



USA Staffing[®]
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USA Hire User Guide

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OPM HR SOLUTIONS
by government, for government

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Introduction

A Standard USA Hire Assessment is an un-proctored, off-the-shelf battery of assessments (i.e., a combination of separate assessments) designed for use with specific occupational series and grade combinations to measure general competencies (e.g., decision making, interpersonal skills, reading comprehension, etc.). Standard assessments are to be used for non-supervisory¹ positions only. For information about USA Hire supervisory assessments, contact your USA Staffing Account Manager.

Agencies have a responsibility to have a job analysis that identifies the basic duties and responsibilities; the KSAs/competencies required to perform the duties and responsibilities; and the factors important in evaluating candidates (5 CFR 300.103). OPM provides Governmentwide job analysis data for agencies to use to support inclusion of USA Hire assessments as part of their USA Staffing assessment plans. It remains the agencies' responsibility to provide job analysis support for any additional qualification requirements and/or assessments used (e.g., specialized technical experience, selective factors, occupational questionnaires, agency specific assessments, or structured interview).

USA Hire Assessments may be used for case exams with a single series up to three grades, and for Job Opportunity Announcements (JOAs) that are open up to 30-calendar days. For announcements that are open-continuous, a standing register, or open over 30 calendar days contact your agency USA Hire POC to discuss a custom business process. USA Hire Assessments can be combined with an assessment questionnaire (AQ) delivered in USA Staffing to assess the whole-person (i.e., general and technical competencies).

This guide has been developed to: 1) help you determine if USA Hire is appropriate for your recruitment, and 2) provide instructions on preparing to use and add a USA Hire Assessment to your vacancy in USA Staffing. Additional resources and information are also located on the [USA Hire Resource Center](#).

Maintaining Assessment Security

When a USA Hire Assessment is utilized, HR Users are responsible for safeguarding the Assessment by ensuring only applicants who respond to the Assessment have access to view and complete the Assessment items. Sample assessment items, including a preview of the format and type of assessments, as well as the look and feel of the online interface, can be found here: <https://usahire.opm.gov/assess/default/sample/Sample.action>. To ensure consistent understanding of these rules and responsibilities, every HR User must agree to the USA Staffing Rules of Behavior before accessing the system for the first time and once annually following the initial access date. The Rules of Behavior are located here: https://help.usastaffing.gov/USAS/index.php?title=USA_Staffing_Rules_of_Behavior. These Rules of Behaviors include:

- I understand that access to the USA Hire assessments must be restricted to applicants responding to a job opening who meet the minimum qualifications for that job opening (i.e., I am not authorized to view or modify the content of any USA Hire assessment).
- I understand that in cases where I may be exposed to USA Hire assessment content, I may not discuss, share, or reproduce the assessment content (e.g., questions, scoring information).
- I understand I must immediately report any suspected breach of these rules related to USA Hire to the OPM point of contact for the interagency agreement or contract and USAHire@opm.gov.
- I understand that OPM reserves the right to terminate anyone's access to and use of the USA Hire system and materials (including assessments) at any time for violating these requirements.

¹ **Supervisor Definition:** A supervisory position requires accomplishment of work through the combined technical and administrative direction of others, constitutes a major duty occupying at least 25% of the position's time, and meets at least the lowest level of Factor 3 in the [General Schedule Supervisory Guide](#). Positions not meeting this definition are considered non-supervisory.

USA Hire Announcement Template

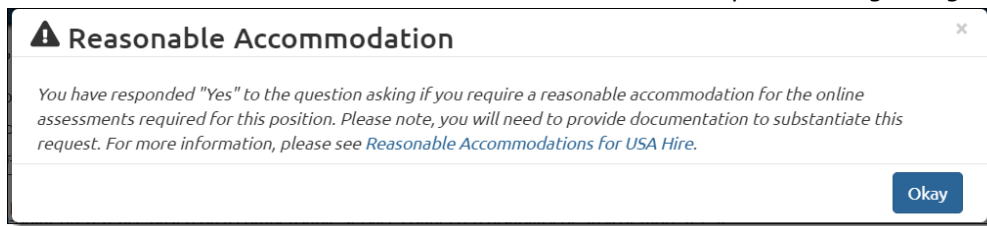
OPM recommends agencies create and use an Announcement Template for all recruitments that include a USA Hire Assessment. [Appendix A](#) offers a sample USA Hire Announcement Template, which includes suggested language specific to processes when USA Hire is utilized.

Application Confirmation Messages

For USA Hire vacancies, we recommend building an Application Received notification template using the language in [Appendix B](#). Refer to [Appendix C](#) for the system generated messages to applicants.

Reasonable Accommodation for USA Hire Assessments

Applicants can request a reasonable accommodation (RA) for the USA Hire assessments when they apply to a job announcement. An eligibility item is automatically added to the Eligibilities section of the Announcement Questionnaire when a USA Hire assessment is used. *Do not add additional questions regarding RA.*



Eligible applicants who respond "Yes" to the RA eligibility item will not immediately receive a USA Hire invitation. If the applicant has completed the USA Hire assessments within the last 12 months those scores will automatically be reused, and no RA will be needed/granted. Tentatively eligible applicants who have not taken the USA Hire assessments will receive a Help Desk Ticket email outlining the required steps to approve the RA request and also how to change an RA request made in error. Applicants can attach their RA documentation and RA request form to the help ticket email for review.

OPM will document the status of RA claims in the Notes or History section of the applicant record.

- The applicant record will remain in a PA record status until the RA request is adjudicated or until their deadline to submit the required supporting documentation has elapsed.
- If the RA is granted the applicant will be notified through the Help Desk Ticket and a system generated email will also be sent with the link to access the accommodated version of the assessments.
- If the RA request is not granted the Help Desk Ticket response/email will notify the applicant of this decision and provide instructions for them to complete the standard version of the assessments without an accommodation.

The standard processing timeframes are outlined below:

- Requesting RA more than 48 hours before the close date of the job announcement:
 - If an adjudication can be made, the applicant has until 48 hours after the close date of the job announcement to complete the assessment.
 - If additional documentation is needed, the applicant has until 48 hours after the close date of the job announcement to respond to the Help Desk Ticket email.
 - If the applicant responds to the Help Desk Ticket email within the stated deadline and the job announcement is open when their request is adjudicated, they will have until 48 hours after the close date of the job announcement to complete the assessment.
- Requesting RA when the job announcement has closed or within 48 hours of the close

- If an adjudication can be made, the applicant will receive an email with a link to access the assessments. The applicant will have 48 hours to complete the assessments.
- If additional documentation is needed, the applicant will be given 48 hours to respond to the Help Desk Ticket email. If the applicant responds and the request is granted, the applicant will receive an email with a link to access the assessments. The applicant will have 48 hours to complete the assessments.
- If an applicant needs additional time to collect RA documentation and responds within the stated deadline in the Help Desk Ticket email, OPM will extend their deadline as necessary. These extensions can delay final RA adjudication.
- If an applicant does not submit documentation or fails to respond to the Help Desk Ticket email by the stated deadline, the applicant will receive an ineligible code of IORA (You were not considered for this position because you failed to respond to the request for documentation needed to adjudicate your request for Reasonable Accommodation for the online assessments and did not otherwise complete the online assessment without an accommodation).

Vacancy Review Process

Agencies should develop an internal vacancy review process to ensure all vacancies are set up appropriately prior to releasing the JOA to USAJOBS. For the first five (5) vacancies your agency announces, work with your agency USA Hire POC who will coordinate the vacancy review with OPM. Your agency USA Hire POC must complete and submit the [Vacancy Review Request Form](#) found on the [USA Hire Resource Center](#) when requesting the OPM vacancy review. The OPM review team typically provides feedback within 48 hours of a JOA submission. For vacancies beyond the first five, follow your agency’s internal review process before releasing the vacancy’s JOA to USAJOBS.

USA Hire Maintenance Window

The USA Hire program has reserved Sunday from 8:00 AM to 2:00 PM EST for regularly scheduled system maintenance; during this time the USA Hire system may be offline. During maintenance windows, the USA Hire system will display a message notifying applicants that the system is offline and will be online again shortly.

Non-GS Pay Scale and Pay Banding Announcements

[Appendix E-10](#) provides additional information on how to use USA Hire with non-GS pay scale and pay banding announcements.

Multiple Specialty Announcements

USA Hire assessments can be used in conjunction with specialties without any additional configuration. First, add specialties on the Vacancy – Position Information page.

Position Descriptions 1 Interdisciplinary Position

Position Description #	Position Title	Pay Plan	Series	Grade(s)	Specialties
<input type="checkbox"/> AK001	Human Resources Specialist	GS	0201 - Human Resources Management	11	<input type="checkbox"/> Recruitment & Placement <input type="checkbox"/> Employee Relations <input type="checkbox"/> Information Systems

After importing the USA Hire assessment battery, USA Staffing will automatically map that battery to each series and grade combination.

Rating Combo: 0201-11 (Employee Relations)	ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Cut Score	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
<input type="checkbox"/> +		Standard USA Hire 0201-11 (Non-Supervisory) - PF2	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>			1 / 1	100%			

Rating Combo: 0201-11 (Information Systems)	ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Cut Score	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
<input type="checkbox"/> +		Standard USA Hire 0201-11 (Non-Supervisory) - PF2	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>			1 / 1	100%			

Rating Combo: 0201-11 (Recruitment & Placement)	ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Cut Score	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
<input type="checkbox"/> +		Standard USA Hire 0201-11 (Non-Supervisory) - PF2	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>			1 / 1	100%			

Interdisciplinary Announcements

USA Hire Standard assessments cannot be used in conjunction with interdisciplinary positions, since the scoring is based on the job series and applicants may receive different scores for different job series at the same grade level. Please create separate announcements for each series.

