Services Australia & Vervoe: how we work

How Vervoe assessments are created

Vervoe collaborates closely with key stakeholders from Services Australia to create bespoke assessments relevant to each role. The teams conduct a comprehensive job analysis to gain a deep understanding of the daily tasks, responsibilities and challenges associated with the role.

Services Australia stakeholders provide guidance to Vervoe's assessment team in identifying the crucial areas to test, key skills and capabilities required and the day to day tasks performed by employees on the job.

The assessment questions are subsequently reviewed and approved by the Services Australia team to ensure they are aligned with internal expectations and accurately reflect the tasks typically carried out in the role.

What you are being assessed on

Each Vervoe assessment is designed to identify and evaluate the skill set of candidates, in context to the role. As a result, the assessments focus on assessing your core skills, such as communication or digital dexterity, irrespective of the specific context. For instance, if you are tasked with finding information on a website to respond to a customer query, the context and content of the information is not the only focus. It is important to remember that we are not looking at the internal knowledge you have, but more so the skills you possess that relate to the role. Instead, the emphasis lies on your ability to effectively search for, comprehend, and communicate the correct information.

Understanding AI in Pre-Employment Assessments

Artificial Intelligence (AI) technology has revolutionized various industries, including talent assessment. Vervoe utilises machine learning algorithms to evaluate your responses based on predefined criteria. Unlike traditional assessment tools, Vervoe puts employers in control of their own AI models, ensuring a personalised and comprehensive evaluation process.
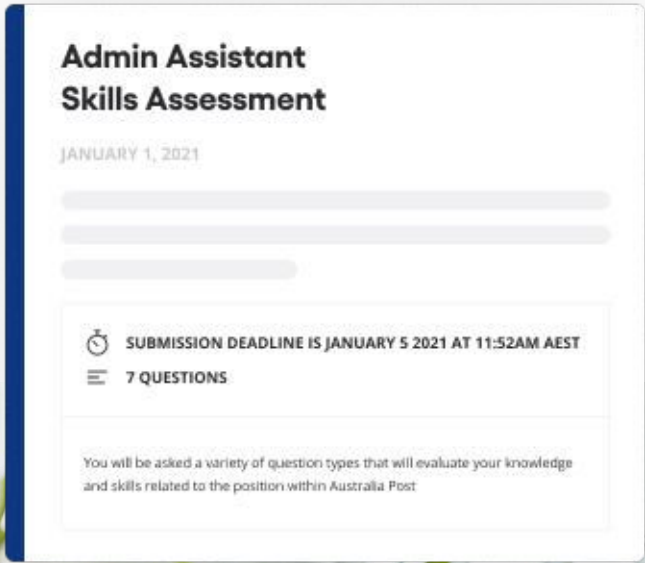
Transparency and Customisation

At Vervoe, transparency is a top priority. Employers have insights into how the AI model makes decisions, providing a clear understanding of the evaluation process. Unlike other tools with fixed algorithms, Vervoe allows employers to customise the assessments to ensure they accurately reflect the qualities and skills they value most in candidates. This customisation enables a more meaningful and relevant assessment experience for you.

Empowering Employers with Active Learning

Vervoe's unique approach, called active learning, empowers employers to actively train the AI models used in assessments. This means that employers have the ability to shape the assessment criteria to match their specific needs and company culture. By doing so, Vervoe ensures that the assessments are tailored to your skills and potential

Final Employment Decision

Vervoe's pre-employment assessments and AI framework empower recruiters and hiring managers to gain a fair and accurate understanding of a candidate's potential performance in a specific role. The parameters for evaluation are set by the company itself, these include the content and skills being assessed and the benchmark responses. Based on your responses to the tasks and skills Vervoe provides an overall score for the candidate that's relative to the specific assessment including their performance in comparison to Service Australia's quality benchmark inputs, the difficulty of the assessment and the performance of others that completed the same assessment. Services Australia use this score to identify those with strong performance for the skills and competencies set by the employer (SA). All final decisions regarding selection are determined by Services Australia.

Admin Assistant Skills Assessment

JANUARY 1, 2021

SUBMISSION DEADLINE IS JANUARY 5 2021 AT 11:52AM AEST

7 QUESTIONS

You will be asked a variety of question types that will evaluate your knowledge and skills related to the position within Australia Post

1	98	🏆 ✓ Top Performer
2	96	🏆
3	89	
4	72	