# Information about your Approach Social Work assessment centre

Congratulations on being invited to attend an assessment centre. This is the final stage in the selection process and you’ve done really well to get this far. The information contained in this document is intended to help you to prepare for the day and give you information about how our virtual assessment centres will operate. We will cover in the following sections:

* Where and how will my assessment centre take place?
* Using TopScore
* What will happen on the day?
* What activities will I complete?
* What will happen after your assessment centre?
* Help and support

## Where and how will my assessment centre take place?

Assessment centres are run virtually, using an assessment centre platform called TopScore. This means you can complete your assessment centre without needing to travel. A detailed video about using TopScore is provided, in addition to the summary below.

With assessment centres being virtual, every effort has been made to ensure consistency and robustness in the assessment process. Our assessors have been trained to assess virtually and we have adapted our exercises to fit this environment.

### Technical requirements

Due to the virtual nature of the assessment centres, access to a laptop/PC with **a strong internet connection**, camera and microphone for the duration of the assessment centre is a fixed requirement. Specifically, if you do not have access to a stable WiFi connection you should carefully consider how you can meet this prerequisite to decrease the chance of encountering technical issues while completing your assessment activities.

Please also ensure that you are situated in an area with limited distractions and background noise for the duration of your assessment centre. TopScore has provided guidance on which browsers and devices are most compatible with the platform:

* Use a Windows/Linux/Mac device with Chrome, Firefox or Safari web browser
* Or android tablet with Chrome or Firefox web browser
* Or iPad with Safari web browser only

It is strongly recommended that you use the latest version of your selected browser and Chrome where possible as it is usually the most reliable. If you are **unable to meet any of these requirements, please do not sign up to an assessment centre** and contact the recruitment team via [our website](https://thefrontline.org.uk/contact-us/) for guidance.

### Receiving your TopScore login details

The day before your assessment centre you will receive login details for your candidate TopScore account which should come via email before 5pm. This will allow you to check you are able to log in before the start of your first assessment centre activity. If you have not received this email by 5pm on the day before then please contact the recruitment team via [our website](https://thefrontline.org.uk/contact-us/) for help.

### Performing a compatibility test

When you receive your login details for TopScore please use the provided hyperlink to complete a **device compatibility test**. This test will confirm whether TopScore is able to recognise your camera and microphone, and if your web browser is compatible with the platform.

You will also be able to complete the compatibility test from the candidate briefing page when you first login to TopScore, as shown in this screenshot to the right.

A person holding a sign

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## Using TopScore

You can watch the **guidance video** to view a live tutorial of TopScore, which covers the following in further detail:

* Logging into your candidate account
* Viewing your assessment schedule for the day
* Joining activities and virtual rooms

Below you will also find general tips about navigating TopScore as a platform and instructions for completing your written exercise.

### A screenshot of a video chat Description automatically generatedPlatform interface

You will only be able to complete exercises at the time they are scheduled and to do this, you will need to click on the red **“Show brief and join virtual room”** button on your **Schedule**.

This will take you to the exercise brief where you can then join the virtual assessment room by clicking **“join virtual meeting room”.** Please note you can view a live tutorial of this in the shared guidance video.

When you have joined the virtual assessment room, you will appear on camera as shown below. Your brief for the exercise will display beneath the video images should you need that information again:

A group of people talking on a video call

Description automatically generated

### Managing technical issues

If you are unable to connect to a virtual meeting room during the assessment centre please try the following to troubleshoot your issue:

* Leave and re-join the virtual meeting room
* Check your internet connection (you will see a red warning message if TopScore detects a loss of internet signal) – if you have an unstable connection you can:
  + Try moving to another location in your home that is closer to your internet router.
  + Enable 3G/4G hotspot if the main Wi-Fi is not working
  + Turn off your camera to use less bandwidth
  + Use an ethernet cable as this can improve your connection
  + Try a different web browser (Chrome where applicable)
* Check you are not connected to another video call and close any applications or windows that are not being used.
* Try using another device – ideally a laptop or PC but tablets can be used too.
* Click the **settings icon** and make sure you have selected the correct microphone and camera options



### Completing your written exercise

For your written exercise, you will be required you to produce typed output and to start this activity, you should click on the red button which says “Start assessment”. Please note that you will only be able to access this during the scheduled activity time.

Once you have clicked on “Start assessment”, the page below will appear. Your workflow is on the left-hand side.

A screenshot of a computer

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Below the brief tab, you will be able to access tab 1 which contains a large text box to produce typed work. This is very similar to a word document and allows different formatting as necessary (e.g. bold, italic, underline etc). At the end of the written exercise, there will be a 3-minute grace period before the session expires. Please remember to the click save button as your final action before you complete your exercise and close the window.

### Using instant chat

After logging into TopScore, you will be able to access the platform’s chat function for the duration of your assessment centre. Please use this function to communicate with an admin when you need assistance.



## What will happen on the day?

Your assessment centre will begin at the time that you signed up for. The assessment centre will last approximately three hours, including some breaks between activities.

## What activities will I complete?

On the day of your assessment centre, you will be required to complete a number of activities that will enable you to demonstrate your skills against the competencies. Details of the [competencies can be found on our website.](https://thefrontline.org.uk/become-a-social-worker/approach-social-work/what-were-looking-for/competencies/) You are being assessed virtually so please think about how you can demonstrate these competencies in a virtual setting. You will complete a:

* **Competency-based interview with a qualified social worker** **and a person who has had experience of care** - this will be an opportunity for you to explore your motivation for wanting to become a social worker through Approach Social Work. The assessors will support you to explore your personal and professional experiences and the skills you have acquired.
* **Written exercise** - social workers regularly write reports and present their evidence in different ways. In this activity, you will be given a brief and asked to evaluate this information to write an email response.
* **Role play** - this activity simulates a virtual meeting. You will role play as a social worker and have a one-to-one conversation with a family member, played by one of our assessors. Shortly before your role play, you will be given information about the purpose of this meeting. As part of this activity, you will be asked to reflect on your performance and show a willingness to adapt your approach.

When you completed your application form, we asked if you required any adjustments to be made – such as extra time – which will be confidentially processed. There’s no need to confirm this with us again but if you are concerned or haven’t raised your need for adjustments please contact the recruitment team ahead of your assessment centre.

## What will happen after your assessment centre?

Please remember to log off at the end of your assessment centre and please note that you will no longer be able to log into the platform after your assessment centre has ended. You will receive an outcome of your application up to 10 working days after your assessment centre.

If you successfully pass the assessment centre stage, you will need to meet a number of eligibility and suitability requirements before being made an offer for the programme. These include verification of your qualifications and right to work status, provision of suitable references, and the completion of health and conduct checks including a DBS check. Further information about our eligibility requirements can be found here.

## Help and Support

If you have any further questions about attending your assessment centre, please get in touch with a member of the recruitment team [via our website](https://thefrontline.org.uk/contact-us/) for help.