The Federal Supervisor Assessment (FSA) may be used for supervisory interdisciplinary positions, since the FSA scoring does not differ for different job series at the same grade level. First, select *Supervisory Position* on the Vacancy – Position Information page.

Vacancy 11755278 | Assessment Package | Announcement | Reviews

Office: USA Staffing Demo Office | USAJOBS Job Title: Supervisory Interdisciplinary Engineer | Pay Plan-Series-Grade: GS-0801/0810-13 | Announcement Type: DE | Status: New

Case File | Position Information | Eligibilities | Supporting Documents | Settings

USAJOBS Announcement Settings

USAJOBS Job Title *
Supervisory Interdisciplinary Engineer

USAJOBS Announcement Type *
 Public (U.S. Citizens and Non-Citizens)
 Status (Federal/Veterans/Other Eligible)
 Internal Merit Promotion

Vacancy Type *
 Case Exam
 Standing Register

Position Settings

Customers *

Security Clearance Required: | Travel Required: | Remote Job | Telework Eligible | Drug Testing Required

Position Sensitivity and Risk: | Supervisory Position | Bargaining Unit Position

Relocation Authorized | Financial Disclosure Required

Position Descriptions (1)

Interdisciplinary Position

Position Description #	Position Title	Pay Plan	Series	Grade(s)
<input type="checkbox"/> 001	Supervisory Interdisciplinary Engineer	GS	<input type="text" value="0801 - General Engineering"/> <input type="text" value="0810 - Civil Engineering"/>	<input type="text" value="x 13"/>

Then, select *Enable custom USA Hire interdisciplinary settings* on the Vacancy-Settings page.

USA Staffing
 Staffing Classification Recruit Admin Reports Search
 VACANCY 11755278
 Assessment Package Announcement Reviews
 Office: USA Staffing Demo Office
 Customer: Agency Customer A
 Hiring Office: Sharon Wilborn
 USAJOBS Job Title: Supervisory Interdisciplinary Engineer
 Pay Plan-Series-Grade: GS-0801/0810-13
 Announcement Type: DE
 Status: New
 Case File Position Information Eligibilities Supporting Documents Settings Documents Notes History
 Application Screening
 Age Screening
 Do not collect age information
 Collect age information
 Use Minimum Age
 Use Maximum Age
 Use Effective Age (Calculated by subtracting Qualifying Experience from actual age)
 Do not screen out applicants who fail to meet age requirement(s)
 Exclude Veterans from calculation and screening
 Exclude Land Management Workforce Flexibility Act Eligibles from calculation and screening
 Citizenship Screening
 Screen out non-U.S. Citizens
 Case File Retention
 Vacancy is under litigation - Do not archive
 Administrative Careers with America (ACWA) position - Do not archive
 Application Confirmation Messages
 Automatically respond to all submitted online applications with the selected notification template
 Application Processing
 Questionnaire Settings
 Collect Service Computation Date
 Do not collect Veterans' Preference
 Do not collect Lowest Accessible Grade
 Enable custom USA Hire Interdisciplinary settings
 Limit the number of series an applicant can select to a maximum of
 Limit the number of locations that a user can select to a maximum of
 Require completion of all announcement and assessment items
 Application Submission
 Prevent update of application after initial submission
 Prevent update of assessment responses after application submission
 Require Veterans' Preference supporting documents for application submission
 Require eligibility supporting documents for application submission
 Period of Eligibility
 Expire applications following the period of eligibility
 Applicants will be eligible for
 3 months
 USAJOBS Announcement Configurations
 USAJOBS Apply Online

Finally, select the FSA assessment as appropriate as the external assessment in the Assessment Package Search.

Assessment Package Search

Field Operator Value

Grade Is 13

Series Is 0801 - General Engineering 0810 - Civil Engineering

Template Status Is Published

Is External Is Yes

Add New Search Field

Search Clear Form

Search Results (3)

Name	Position Title	Rating Combination	Position Description Number	Office Name	Is Complete	Is External	Last Edited	
Standard USA Hire 0810-13 (Non-Supervisory) - PF2		0810-13		Office A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10/4/2022	Preview
Premium USA Hire 0810-13 (Federal Supervisory Assessment) - PF2		0810-13		OPM USA Hire Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/5/2022	Preview
Premium USA Hire 0801-13 (Federal Supervisory Assessment) - PF2		0801-13		OPM USA Hire Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/5/2022	Preview

Getting Started

USA Hire Online Training

Online training is available through the [USA Staffing Online Training Portal](#). This on-demand training will provide HR users with the knowledge and tools needed to use USA Hire assessments effectively within USA Staffing. This course provides a USA Hire briefing on what USA Hire assessment are; how to use resources available on the [USA Hire Resource Center](#); how to set up an announcement in USA Staffing with a USA Hire assessment; and determine when to use USA Hire as part of an assessment strategy. Contact your USA Staffing account manager or the USA Hire Program Office if you need assistance accessing this training.

Ensure USA Hire is Right for the Recruitment

The checklist in [Appendix D](#) is designed to assist in determining if USA Hire is appropriate for use with a specific recruitment action. This includes verifying the competencies measured by the USA Hire Assessment are appropriate for the recruitment action and ensuring all grade levels being announced have a USA Hire assessment available.

Weighting Worksheet

If a USA Hire Assessment is used in conjunction with a rating AQ (Assessment Questionnaire), a weighting protocol must be determined to properly combine the two assessment rating results. USA Staffing will calculate the applicant's final combined rating based on the weights set in the Assessment Package.

By default, USA Staffing will weight a rated AQ and USA Hire as 50% each of applicant's final scores. For lower graded positions, it may be appropriate to weight the technical competencies (i.e., those measured in the rating AQ) less than the general competencies (i.e., those measured through the USA Hire Assessment). For example, the weighting protocol may be adjusted to weight the USA Hire results at 75% and the rating AQ results at 25%. For higher graded positions, it may be more appropriate to weight the technical competencies more than the general competencies. In this scenario, one potential solution would be to adjust the weight of the USA Hire results at 40% and the rating AQ results at 60%.

Agencies may use the fillable **Weighting Worksheet** found on the [USA Hire Resource Center](#) at their discretion. This worksheet is solely provided as an example for Agencies seeking to verify and document the weighting protocol. All weighting documentation and justification must be retained as part of the case file. This applies to both the acceptance of the default weighting and use of alternative weighting protocol.

Step 1: Prepare the Vacancy

Once you have been granted access to the USA Hire Assessments, you may begin using them for any and all appropriate recruitments. The following are recommendations on how you might choose to configure your vacancy when utilizing a USA Hire Assessment. HR Users are free to modify these recommendations to meet specific agency needs.

Application Confirmation Messages

When using USA Hire:

- Select the USA Hire Acknowledgement template to automatically send upon application submission.
- Do not select or enter text in the "Display online application confirmation message" field on the Vacancy > Settings page. Any information entered this field will not be displayed to the applicant. When candidates submit their application, the USA Hire system deploys the appropriate confirmation message based on the required next steps of the applicant. The USA Hire system will also email applicants with the same or similar message shown on the confirmation screen.

The screenshot displays the 'Settings' page for a USA Hire vacancy. The 'Application Confirmation Messages' section is highlighted with a red border. It contains the following options:

- Automatically respond to all submitted online applications with the selected notification template
- USA Hire Acknowledgement Template (dropdown menu)
- Display online application confirmation message (text input field)

Other sections visible on the page include:

- Age Screening:** Do not collect age information; Collect age information (with sub-options for Minimum, Maximum, and Effective Age).
- Citizenship Screening:** Screen out non-U.S. Citizens.
- Case File Retention:** Vacancy is under litigation - Do not archive; Administrative Careers with America (ACWA) position - Do not archive.
- Application Processing:** Includes Questionnaire Settings, Application Submission, and Period of Eligibility.
- USAJOBS Announcement Configurations:** Includes USAJOBS Apply Online and Demographic Data Collection.

Step 2: Build the Assessment Package

When utilizing a USA Hire Assessment, a combination of two assessment types will be used to evaluate applicants:

1. A USA Staffing AQ (Assessment Questionnaire) that screens applicants for minimum qualifications only, or screens for minimum qualifications and includes assessment questions on technical competencies used for rating.
2. A USA Hire Assessment for that series and grade combination.

Complete the following steps to ensure the assessment package is created appropriately.

Build the Assessment Questionnaire

Create a new AQ or select an AQ template from your Assessment Library.

1. This assessment can screen-out applicants who fail to meet minimum qualifications only or also include competencies used to assess applicants' technical skills.
2. If the AQ includes minimum qualification (i.e., screen-out) questions only, you must uncheck the "Rating" setting for this assessment either on the Assessment Information page or from the Assessment Plan page.

