Pre-Employment Testing
Applicant Q&A
Updated February 5, 2021

DENVER
OFFICE OF HUMAN RESOURCES

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1. **How do I take the test or assessment?**

   After submitting your application, if you meet the minimum qualifications for the position, you will receive an email from AssessmentTeam@denvergov.org with a link to the test or assessment. You have five calendar days from the time the email is sent to complete the assessment or test.

2. **Do I need a computer to take my assessment?**

   Excluding the supervisor assessment and data entry test, all other assessments can be completed from a mobile device, tablet, or computer, whatever is most convenient for you. If you are taking a supervisor assessment or data entry test, you will need to use a laptop or desktop computer.

3. **If I have completed an assessment within the past 180 days, do I need to retest?**

   Yes. Due to an update to allow for the use of mobile devices in testing, prior assessment scores will not transfer for the following assessments: Administrative Professional, Customer Service Agent Compliance, Non-compliance, Photo Enforcement, and Social Case Worker. All candidates will be required to complete the updated version of the assessment. Once the updated version has been completed, the standard score transfer of 180 days will apply.

   Please see FAQ #7 for more information on score transfers for the Professional Supervisor and Labor and Trades Supervisor assessments.

4. **What if I don't get the email?**

   Check your junk or spam folder. The email will come from AssessmentTeam@denvergov.org. We recommend that you add AssessmentTeam@denvergov.org to your "safe sender" list in your email account. If you do not receive the email within 30 minutes of submitting your application, please email AssessmentTeam@denvergov.org.

   If you are an internal employee, please be sure that you are using a private email address, not a city-assigned account. City security settings are set high and will block emails with the assessment or test link.

5. **What if I do not have a computer or smartphone?**

   There are computers available for free public use at local libraries. Candidates can find more information about free computer access on the Denver Workforce Services webpage for jobseekers.

6. **Do I have to complete the test or assessment?**

    Yes. If a test or assessment is required, you must pass it to move forward in the recruitment process. If you do not complete or do not pass the test or assessment you cannot be considered for the position.

7. **Do I have to take a test or assessment every time I apply?**

    That depends on whether the position requires a test or an assessment. Assessment scores are valid for 180 calendar days, so if you apply to another position that requires the same assessment within that time, you will not need to complete the assessment again. Your score will be applied to the new application. You must click on the link provided to transfer any eligible scores. If it has been more than 180 days, you will need to take the assessment again.

    Test scores are only valid for a single recruitment. If you apply to another position that requires the same test you will need to take it again for that application.

    Also, if a test or assessment is changed for any reason, prior scores will no longer be valid. A candidate will be required to retest and pass the revised version of the test or assessment.

8. **How do I know if I passed or failed the test or assessment?**

    Shortly after completing the assessment or test, you will receive an email notifying you whether you passed or not. Passing candidates are sent to the recruiter for review. Also, you can log into your Workday profile to check the status of your application. If you passed, your status will update to show "under review". If you failed, your status will update to show "no longer in consideration."

9. **Why do I have to wait 180 days to re-take an assessment? How long is the waiting period for a test?**

    The re-take waiting period for assessments is 180 calendar days whether you pass or fail the assessment. This waiting period is to ensure the security and accuracy of the assessment and is in alignment with best practices. The assessments measure basic behavioral competencies rather than just job specific knowledge. Improvement on the behavioral competencies, for example composure and reliability, requires time and targeted development efforts. The re-take waiting period will give you the opportunity to implement development plans prior to testing again.

    For skill-based tests, such as Microsoft Office, Data Entry and Basic Math you can re-take the test when the next recruitment is posted. There is no waiting period as these tests measure skills that can be practiced and improved in a relatively short amount of time.

10. What if I am having technical issues prior to or during an assessment or test?

Please direct all technical requests to SHL by submitting an [online help request](#). You may also copy and paste this link into your internet browser to submit an online help request: https://support.shl.com/candidate. You will then need to select the issue you need assistance with and submit an assistance request form.

You may also call SHL for support at 800.899.7451 (option 1) for immediate assistance during their business hours: 8:00 a.m.-5:00 p.m. EST, Monday-Friday.

11. Do I need to disable my pop-up blockers?

Yes, you will need to disable your pop-up blocking software prior to attempting any tests or assessments.

12. Do I have to take the assessment or test all at once or can I start it and come back later?

It is highly recommended that you take the assessment or test in one sitting. You can log out if necessary and come back to the same place later, unless the section you leave has a time limit.

13. Are there study guides for the online assessments and tests?

There are no study guides available.

There is a practice test available for the Professional Supervisor assessment. This [practice test](#) covers only the deductive reasoning section of the assessment. To take the practice test, you will need to register yourself as a new user. You can take the practice test as many times as you would like.

You may also copy and paste this link into your internet browser to access the practice test: https://www.shl.com/shldirect/en-us/practice-tests.