



Civil Service
Human Resources

Civil Service Judgement Test

A guide for candidates



Civil Service psychometric tests

The Civil Service uses psychometric tests alongside other assessment methods (such as application forms, competency evidence, and interviews) to decide whether a person has the required capabilities to meet the needs of a job at a particular grade.

Using tests can offer benefits by:

- giving candidates an opportunity to demonstrate their strengths
- providing the recruiter with an objective method of assessing candidates on relevant criteria
- helping identify areas where candidates could benefit from further development

The tests are fair and free from bias or discrimination because:

- they are robust as measurement tools – they work effectively each time they are used
- there is no advantage in having more educational qualifications or work experience
- provided that the test is administered appropriately, including the correct use of cut-off benchmarks, the tests have been found to be fair towards all protected groups and to predict candidates' performance in later stages of selection

Your personal information is held securely in Civil Service Jobs. The test supplier does not see your personal information and will only know your name if you choose to share it with them. Your information will only be used for the purposes of enabling your application for a job and for evaluating the effectiveness of the tests.

About the Civil Service Judgement Test (CSJT)

The Civil Service Judgement Test (CSJT) is an online situational judgement test. It measures your ability to demonstrate specific behaviours underpinning the Civil Service Competency Framework (CSCF) that are relevant for the job you are applying for.

There are four versions of the CSJT that correspond to different levels of the [Civil Service Competency Framework](#). The version you see will depend on the grade of the vacancy you have applied for, and the test will be made up of questions based on the specific competencies required for that vacancy.

The test is used to help recruiters assess whether you meet the minimum requirements in the competencies used in the vacancy you have applied for, rather than the skills that might be needed for a particular job.

The structure of the test

There are two sections to the test. In the first section, you'll be asked some questions about your aspiration and engagement. This section is a self-assessment, and only makes up 10% of your overall score. You should answer these questions honestly.

- Aspiration is about your desire to progress in your work. You'll be asked to rate how ambitious, motivated and flexible you are in a workplace context.
- Engagement is about the level of your commitment to your work and to the organisation.

In the second section of the test, you'll be given some workplace scenarios and you'll need to decide how appropriate or inappropriate an action is. There are four options to choose from:

Counterproductive	Ineffective	Fairly Effective	Effective
An unacceptable action that will make the situation worse	A poor action that will not help the situation	A useful action that will be of some help in the situation	A good action that will help to resolve the situation

There are three scenarios for each competency. Each scenario asks you to rate four actions. Scenarios for two competencies are presented as short video clips. The two competencies are Leading and Communicating, and Collaborating and Partnering. You will only be asked to watch video clips if one, or both, of these competencies are requirements in the vacancy you applied for.

The test is not timed. As a general guide, most people take between six and eight minutes answering the questions for each competency, and ten to twelve minutes for the video questions.

Practice questions are included at the beginning of each test.

No specialist knowledge or experience is required.

Taking a test

The test is taken online and we will send you an invitation and will provide full instructions on how to complete the test.

You should complete the test on your own, as we may retest you under supervised conditions to validate your test results.

The tests should work on most modern browsers and operating systems, and while they should work on smartphones or tablets, we recommend that you use a device with a larger screen if possible. If your browser is not supported, the test will alert you and suggest that you try an alternative.

You'll need to remain connected to the internet for the duration of the test.

Some competency questions may be presented as videos, but alternative written transcripts of these videos are available from within the test.

It is possible to close the browser and re-open the test at the place you left off, but you can only do this twice after having initially started the test (three sessions in total).

Some workplaces block access to tests on their computers. If this is the case, you may need to try an alternative device.

If you need a reasonable adjustment to be made (for example, if your assistive technology is not compatible with the test), or if you experience accessibility issues with the test you should contact the recruitment team or the point of contact in the job advert.

Preparation

You should try to take the test as early as possible after you're invited, so that you will have time to resolve any technical or access issues before the deadline. All queries or requests for help should be submitted at least two working days before the test deadline to ensure a response.

- Find a quiet place to take the test, with no distractions
- Try to take the test when you are feeling calm, although it's natural to feel a little nervous
- Allow around an hour for the test, although it is not timed
- Make sure you have read all the test instructions carefully
- Answer every question that is presented to you

Before taking these tests, we suggest you spend some time getting used to taking psychometric tests. A [practice test](#) is available.

Test results

The number and difficulty of the questions you answered is used to produce your score.

Your score is compared to the scores of a representative group of civil servants to create a percentile score. If your percentile score is 44, it means you scored better on this test than 44% of the group.

After the test deadline, the recruiter will look at the test scores for all applicants to decide what the pass mark will be. They will consider the impact on protected groups, and the number of available invitations to the next stage.

Meeting the minimum required standard for the test is no guarantee that you will be invited to the next stage of the selection process.

Your score for this test is not banked, so if you apply for future vacancies at the same grade, you will need to retake the test.

Feedback from the test

Your score and automatically-generated feedback on your performance will be available from your application centre in Civil Service Jobs, although this won't include details of your answers to specific questions, which we can't provide.

What to do if you encounter a problem during the test

If you lose access during the test, sign in to your application centre to relaunch the test. You can launch the test three times in total, and this doesn't have to be on the same computer.

For further support, contact your recruitment team. Their email address is in your application centre if you're invited to take a test.

Alternatively, you can contact the recruitment team through our [form](#).

Questions about the advertised job should be directed to the contact on the job advert.