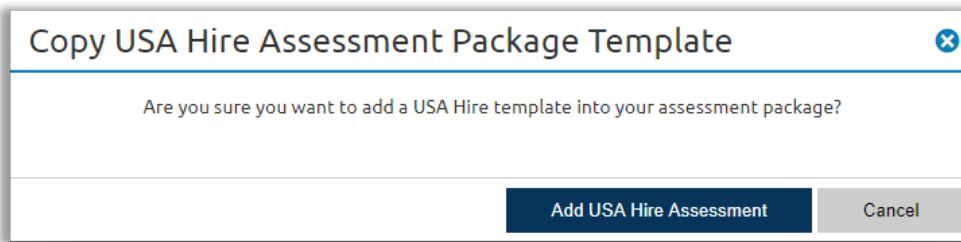


3. Test the assessment to ensure it has been set up properly.
4. The AQ should be tested, but the Assessment Package should NOT be placed into a complete status until after the USA Hire Assessment Package Template(s) are added to the Assessment Package.

Add the External USA Hire Assessment

To add a USA Hire Assessment to the assessment package, do the following:

1. Under the Assessment Plan, click the gear icon on the Assessment Package page to "Select Template". Note: if you do not see the "Select Template" option, make sure the Assessment Package is not in a "Complete" status.
2. The system will automatically apply filters for the series/grade(s) in the Vacancy. Select **Add new search field**.
 - In the Field drop-down, select **Is External**.
 - In the Operator drop-down, select **Is**.
 - In the Value drop-down, select **Yes**.
 - Click **Search**.
 - Select the appropriate USA Hire Assessment template which will use the following naming convention: Standard USA Hire Series-Grade. If you have questions on which template to select, contact your agency USA Hire POC.
 - A window will appear asking for confirmation before proceeding. Confirm you would like to **Add USA Hire Assessment**.



Note: If you are announcing a position with multiple grades, you will need to repeat the steps above for each individual grade. Remember, Standard USA Hire Assessments may be comprised of a battery of assessments, each listed on the Assessment Plan and Assessment Package Checklist pages, as shown below. These assessments cannot be viewed or edited.

ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Proportional Weight	Percentage Weight
-	Demo USA Hire 0201-06	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/2	50%	
373895	Occupational Interaction Assessment-DEMO	External			0.25/1	25%	
373896	Occupational Math Assessment-DEMO	External			0.25/1	25%	
373897	Occupational Reasoning Assessment-DEMO	External			0.25/1	25%	
373898	Occupational Judgment Assessment-DEMO	External			0.25/1	25%	

- If the AQ is screening for minimum qualifications only or is a rating AQ and you are using the default weighting configurations, continue with the next step. If the AQ is a rating AQ and you are modifying the default weights, navigate to the Assessment Plan page of the Assessment Package tab to make these adjustments.
 - Here you will adjust the Proportional Weight for the AQ and USA Hire battery based on determinations identified on the Weighting Worksheet for the recruitment. *Click **Save** to ensure your changes are saved.*
- USA Hire Assessments have been tested and approved internally by the OPM USA Hire Program Office; therefore, no further testing of these assessments is required.

ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Proportional Weight	Percentage Weight
+ Demo USA Hire 0201-06		External	<input type="checkbox"/>	<input checked="" type="checkbox"/>		2/3	66.6667%
+ 373894	HR Specialist CS-6/8 Assessment	Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1/3	33.3333%

- If you anticipate changing the close date of the announcement after it has already opened, please refer to [Appendix E](#) for additional steps.
- The Assessment Package may now be marked as Complete by navigating to the Checklist tab and clicking on "Complete Assessment Package".

If the screen out criteria is changed for a screen-out question after the announcement has opened, use the instructions in [Appendix E – 7. Changing Screen-Out Criteria after Announcements Have Been Released and Applicants Have Applied](#) for instructions on how to manually order applicants’ USA Hire assessments.

Cut Score Application

Twelve of the most commonly used USA Hire Standard Assessment job series have cut scores:

0080 Security Administration	0501 Financial Administration & Programs
0201 Personnel/HR Management	0510 Accountant
0203 Personnel Clerical & Assistance	0560 Budget Analysis
0303 Misc. Clerk & Assistance	0962 Contact Representative
0318 Secretary	1102 Contract Specialist
0343 Management & Program Analyst	2210 Information Technology

These USA Hire assessment batteries with a cut score have different defaults for the *Cut Score* setting depending on the USAJOBS Announcement Type selected on the Vacancy Position Information page:

- **Public (U.S. Citizens and Non-Citizens):** This option has the *Cut Score* setting on the Assessment Plan page enabled in all instances of use.
- **Status (Federal/Veteran/Other Eligible) and/or Internal Merit Promotion:** These options have the *Cut Score* setting defaulted to unchecked on the Assessment Plan page. This means cut scores are defaulted off for these announcement types. Users with the *USA Hire – Apply Cut Score for Merit Promotion* permission are able to check/uncheck the *Cut Score* setting up until the announcement has been released and opened on USAJOBS. Changes made to the *Cut Score* setting will apply to all USA Hire batteries within the Assessment Plan. For example, if the *Cut Score* setting is selected for the GS-9 grade level, it will also be automatically selected for the GS-11 grade level also being announced.

Vacancies using both the Public and Status/Internal Merit Promotion options will be prevented from including a USA Hire battery with a *Cut Score* setting.

USA Hire Settings

Assessment Windows

A vacancy using USA Hire Assessments will automatically generate an assessment testing window. This window is the period of time applicants will be able to access and complete their USA Hire Assessment. By default, this window will start on the announcement open date and end 48 hours (2 days) after the announcement close date. ***If this default window is acceptable, then no further action is needed by the user. The default window should be used with USA Hire Standard Assessment as a general rule.***

If the default window is not desired, this time period can be extended. The time period cannot be shortened to be less than 48 hours (2 days) from the announcement close date. To extend the time period, go to the Assessment Package tab and then the Settings sub-tab. On this page, after a USA Hire battery has been added to the assessment plan, there will be a “USA Hire Settings” section which allows permissioned users to “Edit Window” to set a custom assessment window period. If a custom assessment window is used, it is important to remember when extending an announcement close date after a position has already been released to USAJOBS or when re-announcing a vacancy, the assessment window must be re-edited and reestablished before re-releasing the position to USAJOBS. Otherwise, applicants may

not be able to complete their USA Hire Assessment and may all be ineligible upon application. Users also have the ability to reset to the default assessment window, if needed, after a custom window has been saved.

Category Name	Final Rating Cutpoint
Best Qualified	90
Well Qualified	80
Qualified	70

USA Hire Settings

Assessment Window Type: Defined Window (Set Dates) Dynamic Window (Set Days) [Edit Window](#)

Default Assessment Window:

Assessment Start Date: Announcement Open Date
Assessment End Date: Announcement Close Date + 2 Days

Current USA Hire Hold Status: **Inactive** [Hold Applicants](#)

Hold Status

The USA Hire Settings section also contains the option to apply a USA Hire Hold, which is helpful when an agency would like to review applicants for minimum qualifications first, before sending them the notification to complete the USA Hire assessment. For more information on this option, see the [Holding USA Hire Applicants](#) section in Appendix E.

Reminder Notifications

The *Send USA Hire reminder notifications once announcement closes* setting is automatically enabled, which sends a reminder to applicants who have not completed the USA Hire assessment at 6 am ET the morning after the job announcement closes. This feature may be manually toggled off, if desired by a permissioned user. The reminder notifications cannot be used if the *Send custom USA Hire notifications after applicant submission* setting is enabled, or when using a USA Hire Dynamic Window.

Custom Notifications

The option to *Send custom USA Hire notifications after application submission* is typically only used with select custom USA Hire assessments, so you would leave it turned off when using Standard USA Hire assessments. Please contact your USA Staffing Account Manager if you would like more information about Custom USA Hire Notifications.

Permissions

Each of the options under the USA Hire settings section is permissioned. These three permissions are located in the Assessment Package section of the permission profile:

- **USA Hire - Apply/Release Hold** - Enables user to apply or release an applicant hold on USA Hire assessments.
- **USA Hire - Edit Assessment Window** - Enables user to edit the assessment window for a USA Hire vacancy.
- **USA Hire - Edit Notification Settings** - Enables user edit the settings for sending USA Hire reminder notifications after the announcement closes or custom USA Hire notifications after application submission.

These settings are disabled for all System-level HR user permission profiles except the Office Administrator one. For Custom-level HR permission profiles, these permissions may be enabled or disabled individually depending on the agency's needs.

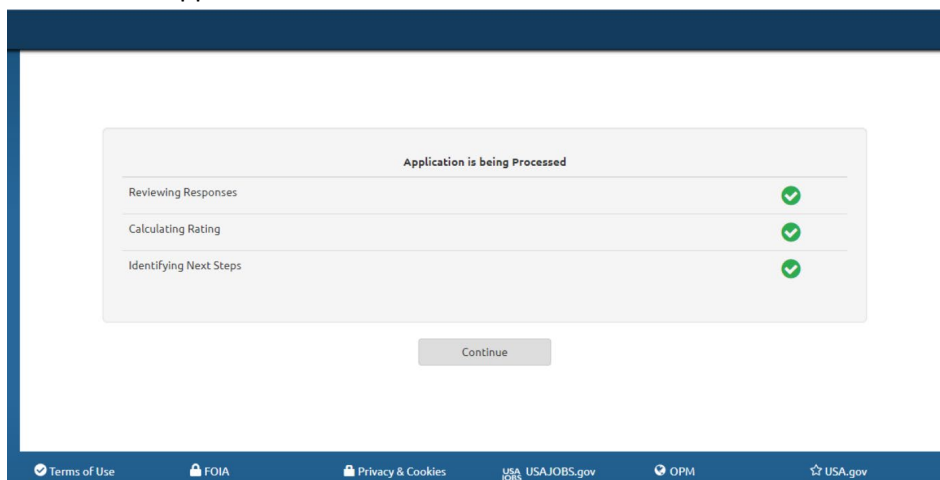
Step 3: Create the Announcement

When using USA Hire, HR users may need to update the announcement text for standard announcements. We recommend creating and using a USA Hire Announcement Template with modified language for consistency and accuracy. A sample Announcement Template is available at [Appendix A](#).

