

# How we delivered fast moving regional assessment events on behalf of the Home Office

Keywords: assessment centres, regional events, computer-based assessments

## → The challenge

In May 2007, the Home Office awarded us the contract as exclusive provider supporting the department in delivering Core Skills Assessments for Grade 6, Grade 7, SEO and HEO roles.

Our main challenge was, and still is, to ensure that we deliver the quantity and quality of assessments required. This meant dealing with the fluctuations in demand and the difficulty in predicting business recruitment needs, as well as scheduling assessment events at only 2-3 week's notice.

## → The solution

Key to the successful delivery has been a flexible and responsive project management structure. From the start we set up a team of four Mendas psychologists, who have taken overall responsibility for managing the entire contract. This team is then increased as necessary to adapt to the size and nature of each specific recruitment campaign. Each team will comprise at least a project manager, project co-ordinator and project administrator.

Our responsibilities have gone beyond the running of the events themselves and have extended to:

- Training of assessors
- Responding to multiple stakeholder needs
- Helping the Home Office to maintain the integrity and consistency of the CSA process
- Provision of assessment materials
- Logistics such as accommodation, candidate timetabling and booking of assessors and actors
- Dealing with requests for assessment adaptations
- Organising candidate pre-event communications
- Providing results and summaries within 24 hours of an event

## → The achievements

- Consistently exceeding the client's expectations in terms of responsiveness and quality of our service
- Successfully delivering 153 events throughout the country over a six month period, assessing several hundred candidates. On any given day, up to 3 events have been running at different locations including Cardiff, London, Croydon, Glasgow, Leeds, Liverpool and Solihull
- Maximising available resources through the scheduling of regional events for the benefit of both candidates and Home Office assessors
- Never having to cancel an event
- Receiving consistently good feedback from candidates about the fairness of the events and the high quality service
- Dedicating the right level of expertise to each and every element of the project
- Successfully working in partnership with advertising companies and sifting organisations to deliver a seamless and efficient service

