



4. What makes the VAC process effective?

- VACs are designed to suit the specific context and requirements of your organisation.
- They take into consideration personality, cognitive abilities, motives and demonstrated behaviors of an individual, and therefore, are holistic by design.
- They use multiple exercises to assess multiple competencies.
- Each competency is assessed through different exercises, giving you ample opportunity to demonstrate the competencies being assessed.
- Your responses are evaluated by trained behavioural experts, thereby providing you with an objective and neutral view of your strengths and development needs.



5. What infrastructure requirements will I need in order to participate in a VAC?

You will only need the following to participate in a VAC:

- i. A laptop, desktop, or a tablet
- ii. The latest browser version
- iii. Good, stable internet connectivity
- iv. Web camera (*depending on the exercise, you will be notified in advance if this is needed*).



6. Can I use paper to make notes, or use a calculator?

Yes, feel free to make notes on paper should you choose to. Use of calculators is also permitted, unless explicitly mentioned otherwise.



7. How do I prepare myself for a VAC?

- i. Find out what competencies/ behaviours you are being assessed on.
- ii. Avoid disturbances while responding to exercises. To ensure this, you can:
 - a. Identify a space without noise or distractions from where you can take the VAC.

- b. Plan your calendar in advance such that you have time to take the VAC. Making additional personal or professional commitments on the day of the VAC will only make the experience more stressful for you.
- c. Keep key people informed of your VAC schedule (manager, team members and/or family members)
- iii. VACs need good stable internet connectivity. Check your internet connectivity beforehand. See if you can organize for a back-up device in case your regular source gives you trouble.
- iv. Know whom and how to contact in case of any problems during the VAC.



8. What do I need to keep in mind on the day of VAC?

If you are nervous or anxious on the day of the VAC, relax... it is completely normal to feel so. Just remember the following:

- i. Be yourself.
- ii. Read instructions carefully - seek clarifications if you are unsure about what to do next.
- iii. Be alert during all exercises.
- iv. Do not make assumptions about the way you should respond. If you try to guess what is expected of you, you may be wrong. It is usually best to be yourself and respond honestly in the way that seems best to you.
- v. If you feel you performed badly in one particular exercise, stay calm and try to put it to the back of your mind. Usually, you will be taking part in more than one exercise; so there will be more opportunities to show what you can do; your performance on all of exercises will be taken into account.
- vi. Do not accept unrelated phone calls while completing any exercise.



9. Are the exercises timed?

- Some exercises are timed, while some do not have any time limit.
- In either case, the 'Instructions' given before every online exercise will inform you whether it is a timed one or not.
- While you can take short breaks between two exercises, you are advised against taking a break during an exercise.
- In all, a VAC can take anything between one to four hours, depending on the number and type of exercises to be taken.



10. Will I get to practice before the actual exercise begins?

Before every exercise there will be practice questions or a tutorial explaining what is to be done in the exercise.



11. What happens if I get logged off accidentally?

The system auto-saves data periodically, thus minimizing data loss in case of disconnection due to power failure, loss of internet connectivity or any other technical issues. You can simply re-login and continue from where you left off.

In case you are unable to restart your exercise, you can reach out to the helpdesk as per the details provided to you.



12. What happens after I complete the VAC?

- i. After the VAC, you will receive a personalized Individual Feedback Report based on the competencies/ behaviours that you were assessed on.
- ii. You might also receive individual one-on-one feedback, as a part of the process.
- iii. You are encouraged to share your VAC feedback report with your manager, to seek his/her views and inputs as well.
- iv. It would be ideal for you to use the inputs from your VAC report, VAC feedback session and inputs from your manager, in order to create your developmental plan.

Your HR team will communicate the details of the above to you depending upon your organisation's context.