Step 4: Await Applications

After the announcement is released to USAJOBS, applicants may begin applying to the vacancy. Upon submitting their application for a vacancy utilizing USA Hire assessments, the applicant will:

1. Be progressed to an application processing screen. During this time, USA Staffing is determining an applicant's eligibility or ineligibility for further consideration based on his/her responses to the assessment and/or announcement questionnaires. If eligible for further consideration, a request to USA Hire will be submitted to determine if the applicant has previously completed and has score reuse for the required USA Hire assessment(s). Upon completion of this process, the applicant will have submitted their application and will be asked to continue to the application confirmation screen. The applicant will have submitted an application even if they do not continue to the application confirmation screen.



2. The application confirmation screen will display following assessment statuses to the applicant:
 - **If ineligible for the position:** A confirmation message that their application was submitted and that assessments may be required. Ineligible applicants will not receive a system generated USA Hire assessment status notification email.
 - **If eligible for the position, and assessments were previously completed:** A confirmation message that their application was submitted, assessments are complete, and no further action is required.
 - **If eligible for the position, assessments are required, and no reasonable accommodation was requested:** A confirmation message that their application was received, assessments are required, and they must continue to USA Hire to complete assessments and complete their application.
 - **If eligible for the position, assessments are required, and reasonable accommodation was requested:** A confirmation message that assessments are required, and their application is on hold, and that they will be required to provide supporting documentation to substantiate their accommodation claim.

Note: Applicants can return to their USAJOBS account and click on “Track this Application” to find and view their current assessment status notification. See [Appendix C](#) for these status messages.

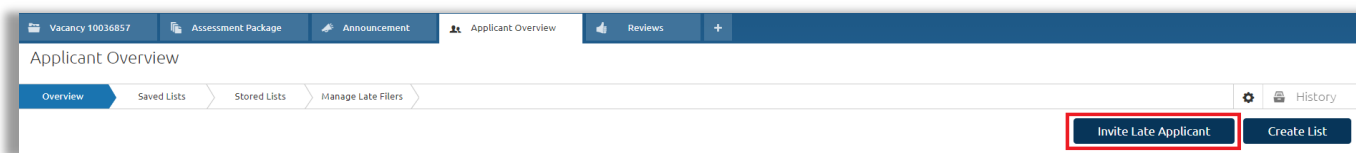
3. In addition to the above application confirmation assessment status on-screen message, applicants will receive the following emails:
 - **All Applicants:** An application receipt acknowledgment email
 - **Eligible applicants, and assessments were previously completed:** Assessments are Complete email
 - **Eligible applicants, assessments required, no RA claimed:** Assessments are Required email
 - **Eligible applicants, assessments required, and RA claimed:**
 - i. Accommodation Under Review email
 - ii. Help Ticket will be created and emailed to them. This email outlines the steps required to support the accommodation request and/or instructs them how to change the request if it was made in error. For more information about this process, see the Reasonable Accommodation for USA Hire Assessments section above.
 - iii. Upon adjudication of the RA claim, applicants will receive an Accommodation Approved or Accommodation Not Approved email notification to let know assessments are required and provide them the USA Hire link.

Note: Applicants can return to their USAJOBS account and click on “Track this Application” to find and view all their assessment status emails. See Appendix B and [Appendix C](#) for these status messages.

4. If assessments were required, and an applicant completes all the assessments by the deadline provided, he/she will receive an Assessments are Complete email and can return to their USAJOBS account and click on “Track this Application” to find their assessment status updated to a completion notice. See Appendix C for this status messages. If an applicant does not complete the required assessments, and Assessment Reminder Notifications were enabled in the Settings of the Assessment Plan, then the applicant will also receive a Assessments are Required Reminder email notification one day prior to the completion deadline. See [Appendix C](#) for these status messages.

Processing Late Filers

On the Applicant Overview Tab, click the **Invite Late Applicant** button. When an applicant is invited as a late filer (Delayed, Regular, or Reopen) after the announcement has closed, USA Staffing will automatically submit an assessment order for the applicant if they are eligible upon completion of their application. The applicant will have 2 days to complete the assessments, unless the applicant has previously tested, and scores are reused.



Refer to [Appendix C](#) for system generated messages provided to applicants after their application is submitted. If applicants contact you with questions about taking the USA Hire Assessment, you may reference the Applicant Specific Questions portion of the USA Hire Frequently Asked Questions document located in the [USA Hire Resource Center](#).

Step 5: Review Applicants

For all Standard USA Hire Assessments, applicants who self-assert minimum qualifications for the position are notified that they may complete the USA Hire Assessment anytime from the point their USA Hire invitation URL is sent until 48 hours after the closing date of the JOA. The assessment window for each applicant is dependent on when the applicant

applies. For example, if a JOA is open for five (5) days and an applicant applies on day one, the applicant will have seven (7) days to complete the USA Hire Assessment. If an applicant applies at 11:59 pm on day five, the applicant will have 48 hours to complete the USA Hire Assessment. For valid late filers or applicants requesting RA, if the announcement has already closed, they will have 48 hours from the time their USA Hire invitation URL is sent to complete the USA Hire Assessment. If the announcement is still open, RA applicants may complete the USA Hire Assessment anytime from the point their USA Hire invitation URL is sent until 48 hours after the closing date of the JOA.

Extending Applicant USA Hire Assessment Window

If you would like to order assessments to extend or resubmit the applicant's ability to complete USA Hire Assessments², complete the steps found in [Appendix E](#).

Scoring and Rating

Applicants will remain in a PA status until assessments are completed and results are received by USA Staffing. Scores are received as soon as an applicant completes the full battery of USA Hire Assessments. USA Hire score results are reused for one year in subsequent applications for vacancies using the same USA Hire Assessments. Applicants seeking technical USA Hire assistance may submit a help desk ticket at <https://apply.usastaffing.gov/HelpTicket>.

The final applicant score may not be immediately calculated and displayed in the USA Staffing application.

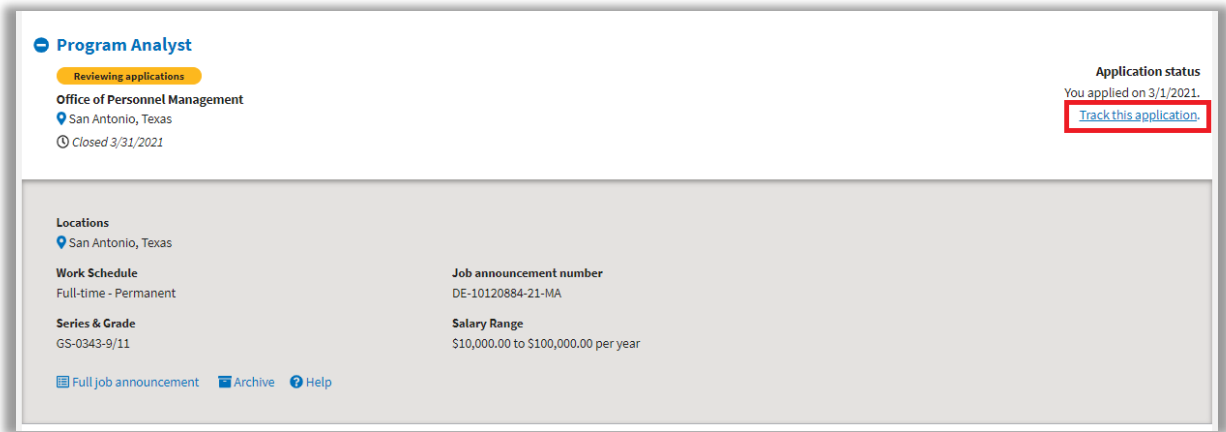
- When USA Hire is the only assessment used for rating in Assessment Package > Assessment Plan, then the applicant's final rating is immediately calculated and displayed after scores are received by USA Staffing.
- When USA Hire is combined with one or more assessments used for rating in Assessment Package > Assessment Plan, then the scores must be standardized before they can be combined into a single final rating. The final applicant score is calculated only once the job announcement close date has passed and the USA Hire scores have been received. Applicants will remain in a "PA" record status until this occurs.

Applicants who do not complete the required assessments within the applicable assessment close window (i.e., 48 hours after the JOA close date or 48 hours after they receive the USA Hire invitation URL) are automatically rated ineligible and assigned the NOR message code IOIM (You were not considered because you failed to complete one or more assessments required for this position).

Applicant statuses may fall into several categories. The primary application Record Status Code (RSC) associated with USA Hire statuses include:

1. PA (Pending Assessment): Indicates an applicant has been granted access to the USA Hire Assessment and needs to complete it to be considered for the position. An applicant:
 - Should have received a URL via email to access the USA Hire Assessment.
 - Can log into their USAJOBS account, locate the applicable application, and click on **Track this application** to find the assessment notification email which contains the URL for the USA Hire Assessment.

