

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2020/43124

21 August 2020

Dear John Beswick,

Thank you for your Freedom of Information (Fol) request received on 6 August. You asked:

Please find below the further information requested:

58740DWP Work Coach Executive Officer Universal Credit - London

I recently applied for a job coach role but on first attempt did not pass your online test. I was told that I scored 14% above the average applicant but still failed. I did re do the test on the Scottish job and passed but obviously didn't proceed. I personally found the test very long, draining and some of the questions in the first section were nonsensical.

I did raise a complaint- as you rightly stated you felt as though i thought the tests were actually a barrier to employment- your words not mine.

Out of interest could you please provide the following information:

- 1. How many applicants you received through the online portal*
- 2.What the test score to pass is?*
- 3.How many people on average score a pass?*
- 4.How many interviews have been scheduled for you 1000 vacancies*

Could I suggest (as a recruiter with over 15 years experience) that if someone takes the time to complete these long tests that you should as best practice tell them what the pass rate is and what they actually score.]

DWP Response:

I can confirm that we hold the information that you have requested.

Please see below the information that you have requested with regards to the specific campaign:

1.How many applicants you received through the online portal

22,032 applications were submitted for the London roles

2.What the test score to pass is?

The pass mark is 34%.

3. How many people on average score a pass?

75% in this campaign

How many interviews have been scheduled for your 1000 vacancies?

2,702 progressed to interview stage following the testing and sift stages.

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745