

PricewaterhouseCoopers' commitment to candidates being assessed for recruitment

This document details PricewaterhouseCoopers' (PwC) commitment to candidates being assessed and our request of candidates.



Introduction and context

If you have been selected for assessment as part of a PwC selection process, congratulations! PwC's offices in the UK receive a large volume of applications for employment every week and only a small percentage of applicants are chosen for further assessment.



It is PwC's practice to use the best possible assessment measures in our recruitment and in many cases this will include the use of psychometric tools. Research indicates that recruitment processes which incorporate psychometric assessment are significantly more effective in identifying high performing candidates than interviewing alone.

Objective psychometric testing supports recruiters in their decision making. It is used along with information gathered from other forms of assessment, such as an interview and consideration of the candidate's track record.

Our commitment to you

Before the assessment:

- We shall use only well designed and researched, appropriate and fair assessment tools in assessment. We wish to give you the best opportunity to demonstrate your ability.
- We shall try to give you at least 48 hours notice of an assessment session, whenever circumstances allow.
- We shall provide relevant information about the assessment and, where appropriate, preview material so that you can prepare for the session effectively.
- We shall take into account your individual needs and circumstances. For example, we shall make appropriate adjustments to procedures for candidates with disabilities. Freephone 0808 100 1500 or +44 (0) 121 265 5852 or email assessment.services@uk.pwc.com if you have a special need you wish us to discuss with us.
- We shall do our best to accommodate you if there is any change in your personal circumstances, or if you experience poor health, which could impact upon your performance.

Email assessment.services@uk.pwc.com or telephone 020 7804 4130 as soon as you can. If advance notification is not possible, tell the assessment administrator on the day. We shall try to reschedule the assessment session to a more appropriate time.



During the assessment:

- We shall conduct assessment sessions fairly; all candidates will be treated with courtesy, respect and impartiality regardless of race, gender, age, sexual orientation or disability.
- We shall assess all candidates for a position against the same standards.
- All our assessors will be fully trained and hold relevant qualifications.

After the assessment:

- We shall respect the confidentiality of your results. We shall only disclose them to those directly involved in making your recruitment decision.
- We shall provide you with feedback after the assessment. This may be verbal or by means of a written report. You may contact us if you have any queries about feedback we have given you.
- If you apply for another position within 12 months of your original assessment, your results remain valid. If the assessment used is relevant for the new position, you may elect to share your assessment results with the recruiter for that role. The recruiter will not use these results without your consent.

- Results will be deleted from our systems after 12 months for unsuccessful candidates. Results for successful candidates may be retained for up to three years.
- We are ready to answer your questions and listen to your concerns before, during and after your assessment session. If you have any queries or worries about the assessment process or how your data is being used, or if you have any questions about your feedback, please contact us. Write to: Assessment Services, PricewaterhouseCoopers, 2.261 Block B, Plumtree Court , London EC4A 4HT or email assessment.services@uk.pwc.com.



What we ask of you

- Carefully read the information we send you about the assessment process and make use of the preview and practice materials we provide so that you are sure you understand what you will have to do. This will help you achieve the best possible result.
- Inform us as soon as you can about anything that you believe could compromise your assessment results or which you would wish to have taken into consideration (for example: a disability, learning difficulty or personal circumstance).
- Let us know if you are unable to attend your assessment session for any reason.
- We endeavour to make all our candidates' assessment experience professional and fair. Please help us by being considerate of any other candidates you may meet during your assessment, including respecting their privacy and confidentiality.

