Online Qualifying Test Evaluation and Feedback Report

Road User Charging Adjudicator 080

May 2022

Purpose

The purpose of this report is to provide an evaluation of the **Road User Charging Adjudicator 080** online qualifying test and general feedback on candidate performance in the test. This test comprised two elements, a situational judgement test and a critical analysis test.

The report describes how the Judicial Appointments Commission (JAC) developed the test and marking schedule, how the test was structured, and how the number of candidates shortlisted for progression was attained. Additionally, it provides information on the overall performance of candidates in the test, identifying areas of good and poor performance in the test.

The qualifying test for this exercise was designed to test a candidate's transferrable skills and their potential to work effectively as a **Road User Charging Adjudicator.**

Competency Framework

The tests were designed to assess the following competencies:

Exercising Judgement
Possessing and Building Knowledge
Assimilating and Clarifying Information
Working and Communicating with Others
Managing Work Efficiently

The competencies tested in the Situational Judgement test were:

- Exercising Judgement
- Working and Communicating with Others
- Managing Work Efficiently

The competencies tested in the Critical Analysis test were:

- Possessing and Building Knowledge
- Assimilating and Clarifying Information

The competencies were developed so that candidates could demonstrate the proficiency and capability transferable to the role from other contexts. The specific bullet points under each competency heading were designed to reflect the skills and abilities that an effective **Road User Charging Adjudicator** is expected to have. This enabled us to assess candidates in a fair and consistent way.

Development of the test

The test and marking schedules were devised by three Adjudicators and one Lead Adjudicator.

In common with all the selection tools developed for this exercise, the questions were designed to assess relevant transferable skills and to minimise the extent to which candidates might be advantaged or disadvantaged by their professional background.

The materials developed for this exercise were reviewed internally by Operations, Policy, and Diversity and Engagement teams to quality and equality assure the material to ensure it was an effective tool to assess candidates. The teams also ensured that the materials did not unfairly advantage or disadvantage any potential candidates taking the test on the basis of their diversity characteristic or professional background.

Following this internal quality assurance, the material was then reviewed by the JAC Advisory Group. The Advisory Group is composed of members of the judiciary and representatives of the legal professions and chaired by a lay JAC Commissioner. It offers its advice and guidance on the development of selection material and also looks at material in terms of quality and whether it would have any negative impacts on diverse groups.

The effectiveness of the test was assessed by means of two dry runs with a range of volunteers from relevant candidate groups. This provided an opportunity to trial the test material and make any necessary amendments.

Structure of the test

The test was hosted on the JAC digital platform. Candidates were presented with both parts and the overall time for the test was 1 hour and 30 minutes:

• Part 1 (multiple choice): Situational Judgement (45 minutes, 20 questions)
• Part 2 (multiple choice): Critical Analysis (45 minutes, 20 questions)

In **Part 1** of the test, candidates were presented with a range of different situations they might experience in the job as a **Road User Charging Adjudicator**.

Candidates were assessed on their reading of a situation and their ability to judge the effectiveness of a number of different responses provided under each question. Candidates needed to identify both a most appropriate and least appropriate answer from the five options presented.

In **Part 2** of the test, candidates were presented with reading material one week before the test. The reading material provided was – 'Decision of Adjudicator Gordon Cropper in relation to an application by Transport for London for a review of another adjudicator's decision in the appeal made by Blumens London Ltd'. The questions and answer options were based on the content of the 'appeal'. Candidates were required to read the material and use their critical and logical thinking skills to decide upon the correct answer from four options for each of the 20 questions.

Marking of the test

Both parts of the tests were marked automatically. The pass mark is determined by the number of candidates needed at the next selection stage, which varies between different exercises. In any two-part online test, those candidates who score below 30% in either part of the test do not proceed.

In this exercise the pass mark was **71.7** %, and all **268** candidates scoring that percentage or higher were taken to the next selection stage.

In Part 1 of the test, each question had 4 answer options. It was necessary for the candidate to identify the most appropriate and least appropriate response, with 1 point scored for each answer. Therefore, candidates could score a maximum of 2 points for each question.

