

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

Our Ref: FOI2019/31653

24 September 2019

Dear K Peel,

Thank you for your Freedom of Information (Fol) request received on 27 August. You asked:

*Current tests are administered by an organisation called Civil Service Resourcing, which undertakes recruitment for DWP and some other Government departments. Its online tests are administered through commercial routes.*

*<https://www.whatdotheyknow.com/request/381944/response/938421/attach/html/2/DWP%20HR%20Response%200.2.pdf.html>*

*What are the commercial routes? And what makes them commercial? And who are the 3rdparty commercial providers and what tests do front line jobcentre staff like a coach undertake? What terms and conditions do those tested have to agree to? Have these tests always been the same in the last 5 years? Please send me tests used for coaches from 2010 to 2015 that are no longer in use.*

**DWP Response:**

***What are the commercial routes? And what makes them commercial?***

The current tests used in DWP's recruitment process are administered by Government Recruitment Service (GRS), previously Civil Service Resourcing (CSR). GRS undertakes recruitment from DWP and some other Government Departments. DWP does not hold the information on GRS's commercial relationships.

***And who are the 3<sup>rd</sup> party commercial providers and what tests do front line jobcentre staff like a coach undertake?***

GRS source and administer the tests on behalf of DWP.

At present DWP Vacancy holders have the option to use any/all or a combination of the following tests:

Verbal Reasoning

Numerical Reasoning

Civil Service Judgement Test (CSJT)

***What terms and conditions do those tested have to agree to?***

The T&Cs are set by GRS and should be request from GRS via the Cabinet Office.

***Have these tests always been the same in the last 5 years?***

The current tests (Verbal Reasoning, Numerical Reasoning and CSJT) were introduced in Jan/Feb 2017.

The previous test called CSIST, administered by GRS/CSR, was introduced in April 2012 and withdrawn in July 2017.

***Please send me tests used for coaches from 2010 to 2015 that are no longer in use***

Prior to 2012 DWP vacancy holders had an option to use a situational judgement test which incorporated elements of literacy and numeracy. This test is no longer held by DWP and therefore cannot be provided.

Since 2012 tests have been administered by CSR/GRS on DWP's behalf. DWP does not hold the content of any of the tests administrated, previously or currently, by CSR/GRS.

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

Yours sincerely,

DWP Central Fol Team

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**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](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to DWP, Central Fol 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](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745