² The assessment window is typically not extended. In some cases, for example a natural disaster, extending the assessment window may be necessary.



- Applicants awaiting RA adjudication will be in PA status even though they have yet to receive a link to complete the USA Hire Assessment.
 - HR Users can find the scores and statuses for individual assessments already in progress, by clicking on the **Rating Details** page in the applicant record.
 - All PA applicants will be automatically converted to either eligible (AA) or ineligible (IN) after the USA Hire Assessment close date.
 - When your assessment plan contains an automated writing assessment, applicants may remain in a PA or Pending Score (PS) status if their essay submission was flagged for manual scoring. Once the essay is manually scored by a human, the score will be pushed to USA Staffing.
2. AA (Active and Available): Indicates an applicant is considered tentatively qualified for the position. This could be the case for one of two reasons. They have:
 - Completed all of the required assessments.
 - Completed the USA Staffing AQ and have previously taken the same USA Hire Assessment within the last year, and those scores are being reused for their current application.
 3. IN (Ineligible): Indicates an applicant failed to qualify for the position as they have self-asserted, they do not possess the minimum qualifications or other screen-outs for the position, did not possess the minimum proficiency level for the position, or they failed to complete their assessments within the timeframe provided.

In addition to each application Record Status Code, each application record will be assigned a USA Hire Status. The statuses will be displayed within each application and summarized on the Applicant Overview tab. Applicants' USA Hire Status are also visible on an applicant saved list and may be used as a filter option. The following statuses may be displayed:

- **Not Applicable:** Applicant is not eligible to complete the USA Hire batteries for any of the vacancy rating combinations based on their responses to the announcement/assessment questionnaire.
- **Pending Completion:** Applicant has not yet completed their USA Hire assessments for all the rating combinations where they are eligible to complete them, and the USA Hire assessment window is still open.
- **Complete:** Applicant has completed all USA Hire batteries for the rating combinations where they were eligible to complete them.
- **Did Not Complete:** Applicant has not completed any USA Hire batteries for the rating combinations where they were eligible to complete them, and the USA Hire assessment window is closed.
- **Partially Complete:** Applicant has completed some of the USA Hire batteries (completed for at least one rating combination but did not complete for at least one other rating combination), and the USA Hire Assessment window is closed.

- **Undetermined (Re-Rate Required):** The applicant’s USA Hire status has not been determined because it was last re-rated prior to the feature going into effect. A re-rate will apply the appropriate USA Hire status.

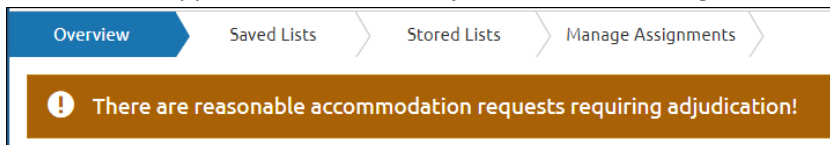
Step 6: Create and Issue Applicant Lists

When creating your Applicant List(s), filter and review the applicants as you normally would. Keep in mind the following:

- USA Staffing will apply veterans’ preference rules as normal.
- You cannot change applicants’ USA Hire Assessment scores.
- You may override the “Minimum Qualifications” rating, if an applicant does not meet the minimum requirements of the position, using an appropriate ineligible code such as IQID.
- USA Hire is designed to only be used with **Final Rating; therefore, do not use Rank By - Raw Score** when creating an applicant list.

Before issuing certificates, be sure to confirm the following:

- The announcement has closed.
- The USA Hire Assessment window close date has passed.
- All RA requests have been adjudicated. This may be determined by the disappearance of the warning banner at the top of the Applicant Overview Area or by running the Claimed Reasonable Accommodation Report. Applicants in AA status may be reviewed while this banner is displayed, but certificates should not be issued until all RA applicants have been adjudicated and no longer in PA status.



- All applicants have an RSC of either IN or AA.

To ensure you follow all required steps, refer to [Appendix F](#) for a checklist to use with the next vacancy you create utilizing USA Hire.

USA Hire Reports

There are three USA Hire reports available through Cognos reports in USA Staffing:

<p>USA Hire Vacancy Log – This report provides a list of vacancies that included a USA Hire Assessment.</p> <ol style="list-style-type: none"> 1. Click Reports on the Dashboard. 2. Click Team Content. 3. Click USA Staffing Packages and Folders. 4. Click Staffing Reports. 5. Click Staffing. 6. Click USA Hire. 7. Click USA Hire Vacancy Log. 8. Follow the prompts to set the parameters of the report. 	<p>USA Hire Tracking Report – This report provides a list of applicants pending USA Hire Assessments (PA). This report also contains vacancy tracking information for applicant eligibility and USA Hire completion rates.</p> <ol style="list-style-type: none"> 1. Click Reports on the Dashboard. 2. Click Team Content. 3. Click USA Staffing Packages and Folders. 4. Click Hiring Data Warehouse. 5. Click USA Hire. 6. Click USA Hire Tracking Report. 7. Follow the prompts to set the parameters of the report.
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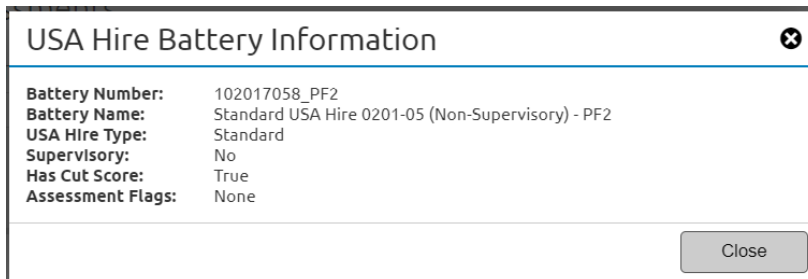
Claimed Reasonable Accommodation Report – This report provides a list of applicants who have claimed a reasonable accommodation eligibility so HR users can track the adjudication process.

1. Click **Reports** on the Dashboard.
2. Click **Team Content**.
3. Click **USA Staffing Packages and Folders**.
4. Click **Staffing Reports**.
5. Click **Staffing**.
6. Click **Vacancy**.
7. Click **Claimed Reasonable Accommodation Report**.
8. Follow the prompts to set the parameters of the report.

USA Hire Attributes

USA Hire Assessment Package attributes to the USA Hire Battery Information (found in the information icon) for templates in a Vacancy Assessment Package and Assessment Package Template(s) are available to assist users in ensuring the correct assessment is selected. The following attributes are displayed:

- **Type:** Standard, Premium, or Custom
- **Supervisory:** Yes, No, or Both
- **Has Cut Score:** True or False
- **Assessment Flags:** SSJT, FSA, Executive, AWA, PAPMA, Proctored, Hurdled, Interview, and/or Agency Owned



The screenshot shows a dialog box titled "USA Hire Battery Information" with a close button (X) in the top right corner. The dialog contains the following information:

Battery Number:	102017058_PF2
Battery Name:	Standard USA Hire 0201-05 (Non-Supervisory) - PF2
USA Hire Type:	Standard
Supervisory:	No
Has Cut Score:	True
Assessment Flags:	None

At the bottom right of the dialog is a "Close" button.

For Additional Information and Questions

USA Staffing Help Desk: To request assistance with any steps in the USA Hire process (e.g., setting up the announcement, applicant notifications, score calculation, HR user experience questions), please submit a Help Desk ticket within the USA Staffing environment. Agencies may also contact their agency USA Hire Point of Contact or OPM USA Staffing Account Manager with any questions related to USA Hire and its functionality in the USA Staffing system.

Reasonable Accommodation Help Desk: To request assistance or status updates regarding a Reasonable Accommodation applicant, please submit a Help Desk ticket within the USA Staffing environment.

USA Hire Help Desk: Applicants seeking technical USA Hire assistance (e.g., inability to access the USA Hire Assessment link, technical difficulty completing the USA Hire Assessment after accessing the link, or applicant user experience questions) should first review the information found on the [USA Hire Applicant Help](#) and submit a help desk ticket from this page if this information does not resolve their question or issue. Technical assistance is available Monday through

Friday 7 AM to 7 PM EST. The Helpdesk is closed on weekends, Federal Holidays, as well as the day after Thanksgiving and Christmas Eve. You may also visit the [USA Hire Resource Center](#) for additional information and answers to frequently asked questions.

Appendix A: Sample USA Hire Announcement Template

When creating an Announcement Template for use with USA Hire JOAs, consider the following:

- Applications for announcements using USA Hire cannot be submitted manually. Remove any references to the submission of Alternate Applications from the announcement.
- Applicants will have the opportunity to request a reasonable accommodation in cases where a mental or physical disability interferes with an applicant's ability to complete the USA Hire Assessments.
- Depending on your agency's business process, applicants may not be able to update assessment responses after submitting an application. If applicable, you may need to change any references related to updating the assessment responses within the initially submitted application.

The table below includes recommended USA Hire verbiage to add to or in some cases completely replace (i.e., the How to Apply section) the language found in a standard Announcement Template while keeping the above in mind.