In Part 2 of the test, each question had 4 answer options. It was necessary for the candidate to identify the correct answer, which scored 1 point. Therefore, candidates could score a maximum of 1 point for each question.

Distribution of marks

504 candidates were invited to take the test
40 candidates withdrew from the process or did not take the test
464 candidates took the test

The scoring process was as follows: all candidates were scored on their answers to the test based on the marking schedule above. All candidates were then ranked in order of merit from first to last based on the combined average percentage score (further outlined below).

This provided a merit list determining how many candidates would be invited to the next stage of the selection process based on the approach outlined.

The highest and lowest marks awarded are shown in the table below:

Distribution of marks	Part 1 Situational Judgement	Part 2 Critical Analysis	Overall Total
Highest score	34/40 (2 candidates)	20/20 (70 candidates)	54/60 (1 candidate)
Lowest score	11/40 (1 candidate)	6/20 (2 candidates)	17/60 (1 candidate)

Approach to shortlisting

When the JAC receives notification from HMCTS confirming the final number of vacancies for the requested post, calculations are made to establish how many candidates will be taken to selection day (usually at a ratio of 2 or 3 candidates interviewed for each vacancy). This allows us to estimate the number of candidates we need to progress after the shortlisting stages until we reach the selection day ratio.

For this exercise we received a vacancy request to fill **30** posts. We therefore planned the selection exercise based on inviting around **90** candidates to selection day.
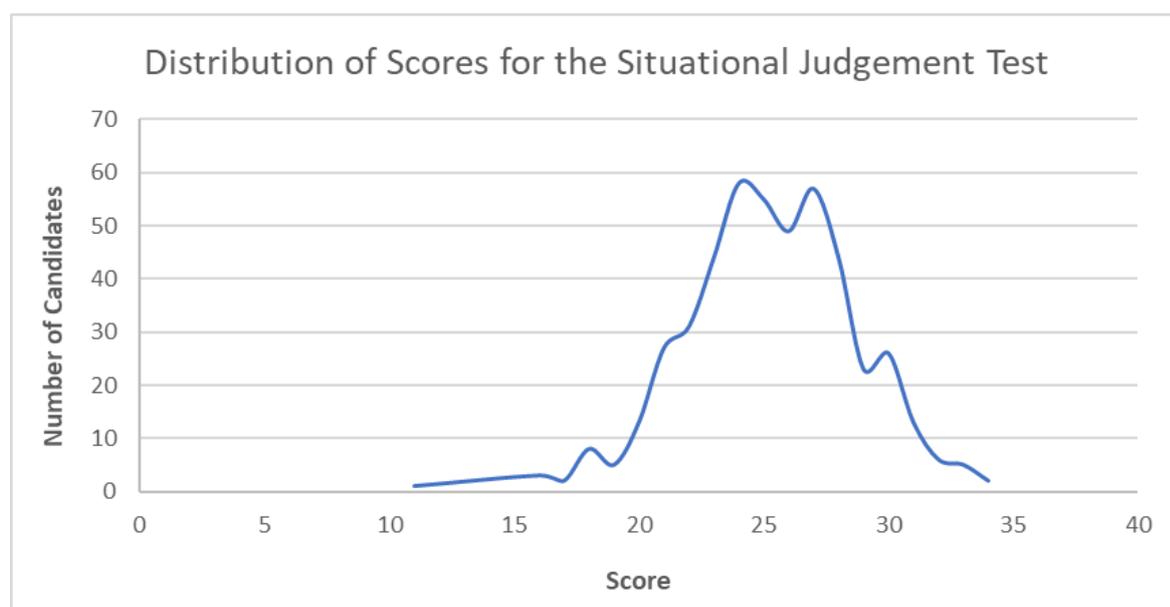
All candidates who applied for the exercise were invited to sit the online qualifying test. We planned to take around **270** candidates to the second stage of shortlisting, the online scenario test.
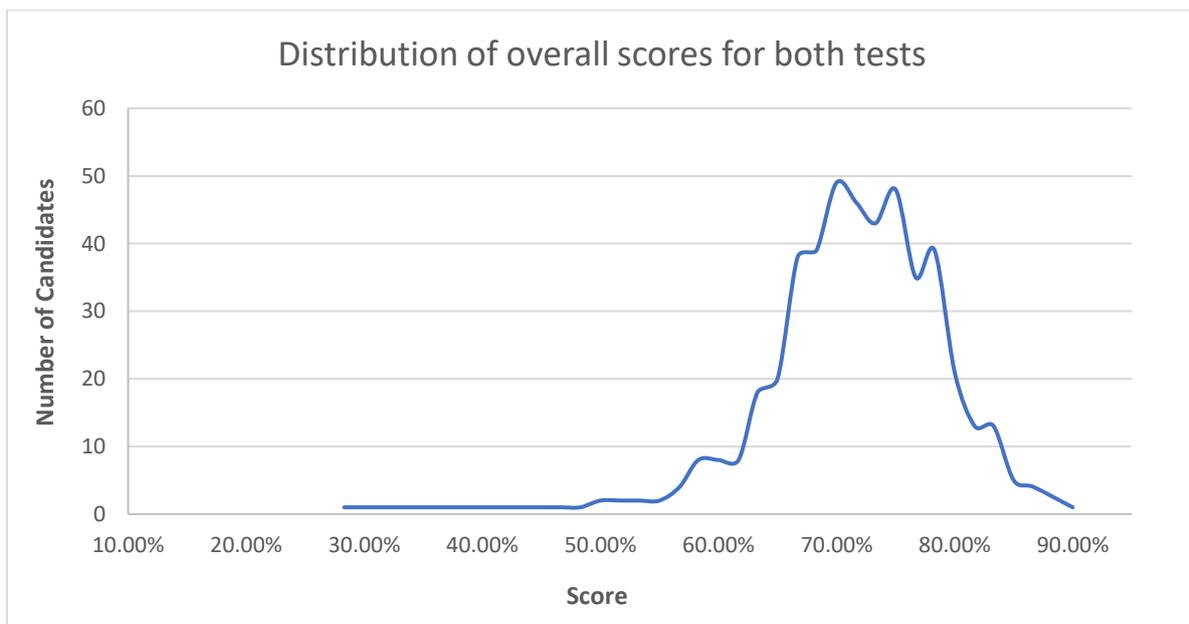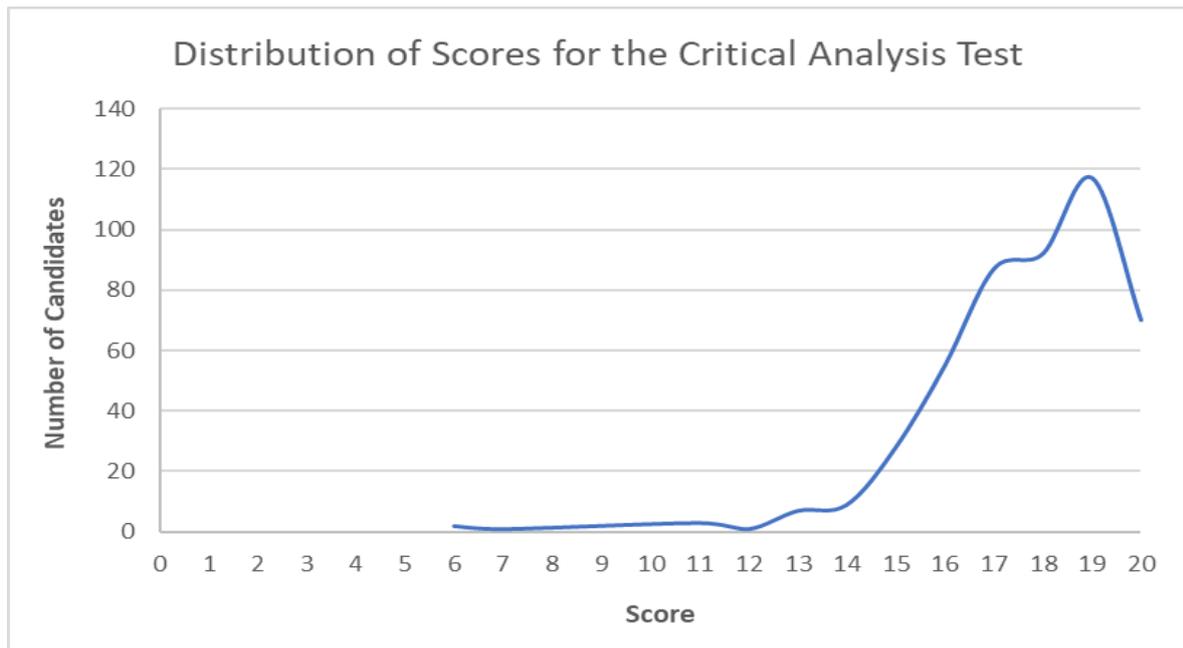
To identify around the top **270** candidates from the qualifying test, the following method was used. Candidates scores from the test were placed on a merit list with the highest score placed at the top and the lowest at the bottom. The number of slots available in the next stage of the process is then applied onto the merit list to create the cut off line.

