

## USPS® Online Job Application System - Assessment & Examination

### THE ASSESSMENT PROCESS

#### **I submitted an application for a job that requires an assessment, but did not receive an assessment invitation e-mail. Why not?**

Not everyone who submits an application will be invited to take the assessment. Each job posting has a pre-determined maximum number of applicants who can be tested. If that maximum limit has been reached, you will not be invited to take the assessment.

The posting will state whether or not the maximum has been reached, and whether or not examining is still being conducted for that posting. After you submit your application, an onscreen message will appear letting you know whether or not you will be invited to the assessment. If you are invited, watch your email box for an assessment invitation.

If you are not invited to the assessment, you might still be invited later or you might be invited when you apply to a different job posting. Read instructions carefully and watch your email for additional information.

Notice that special exceptions may be made for Veterans.

#### **I am applying for a job (e.g., City Carrier, Rural Carrier) that requires Exam 473. I was told I have 7 days to complete the assessment process. What are the steps in this process that must be completed?**

The first step involves establishing your assessment account and providing some basic, voluntary information about you. An email invitation will be sent to the email address you provided. Follow the instructions in that and later emails to complete the first and second steps.

The second step involves completing an online assessment (you are allowed a maximum of 90 minutes to complete the assessment).

Applicants who successfully complete the online assessment are invited to schedule themselves to complete the last step in the process, a proctored assessment. The proctored assessment will take approximately 90 minutes and must be completed at an approved location by trained personnel.

#### **I am applying for a job (e.g., City Carrier, Rural Carrier) that requires Exam 473. I was told I have to start the non-proctored assessment within 3 days. What is for some reason I am unable to start the non-proctored assessment within the specified time frame?**

If at any time you need assistance or special consideration with scheduling your assessment, submit your request to the technical support e-mail address provided in the messages you received related to the assessment process.

If you are not able to begin the non-proctored assessment within the time allowed for this specific vacancy, then you will be removed from consideration for that particular job application. However, you will not be prevented from applying for another job opportunity to restart the process. You may apply for other job opportunities and complete the required assessment for the next job for which you apply

#### **What is the difference between a "proctored assessment" and an "un-proctored assessment"?**

A "proctor" is a person who monitors or directs people while taking an assessment. Based on the job for which you applied, you may be required to take an "un-proctored" assessment, a "proctored" assessment, or both. An un-proctored assessment is one that you can take on your own, at any location of your

choosing (for example, using a computer at home or at the library). A proctored assessment is one that you must take at one of our test sites. At that test site, a proctor will sign you in, verify your identity, and provide you with instructions to take the assessment. Most of our un-proctored assessments are given online, using the computer. The proctored assessment may be given using a computer, or may be given using paper booklets and answer sheets.

**I applied for a job requiring an assessment, and was told that I must finish the assessment process within 7 days of submitting my application. What if for some reason I am unable to complete the assessment process within the specified time frame?**

If at any time you need assistance or special consideration with scheduling your assessment, submit your request to the technical support e-mail address provided in the messages you received related to the assessment process.

If you are not able to complete the assessment process within the time allowed for this specific vacancy, then you will be removed from consideration for that particular job application. However, you will not be prevented from applying for another job opportunity to restart the process. You may apply for other job opportunities and complete the required assessment for the next job for which you apply.

**When will I get my results for an assessment process that I completed?**

Immediately. An e-mail message will be sent to the e-mail address listed in your Candidate Profile following completion of the assessment at the testing center.

**How long is my score good? When will it expire?**

Your score may be used until the date shown on your Notice of Rating. For example, for Exam 473, your score may be used for 6 years if you have not been hired. (Different rules may affect your score after you are hired.)

**How can I get additional information about what to expect on the assessment?**

Available information about an assessment will be provided to you online through your assessment account. For example, for Exam 473, before you schedule yourself for the proctored exam, an Assessment Information Package will be available to you by following the instructions in your online assessment account.

## **SCHEDULING A TEST CENTER APPOINTMENT**

**How soon will I be scheduled for required examination(s)? How much advance notice will I receive?**

You can schedule yourself for the examination after receiving scheduling information via an email. You may choose any available date, time and location, as long as you complete the entire assessment process within the scheduled timeframe.

**I am currently a Casual (or Temporary Employee) working for the USPS®. How do I get scheduled for an examination?**

When you apply for a job requiring an assessment, you will be scheduled for the appropriate examination.