Additional Information

Reasonable Accommodation (RA) Requests: If you believe you have a disability (i.e., physical or mental), covered by the Rehabilitation Act of 1973 as amended that would interfere with completing the USA Hire Competency Based Assessments, you will be granted the opportunity to request a RA in your online application. Requests for RA for the USA Hire Competency Based Assessments and appropriate supporting documentation for RA must be received prior to starting the USA Hire Competency Based Assessments. Decisions on requests for RA are made on a case-by-case basis. If you meet the minimum qualifications of the position, after notification of the adjudication of your request, you will receive an email invitation to complete the USA Hire Competency Based Assessments, based on your adjudication decision. You must complete all assessments within 48 hours of receiving the URL to access the USA Hire Competency Based Assessments if you received the link after the close of the announcement. To determine if you need a RA, please review the Procedures for Requesting a Reasonable Accommodation for Online Assessments here: [https://help.usastaffing.gov/Apply/index.php?title=Reasonable Accommodations for USA Hire](https://help.usastaffing.gov/Apply/index.php?title=Reasonable+Accommodations+for+USA+Hire)

How You Will Be Evaluated

You will be evaluated based on how well you meet the qualifications listed in this vacancy announcement. Your qualifications will be evaluated based on your application materials (e.g., resume, supporting documents), your responses on the application questionnaire, and your responses to all assessments required for this position. You will be assessed on the following competencies (knowledge, skills, abilities, and other characteristics):

Competencies Bullets

{{Insert Additional Competencies, As Needed}}

{{CUT SCORE VERBIAGE – Include this verbiage if announcing one of the following job series with a cut score: 0080, 0201, 0203, 0303, 0318, 0343, 0501, 0510, 0560, 0962, 1102, 2210}} The USA Hire Assessments includes a cut score based on the minimum level of required proficiency in these critical general competencies. You must meet or exceed the cut score to be considered. You will not be considered for the position if you score below the cut score or fail to complete the assessment.

Overstating your qualifications and/or experience in your application materials or application questionnaire may result in your removal from consideration. Cheating on an assessment may also result in your removal from consideration.

Note: If you wish to include a link for applicants to preview the application questionnaire using the Application Preview data insert, ensure you refer to it as the application questionnaire, rather than the assessment questionnaire, to avoid confusion with the USA Hire Assessment. For example:

To preview the application questionnaire, click the following link: [Application Preview](#)

How To Apply

Please read the entire announcement and all the instructions before you begin an application. To apply and be considered for this position, you must complete all required questionnaires, assessments and submit all required documentation as specified in the How to Apply and Required Documents section. The complete application package must be submitted by 11:59 PM (ET) on the closing date of the announcement to receive consideration. The application process is as follows:

1. Click the **Apply Online** button.
2. Answer the questions presented in the application and attach all necessary supporting documentation.
3. Click the **Submit Application** button prior to 11:59 PM (ET) on the announcement closing date.
4. If you are required to complete any USA Hire Assessments, you will be notified after submitting your application. The notification will be provided in your application submission screen and via email. The notification will include your unique assessment access link to the USA Hire system and the completion deadline. Additionally, in USAJOBS you can click “Track this application” to return to your assessment completion notice.
5. Access USA Hire using your unique assessment link. Access is granted through your USAJOBS login credentials.
6. Review all instructions prior to beginning your assessments. You will have the opportunity to request a testing accommodation before beginning the assessments should you have a disability covered under the Rehabilitation Act of 1973 as amended.
7. Set aside at least 3 hours to take the USA Hire Assessments; however, most applicants complete the assessments in less time. If you need to stop the assessments and continue later, you can re-use your unique assessment link.
8. Your responses to the USA Hire Assessments will be reused for one year (in most cases) from the date you complete an assessment. If future applications you submit require completion of the same assessments, your responses will be automatically reused.

For more general information, system requirements, reasonable accommodation information, and to request assistance regarding the USA Hire Assessments, review the following resources:

https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_Assessments

To update your application, including supporting documentation: During the announcement open period, return to your USAJOBS account, find your application record, and click **Edit my application**. This option will no longer be available once the announcement has closed. **{If utilizing the “Locking Assessment Responses” functionality, substitute this paragraph with the recommended text found in [Appendix E](#).}**

To view the announcement status or your application status: Click on this: <https://www.usajobs.gov/Help/how-to/application/status/>. Your application status page is where you can view your application status, USA Hire assessment completion status, and review your notifications sent by the hiring agency regarding your application.

Note: If using **Dynamic Assessment Testing Windows with Premium or Custom USA Hire Assessments**, please refer to **Appendix E** for instructions on how to populate the How to Apply section.

Appendix B: Application Received Notification Template

Agencies should create the following “Application Received” Notification Template within Admin > Manage Notification Templates. **NOTE:** *Customers using custom USA Hire Assessments should not utilize this notification template.*

Application Confirmation Message Template

Template Name

USA Hire Acknowledgement Template

Template Description

Automated application receipt notification when using USA Hire Assessments.

Notification Purpose	Notification Type	Owning Office
Staffing	Application Received	<u>(Select as appropriate)</u>

Subject Line

Application for **USAJOBS Job Title**, **Announcement Number** was Received

Body Text

Dear **Applicant’s First Name** **Applicant’s Last Name**,

You have successfully submitted your initial application for **USAJOBS Job Title** with **External Customer Name** and your USAJOBS application status now reflects Received.

As the job announcement stated, one or more additional online assessments may be required in order to complete your application. We are in the process of determining if you will need to take the online assessment(s). If we determine additional online assessments are required to complete your application, you will receive an email notification with further instructions. If you do not receive an email, you may not be required to complete any further online assessments. However, please check your “Spam” or “Junk” folder, or log into your USAJOBS account and click the “Track this application” link to check for copies of any email communications which may have been blocked or identified as spam by your email services provider.

Thank you for your interest in Federal Employment with **Organization Name**.

PLEASE DO NOT RESPOND TO THIS EMAIL MESSAGE. IT IS AUTOMATICALLY GENERATED.

Appendix C: System Generated Messages to Applicants

The system will automatically provide and send the messages below based on an applicant's status after they submit their online application and/or complete all required USA Hire assessments.

Ineligible Notification

Applicants ineligible (screen-out) to proceed to the USA Hire application phase will receive the following message.

APPLICATION MANAGER MESSAGE:

You have successfully submitted your initial application for this position. As the job announcement stated, one or more additional online assessments may be required in order to complete your application. If we determine additional online assessments are required to complete your application, you will receive an email notification with further instructions.

EMAIL:

No USA Hire email is sent.

USA Hire Hold Notification

Applicants eligible to proceed to the USA Hire application phase, but a USA Hire Hold was set by the hiring agency will receive the following message until the Hold is released. Once the hold is released, the applicant will receive the appropriate email and on-screen message.

USA STAFFING APPLICATION CONFIRMATION MESSAGE:

You have successfully submitted your initial application for this position. As the job announcement stated, one or more additional online assessments may be required in order to complete your application. If we determine additional online assessments are required to complete your application, you will receive an email notification with further instructions.

EMAIL:

No USA Hire email is sent until the USA Hire Hold is released. Applicants will then receive the Assessments are Required, Assessments are Complete or Accommodation Under Review notifications, as appropriate.

Assessments are Required Notification

Applicants eligible to proceed to the USA Hire application phase who need to complete the assessments will receive the following message:

USA STAFFING APPLICATION CONFIRMATION MESSAGE:

This job announcement requires the completion of USA Hire assessments as part of your job application.

Your next steps and deadline

To continue your application for this position, you must complete additional assessments by 11:59 PM Eastern Time (ET) on **Assessment Window End Date**.

Take assessment(s) now

Resources and assistance

For information, assistance, or determine if you may require a reasonable accommodation in order to complete the assessments, [review the following resources](#).

EMAIL:

SUBJECT: Action Required – Complete assessments for **USAJOBS Job Title**, **Announcement Number**

Hi **Applicant's First Name**,

To finish your application for the position of **USAJOBS Job Title**, **Announcement Number** at **Customer CPDF Agency** you must complete additional USA Hire assessments by 11:59 PM Eastern Time (ET) on **Assessment Window End Date**.

Your next steps

To complete your assessments, click on the assessment link below:

USA Hire Assessment Link

Having issues accessing your assessments?

Try the following actions to access and complete your assessments:

1. Your email provider or organization may alter the link above and it may need to be copied and pasted into your web browser. Then sign into your USAJOBS account using the credentials you used to apply to this position, and then proceed to the assessments.
2. Go to the usajobs.gov website, and sign into your USAJOBS account. Find the job announcement for the position listed above, click "Track this application" and then click on the assessment link provided on screen to proceed to the assessments.
3. Attempt to complete assessments from a different computer. Security restrictions on some computers may make it more difficult to sign in and complete assessments.

Need additional help?

Replies to this message go to an unmonitored mailbox. For more information, assistance, or to determine if you require a reasonable accommodation to complete the assessments, [review the following resources](#).

Provided the hiring agency did not disable the setting in USA Staffing, applicants who still have not completed their assessments one day before to their USA Hire Assessment End Date will receive the following reminder message:

EMAIL:

SUBJECT: Action Required – Complete assessments for **USAJOBS Job Title**, **Announcement Number**

Hi **Applicant's First Name**,

This is a reminder that to finish your application for the position of [USAJOBS Job Title](#), [Announcement Number](#) at [Customer CPDF Agency](#) you must complete additional USA Hire assessments by 11:59 PM Eastern Time (ET) on [Assessment End Date](#). We encourage you to complete the assessments as soon as possible.