- First, each candidate had their score for each part converted into a percentage.
- Then the 2 percentages were added, and a combined average score was calculated.
- Then the combined average score for each candidate was used to rank all candidates into a merit list, with the highest combined average score at the top of the list, and the lowest at the bottom. Using the combined average score to rank candidates in order of merit ensures tests with more points available in one of the 2 parts does not disproportionately affect outcomes. For example, 30/40 (75%) in one part isn't better than 9/10 (90%) in another part just because the first part had 30 points scored compared to 9 points in the second part.
- The number of slots available in the next stage of the process is then applied onto the merit list to create the cut off line.

We therefore do not have a pre-determined pass mark for the test; the line of shortlisting is determined by the relationship between the relative performance of candidates against each other in any given test, and how many slots there are for the next stage of shortlisting.

The average candidate scores over Parts 1 and 2 combined for this test were as follows: lowest average candidate score was **28.3**%, highest average candidate score was **90**%. The average candidate score was **71.6**%.

Distribution of Scores for the Situational Judgement Test

Distribution of Scores for the Critical Analysis Test

Distribution of overall scores for both tests

In Part 1 (Situational Judgement) there were:

- 2 questions where 70% or more of candidates answered both parts of the question correctly (easier questions according to the results). These included dealing with a telephone hearing appeal where the enforcement authority was not present, and an appellant who insisted on being heard by an adjudicator of the same gender.
- 4 questions where under 20% of candidates answered both parts of the question correctly (harder questions according to the results). These included situations where bundles of evidence presented were not related to the appeal, a personal appeal with the hearing room door open and a lot of noise from neighbouring hearing rooms and the reception, a conflict of interest which did not

have an impact since there was no social involvement with the appellant, and fair treatment.

In Part 2 (Critical Analysis) there were:

- 7 questions where 95% or more of candidates gave the correct answer (easier questions according to the results). Some of these questions included cases heard together for the review of the decision to allow the appeals, identifying the registered keeper of the vehicle, and grounds of appeal relevant to a vehicle hire firm.
- 2 questions where 25% or more of candidates gave an incorrect answer (harder questions according to the results). These questions were about the application of the different regulations used in the decision, which are the enforcement and charges regulations.

Feedback from candidates

After the qualifying test, candidates were invited to complete an anonymous candidate survey. **190** candidates responded to the survey. Based on the results of the candidate survey:

- 63.7% of candidates rated customer service as fair, good or excellent.
- 92.7% of candidates understood from the instructions what was expected during the qualifying test.
- 72.1% of candidates agreed that the qualifying test enabled them to demonstrate how to tackle daily challenges working in a tribunal.
- 58.9% of candidates were confident in the qualifying test as a JAC selection tool.
- 95.3% of candidates agreed that the qualifying test was accessible in terms of format, language used, and topics covered.
- 64.8% of candidates agreed that the qualifying test was easy to complete.