**How much time do I have to complete the testing process?**

The amount of time you have to complete the assessment process varies by job opening. Ensure you read the communication or invitation e-mail that was sent to you. For example, for jobs requiring Exam 473, you have 7 days to complete the assessment process. Some assessments include multiple steps, some of which may include scheduling an appointment at a test center, so ensure you begin the assessment process as soon as possible so you have enough time to complete all of the steps. It is strongly suggested that you begin the assessment process immediately. Test center appointments are available on a first come, first serve basis, and most test centers are closed Sunday and holidays.

**If I am asked to take an assessment online, how much time should I allot?**

The amount of time will vary based on what assessment you are taking. For example, if you are taking the first part of Exam 473, the online assessment is expected to take you approximately one hour to complete. Before you begin the assessment, the instructions will tell you how long to allot. If you pass the first (unproctored) part of Exam 473, the next step will be to schedule an appointment at a test center to take the second part of the exam.

**How do I schedule my proctored testing appointment?**

When you are contacted with your assessment account, log into your assessment account at <https://secure.vitapowered.com/usps/login.screen>. Schedule the assessment name (A highlighted link). Select a center/date/time that will best accommodate you. Keep in mind the expected time frame for completing all assessment steps. Schedule your appointment as soon as you receive the invitation, to increase your chance of finding a convenient date, time and location.

**What if I want to test in a geographical area other than those shown as options for the proctored assessment?**

The centers available are presented based on your ZIP Code™. If you would like to test in another area, click on the Schedule Assessment link. Scroll to the bottom of the scheduling page, enter an alternative ZIP Code in the "Enter Different ZIP Code" field, and click Submit. Centers available near that ZIP Code will appear. If there are no centers available, select the Submit a Closer Center Request link.

**For the proctored assessment, I submitted a seat request. How long will it take to fill my seat request?**

Please allow 2-5 business days for your request to be processed.

**I was told I have 7 days to finish the assessment process, but I did not finish in time and received an "ineligible" result. Will this result be applied to new job applications I submit? How long do I have to wait to take the assessment again?**

If you did not complete the assessment process, you are ineligible on that job application. However, that result will not be used for future job applications. You may apply for another job immediately; you are not locked out from applying to other jobs with that assessment requirement. The system will prompt you to take the assessment when you submit your next job application. You may only take the assessment when you submit an application for a job requiring that assessment.

**How do I cancel or reschedule my assessment appointment?**

You may reschedule your appointment as long as you do so more than 24 hours prior to your appointment time.

- Login to the scheduling website <https://secure.vitapowered.com/usps/login.screen>
- Select the Assessment Name (a highlighted link)
- Cancel and Reschedule Now or Cancel and Reschedule Later

If you are within 24 hours of your appointment, you will not be able to reschedule your exam.

**What do I need to bring with me to the test center?**

You will receive a confirmation e-mail message after you have scheduled your assessment. Read this message carefully, since some assessments may require that you bring additional information or materials.

For all assessments, you will need to bring a valid State/Government issued photo I.D. You will also need to bring your Login ID, password, and Candidate ID to access your assessment.

## REASONABLE ACCOMMODATION

### **I believe I have a disability and need an accommodation to take an exam. How do I request an accommodation? How do I know if I will receive an accommodation?**

You will be able to submit a request for accommodation when you sign up to take the exam. Information about the Postal Service's reasonable accommodation process is available at <http://about.usps.com/publications/pub316.pdf>

## RETAKE THE ASSESSMENT

### **I received an Applicant Eligibility notice a few years ago, with an Exam History Code. What should I do next?**

The system no longer accepts Exam History Codes. When you apply for a job that requires an exam, watch your email for exam instructions. You will need to complete the exam to receive consideration for the job.

### **I took a Postal Examination a while ago and passed. Do I need to take the examination again?**

If your score is still in an active **eCareer** candidate profile, then you do not need to take the examination again. Log into that profile to search and apply for additional jobs.

If you do not have an active **eCareer** candidate profile, then you will need to create a new profile and take the exam again. For example, when you are hired into a USPS job, your candidate profile is converted to an employee profile. The system will not allow you to apply for externally posted jobs using your employee profile. Therefore, you will need to create a new candidate profile and take the exam again. Your new profile cannot have the same email address as your previous profile.