Your next steps

To complete your assessments, click on the assessment link below:

[USA Hire Assessment Link](#)

Having issues accessing your assessments?

Try the following actions to access and complete your assessments:

1. Your email provider or organization may alter the link above and it may need to be copied and pasted into your web browser. Then sign into your USAJOBS account using the credentials you used to apply to this position, and then proceed to the assessments.
2. Go to the usajobs.gov website, and sign into your USAJOBS account. Find the job announcement for the position listed above, click “Track this application” and then click on the assessment link provided on screen to proceed to the assessments.
3. Attempt to complete assessments from a different computer. Security restrictions on some computers may make it more difficult to sign in and complete assessments.

Need additional help?

Replies to this message go to an unmonitored mailbox. For more information, assistance, or to determine if you require a reasonable accommodation to complete the assessments, [review the following resources](#).

Assessments are Complete Notification

Applicants eligible to proceed to the USA Hire application phase who need to complete the assessments will receive the following message and email:

USA STAFFING APPLICATION CONFIRMATION MESSAGE:

This job announcement required the completion of USA Hire assessments as part of your job application.

Your assessment completion status

Complete

What determines my completion status?

If you did not just complete a testing session, then your assessment responses were automatically reused from a previous testing session. For USA Hire assessments, your assessment responses will be reused in most instances for one year from the date you previously completed the assessment. Reuse of responses enhances test security, streamlines content management, and reduces your burden by not requiring you to complete repeat test sessions for each announcement to which you apply.

Need additional help?

For more information about the assessments or to submit an assistance request, [review the following resources](#).

EMAIL:

SUBJECT: Assessments complete for USAJOBS Job Title , Announcement Number

Hi Applicant's First Name,

The job announcement for USAJOBS Job Title, Announcement Number at Customer CPDF Agency required the completion of USA Hire assessments as part of your job application.

Your assessment completion status

Complete

What determines my completion status?

If you did not just complete a testing session, then your assessment responses were automatically reused from a previous testing session. For USA Hire assessments, your assessment responses will be reused in most instances for one year from the date you previously completed the assessment. Reuse of responses enhances test security, streamlines content management, and reduces your burden by not requiring you to complete repeat test sessions for each announcement to which you apply.

Need additional help?

Replies to this message go to an unmonitored mailbox. For more information about the assessments or to submit an assistance request, [review the following resources](#).

Applicants eligible to proceed to the USA Hire application phase who were notified to complete assessments and completed them before the assessment deadline will receive the following email upon completing assessments:

EMAIL:

SUBJECT: Assessments complete for USAJOBS Job Title , Announcement Number

Hi Applicant's First Name,

The job announcement for USAJOBS Job Title, Announcement Number at Customer CPDF Agency required the completion of USA Hire assessments as part of your job application.

Your assessment completion status

Complete

What determines my completion status?

If you did not just complete a testing session, then your assessment responses were automatically reused from a previous testing session. For USA Hire assessments, your assessment responses will be reused in most instances for one year from the date you previously completed the assessment. Reuse of responses enhances test security, streamlines content management, and reduces your burden by not requiring you to complete repeat test sessions for each announcement to which you apply.

Need additional help?

Replies to this message go to an unmonitored mailbox. For more information about the assessments or to submit an assistance request, [review the following resources](#).

Reasonable Accommodation Under Review

Applicants eligible to proceed to the USA Hire application phase who need to complete the assessments, but requested a reasonable accommodation to complete the assessments will receive the following message:

USA STAFFING APPLICATION CONFIRMATION MESSAGE:

In your initial application for the **USAJOBS Job Title**, Announcement Number **Announcement Number**, you requested an accommodation for completing the required assessments based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended.

Your application is now ON HOLD and a help desk ticket has been created with the Reasonable Accommodation team. To remove the hold on your application, please follow the instructions in the help desk ticket email with the subject line **Applicant First Name Applicant Last Name – Announcement Number**. **Failure to fully complete the steps outlined in the help desk ticket email by 11:59 PM ET on Assessment Window End Date will cause your application to remain incomplete and remove you from further consideration for this position.**

If you have any questions about the reasonable accommodation process, please contact the Reasonable Accommodations Team by *replying to the help desk ticket email*.

EMAIL:

SUBJECT: Action Needed for Announcement **Announcement Number** Assessment Accommodation Request

**** Read This Communication in its Entirety****

Dear **Applicant's First Name Applicant's Last Name**,

In your initial application for the **USAJOBS Job Title** position, Announcement Number **Announcement Number**, you requested an accommodation for completing the required assessments based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended.

Your application is now ON HOLD and a help desk ticket has been created with the Reasonable Accommodations Team. To remove the hold on your application, please follow the instructions in the help desk ticket email with the subject line **Applicant's First Name Applicant's Last Name – Announcement Number**. **Failure to fully complete the steps outlined in the help desk ticket email by 11:59 PM ET on Assessment End Date will cause your application to remain incomplete and remove you from further consideration for this position.**

If you have any questions about the reasonable accommodation process, please contact the Reasonable Accommodation team by *replying to the help desk ticket email*.

Please do not respond to this email, it is automatically generated.

Additionally a help desk ticket will get created by USA Staffing on the applicant's behalf:

HELP TICKET EMAIL MESSAGE TO APPLICANT

You requested an accommodation for completing the online assessments for the **USAJOBS Job Title** position, Announcement Number **Announcement Number** based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended.

Due to your assessment accommodation request, your application is now ON HOLD. To remove the hold, you must FULLY COMPLETE one of the two courses of action below. Once you have fully completed one of the following courses of action, you will be allowed to take the required online assessment(s) needed to submit a complete

application. **Failure to fully complete one of the courses of action before the deadlines provided in this email will cause your application to remain incomplete and remove you from further consideration for this position.**

COURSE OF ACTION #1: Validate My Reasonable Accommodation Request

To validate your accommodation request and receive consideration for an accommodated version of the online assessments, complete all the below steps no later than by **11:59 PM ET on Assessment Window End Date**. It is your responsibility to plan accordingly to complete these steps by this deadline. Contact the USA Hire Reasonable Accommodation team by replying to this email if you have any concerns with completing these steps by the deadline.

Step 1. Complete the USA Hire Reasonable Accommodation Request Form, found here:

https://help.usastaffing.gov/Apply/index.php?title=Reasonable_Accommodations_for_USA_Hire

Step 2. Provide medical documentation from a qualified professional that includes the following information:

- (1) What is the disability, to include how it affects your ability to complete the assessments?
- (2) What accommodation is requested to assist with the assessments?
- (3) How will the accommodation help you take the assessments?

NOTE: Be advised that a Schedule A letter is not sufficient to determine reasonable accommodation eligibility for online assessments. Requests for Schedule A hiring and/or on-the-job reasonable accommodation should be directed to the agency contact listed in the job announcement.

Step 3. Reply to this help desk email and attach the [USA Hire Reasonable Accommodation Request Form](#) and the medical documentation outlined in Step 2.

Next Steps: Once your request form and supporting documentation is received, it will be reviewed. If any additional information is needed before a determination can be made, you will be contacted via this help desk ticket. Once sufficient information is provided to make a determination, you will be notified of the accommodation decision and your next steps for completing the online assessment(s).

If you have any extenuating circumstances preventing you from validating your reasonable accommodation request by the deadline, reply to this help desk email immediately, but no later than 11:59 PM ET on **Assessment End Date**. Any request for a deadline extension may require supporting documentation for review and approval on a case-by-case basis.

If you have any questions throughout this process, please reply to this email.

COURSE OF ACTION #2: Remove my Reasonable Accommodation Request

Preferred Steps: If you did not intend to request an assessment accommodation, then complete the following steps by **11:59 PM ET on Announcement Closing Date**, the closing date of the announcement.

Step 1. Log into your USAJOBS account, locate your application for this announcement, click the + link to expand it, and then click the **Edit my application** link. Follow the USAJOBS prompts to navigate to your application.

Step 2. Once in the application system, under the Eligibilities section, *update the response to the reasonable accommodation question from "Yes" to "No"*. Make sure you continue all the way through and click the **Submit Application** button at the end.

Next Steps: Once you complete these steps, you will receive an email with a link to the unaccommodated version of the online assessment(s). You will need to complete the assessment(s) by the date and time provided in that email to submit a complete application and be considered for this position.

If you have any questions throughout this process, please reply to this email.

Thank you,

Reasonable Accommodation Help Desk

Applicants whose accommodation request is approved will receive the following message:

APPLICATION MANAGER MESSAGE:

Your request to receive an assessment accommodation has been approved. **You have until 11:59 PM ET on Assessment Window End Date to complete all of the required assessment(s) for this vacancy.** To take the online assessment(s) now, click the following link:

[USA Hire Assessment Link](#)

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>.

EMAIL:

SUBJECT: Assessment Accommodation for Announcement [Announcement Number](#) Approved

Dear [Applicant's First Name](#) [Applicant's Last Name](#),

Your request to receive an assessment accommodation for the [USAJOBS Job Title](#) position, Announcement Number [Announcement Number](#), has been approved. **You have until 11:59 PM ET on Assessment End Date to complete all of the required assessment(s) for this vacancy.** To take the online assessment(s) now, click the following link:

[USA Hire Assessment Link](#)

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements.

If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.stage.usastaffing.gov/HelpTicket>.

