

INFORMATION FOR TEST-TAKERS



This sheet contains key details about *Who Cares?* For more general advice on tests of all types please refer to the separate Test Taker's Guide.

What type of test is this?

Who Cares? is what is known as a Situational Judgement Test (SJT). It is specifically designed for use with people who are considering a career or are already employed within the care sector.

What does the test measure?

The test assesses whether you have suitable attributes for this type of work, specifically the blend of Professionalism, Service User Orientation and Team Working needed for demanding, front-line roles in social care.

How does it do this?

You will be presented with short written descriptions of situations that can arise when caring for others, and asked to consider what action you would take. The system then compares your responses with 'ideal' answers as determined by a panel of experts and associated with effectiveness in the role. There are also a few additional questions asking how you feel about certain aspects of working life.

How long will it take?

Who Cares? takes around 20 minutes to complete online, but there is no strict time limit and it is not a test of speed. While best completed in one go, it is possible to split the test into two or more sittings if necessary, saving your answers from one session to the next.

What do the questions look like?

Here is an example of the type of question you can expect to encounter. In each case your task is to choose the response that best represents your view, or what you would do in the situation described:

A Service User with limited communication skills indicates that she would like to help you with the household tasks. While she is trying to empty a small dustbin in her bedroom, she accidentally tips the rubbish over the floor you have just swept. What would you do?

- Tell the Service User you don't think it is a good idea for her to help you with the housework
- Help the Service User pick up the rubbish and then support her to do a different household task
- Encourage the Service User to pick up the rubbish and have another go at emptying the bin
- Try and distract the Service User with another activity and get on with the housework yourself

If you select an answer and then wish to change it, you can do so by clicking on the new answer instead. However, you will not be able to alter your choice after you have moved on to the next item.

How should I tackle the questions?

Read each question carefully and make sure you understand what you are required to do. Then make your selection, basing it on what you would do in the circumstances contained in the passage. We do not expect you to have encountered an identical situation in real life, and any terms that may be unfamiliar to you are explained in the test introduction. Our advice is to take your time, but to avoid over-thinking things – give the answer that comes most naturally to you.

How will the test be scored?

The test yields a grade for you on each of three aspects of care support work: Professionalism, Service User Orientation and Team Working. It gives recruiters a quick, but accurate indication of your values, attitudes and suitability for this type of work. The results will be reviewed alongside any other relevant information held about you, and you may be invited to discuss them at interview.

What can I do to practise beforehand?

Some answers clearly score more than others, so the more you appreciate the principles underpinning best practice in care, and take these to heart, the better you will do in the test. Find out as much as you can about what is involved in caring for others as part of a professional team, and think through what this means for how to handle various circumstances. However, you do not have to have personal experience as a Care Support Worker in order to do well in the test.