### **I am a current APWU casual (or APWU PSE or current PMR level 15, 16 or 18) employee, applying for a Postal Support Employee (PSE) position. I took the required Postal examination a while ago and passed. Do I need to take the examination again?**

If you were hired after March 2011, you should be able to apply for other jobs using the same external applicant account you used prior to being hired.

If you were hired prior to March 2011, you will need to enter your Employee Identification Number (EIN) when prompted to attach your exam score to your new external applicant account.

### **I took the assessment in person at a center, but got a low rating. How can I retake the assessment to get a higher score?**

You cannot improve your score for the job application for which you took the assessment. Also, you cannot take the assessment again within the retest time period (explained on the bottom of your Notice of Result).

After the retest period, you may take the same assessment again but only if you apply for a job requiring that same assessment.

If you apply for a job requiring that assessment and choose to take the assessment again, your score will change to the most recent score. This is regardless of whether it is higher or lower than your previous score.

### **How frequently can I take an assessment?**

You may only take the assessment once per job application. If you already have an assessment score recent enough to be in the retest time period (e.g., for Exam 473 within the past 120 days), you will not be

allowed to take the assessment again; your existing score will be used for that application. If you submit a job application past the retest period, you will have the option of taking the assessment for that application or using your existing assessment result. You may only take the assessment as part of submitting an application for a job requiring that assessment.

### **I got an "Ineligible" score on the test. How long before I can take it again?**

This information is provided at the bottom of your Notice of Result. For example, for Exam 473, you must wait at least 120 days until you can take the exam again. This retest period applies whether you failed the online or proctored assessment. In addition, you will only be able to take that exam if you apply for another job requiring the same exam. Your new exam result can only be used for that vacancy application and future applications; it can not be added to applications submitted prior to your taking the exam again.

## **BACKGROUND CHECKS**

### **One of the questions in the Application asks if I have ever been convicted of a crime. If I answer yes, will I be disqualified?**

In fairness to applicants and in consideration of the Postal Service's obligations to the public and the workforce, the Postal Service™ individually evaluates the employability of each candidate with a criminal conviction or pending criminal charge. The Postal Service recognizes that many persons with criminal records have demonstrated successful rehabilitation and are capable of performing the duties of postal jobs. These applicants are entitled to compete for jobs on individual merits. It is Postal Service policy to evaluate the employability of each applicant with a criminal conviction record individually.

### **I was arrested but am not sure if I was convicted since I only paid a fine and spent no time in jail. Should I omit this offense?**

The application states that you may omit: (1) any charges that were dismissed or resulted in acquittal; (2) any conviction that has been set aside, vacated, annulled, expunged, or sealed; (3) any offense that was finally adjudicated in a juvenile court or juvenile delinquency proceeding; and (4) any charges that resulted only in a conviction of a non-criminal offense.

### **Do I need to report a misdemeanor conviction?**

All felony and misdemeanor convictions and all convictions in state and federal courts are criminal convictions and must be disclosed. Disclosure of such convictions is required even if you did not spend any time in jail and/or were not required to pay a fine.

### **One of the questions in the Application asks if I have ever been fired from a job. If I answer yes, will I be disqualified?**

You will not be automatically disqualified. The Postal Service™ individually evaluates each candidate's employment history, paying close attention to a candidate's reasons given for leaving a job, being fired from a job, or for quitting in lieu of being fired.

### **The Application indicates that a background check may be obtained. What information is requested?**

It is Postal Service™ policy to do a local criminal records check during the suitability screening process. A criminal record check and motor vehicle record check (if the vacancy for which you applied requires driving) may be obtained from a consumer reporting agency for the purpose of verifying your eligibility and suitability for U.S. Postal Service® employment. Prior to requesting such a report, you will receive an email message requesting consent and additional information. Failure to respond promptly could result in missed employment opportunities.

**What additional information might be required for a background check?**

You will be asked to verify your name including any suffix (e.g., Jr. or Sr.) that you use, as well as your current address and previous addresses. You will be asked to supply your driver's license number (if the vacancy for which you applied requires driving), and your date of birth and social security number so we can verify that records found belong to you. Finally, you will be asked to consent to the background check and to print, sign, and fax back a consent form immediately.

**How much time do I have to respond to a request for additional information for a background check?**

You must respond with your consent and the requested information within five business days or we will assume you are no longer interested in being considered for the position.

**I received an email from General Information Services, Inc. (GIS) asking for additional information and consent for a background check, but I could not open the link.**

Candidates who use text formatted emails will need to copy the link to the GIS site and go into a web browser to paste the link.