Applicants whose accommodation request is not approved will receive the following message:

APPLICATION MANAGER MESSAGE:

Your request to receive an assessment accommodation has not been approved. **You have until 11:59 PM ET on Assessment Window End Date to complete all of the required assessment(s) for this vacancy.** To take the online assessment(s) now, click the following link:

[USA Hire Assessment Link](#)

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>.

EMAIL:

SUBJECT: Assessment Accommodation for Announcement **Announcement Number** Not Approved

Dear **Applicant's First Name Applicant's Last Name**,

Your request to receive an assessment accommodation for the **USAJOBS Job Title** position, Announcement Number **Announcement Number**, was not approved. **You have until 11:59 PM ET on Assessment End Date to complete all of the required assessment(s) for this vacancy.** To take the online assessment(s) now, click the following link:

USA Hire Assessment Link

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements.

If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.stage.usastaffing.gov/HelpTicket>.

Appendix D: Checklist – Is USA Hire Right for Your Recruitment?

This checklist is designed to assist in determining if USA Hire is a good fit for your recruitment.

- **Confirm the job series and grade combination is covered.** USA Hire Standard Assessments are available for non-supervisory positions in 135 Government-wide occupations. Available series and grade combinations for Standard USA Hire Assessments can be found in the [Competency Lookup Tool](#) on the [USA Hire Resource Center](#). This reference tool identifies the competencies measured for a specific job series and grade.

If multiple grade levels are being announced and not all grades have a USA Hire assessment available, USA Hire should not be used. If desired, two job announcements could be used to separately announce the grades with a USA Hire assessment and those without.

- **Use USA Hire as approved by your agency.** Follow your agency's standard operating procedures (SOP) for using USA Hire Standard Assessments or ask your agency USA Hire Point of Contact (POC) to approve.

Your agency USA Hire POC is responsible for working closely with the OPM USA Staffing Program Office, managing customer agency resources, and providing quality assurance including ensuring USA Hire JOAs follow the guidelines outlined in the USA Hire User Guide, as well as any agency-specific guidelines. In addition, the agency USA Hire POC will ensure your agency's internal review process is followed prior to posting USA Hire JOAs to USAJOBS and serve as the main POC for agency HR Users and Hiring Managers when utilizing USA Hire in recruitments.

- **Review your hiring timeline.** Your hiring timeline must allow for a thorough OPM review process of the first five (5) vacancies (i.e., announcements) your agency posts using USA Hire. Confirm you can comply with waiting 48 hours after requesting a review of your vacancy before posting your JOA to allow OPM to conduct a review. Your agency is responsible for establishing an internal review process and timeline for vacancies (i.e., announcements) beyond the first five, before they are released to USAJOBS. Second, you must allow for 48 hours after the JOA closes or 48 hours after the last RA applicant's request has been adjudicated, whichever is later, before you issue certificates for all JOAs using USA Hire.

- **Collaborate with the Hiring Manager.** HR users have access to several resources on the [USA Hire Resource Center](#) to assist in discussing USA Hire with Hiring Managers. These include informational flyers and instructional videos for Hiring Managers and HR users.

- **Assessment Strategy.** Utilize your agency's SOP or the [USA Hire Strategy Chart](#) to determine an effective assessment strategy with the Hiring Manager. This will likely include a decision whether or not to include an assessment questionnaire to measure technical competencies in combination with the USA Hire Assessment.
- **Job Analysis Review and Assessed Competency Confirmation.** Review the recruitment's job analysis and ensure all competencies measured by the USA Hire Assessment are both important for the position and needed upon entry. The [Competency Lookup Tool](#) may be used as a reference to identify the competencies measured. If this cannot be verified for this particular recruitment, then a Standard USA Hire Assessment cannot be used, since all competencies will be measured as part of the assessment battery.
- **Review Expected Timeframe.** If USA Hire will be used, ensure the Hiring Manager is aware of the expected timeframe (e.g., assessment window closes 48 hours after the close of the announcement; RA applicants may have scores flow into USA Staffing up to five business days after the announcement closes; HR may need less time to review applicants depending on the volume of applicants in the best qualified group).

Appendix E: Advanced USA Hire Functionality

Advanced functionality is available for users with unique situations as identified below.

1. Using “Set Applicant Count” functionality with USA Hire

When using USA Hire Assessments with a vacancy that utilizes an applicant cap, no additional action is required. If the vacancy closes early due to reaching the applicant cap, applicants will still have the full assessment window that was initially established to complete their USA Hire Assessment(s). For example, if a vacancy was set to close on a Friday, the assessment window would close on Sunday. Even if the vacancy closed on Tuesday due to meeting the applicant cap, the assessment window would be unchanged. Applicants could still complete their USA Hire Assessment through Sunday.

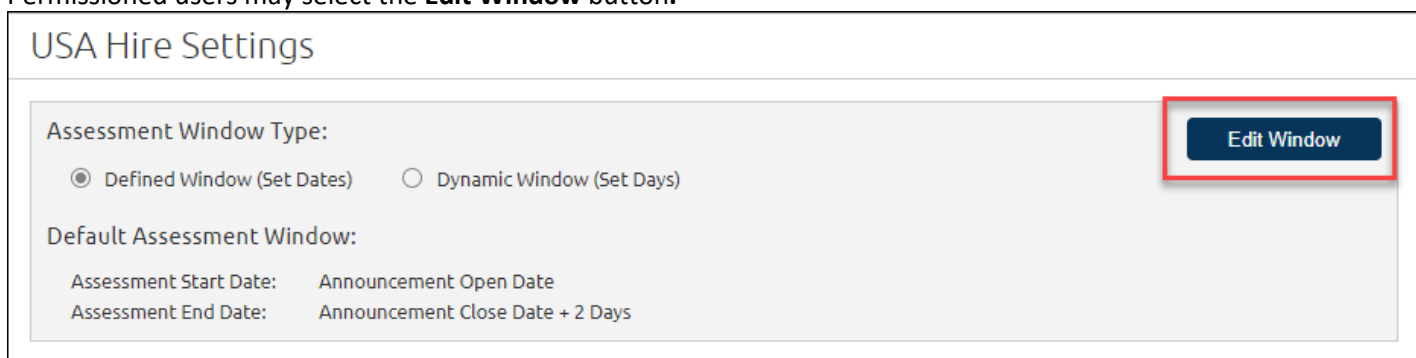
There is no need to change the open/close date in USA Staffing. However, if your agency policy requires a manual change to the open/close date for reporting purposes, do not change the close date on the Announcement Information page until after the online assessment window has closed. **Do not** change the assessment window dates. Applicants will have the full assessment window time period to complete the USA Hire Assessment.

If timeliness is a concern for opening a vacancy with USA Hire that utilizes an applicant cap, it is recommended to set a short open announcement period (example: 2 days) and extend, as necessary, until the applicant cap is reached. USA Staffing will automatically extend the assessment window appropriately.

2. Early Job Opportunity Announcement (JOA) Closure

If a JOA close date needs to be revised to close earlier than originally advertised (ex: JOA closure is driven by receiving a maximum number of applicants, which was reached before the original close date), the assessment start and end dates must remain the same as originally advertised, since applicants who have already applied have received notice they have until a specific date to complete the USA Hire Assessment. To do so, follow these steps:

1. Navigate to the Assessment Package – Settings.
2. Permissioned users may select the **Edit Window** button.



The screenshot shows the 'USA Hire Settings' interface. It features two radio button options under 'Assessment Window Type': 'Defined Window (Set Dates)' (selected) and 'Dynamic Window (Set Days)'. Below this is the 'Default Assessment Window' section, which includes two rows of text: 'Assessment Start Date: Announcement Open Date' and 'Assessment End Date: Announcement Close Date + 2 Days'. A blue 'Edit Window' button is highlighted with a red border in the top right corner of the settings panel.

3. Ensure the Start and End Dates to match the original assessment testing period (i.e., Open on the first day of the announcement open date. Close two days after the original announcement close date).
4. Click **Save Custom Window**, and verify that the USA Hire Settings now says “Custom Assessment Window”.
5. After you’ve saved the custom USA Hire assessment window, you can update the announcement close date to an earlier date, as needed. Having a Custom Assessment Window saved will ensure that modifying the announcement open/close dates will no longer automatically update the assessment start/end dates.

3. Using Cut Off Dates with USA Hire

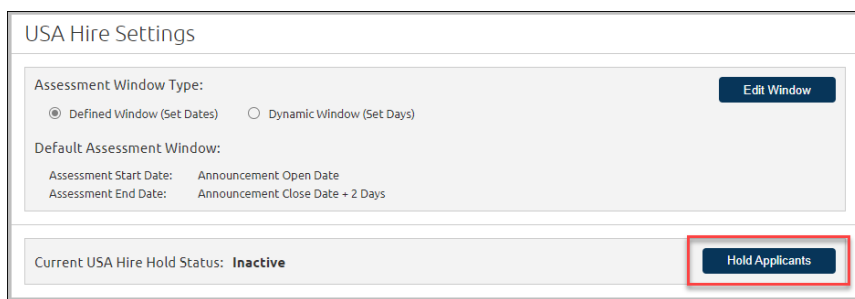
It is possible to use cut off dates to pull lists and evaluate applicants while the JOA is still open. However, this is only possible when the USA Hire Assessment alone is used for rating. If an assessment questionnaire in USA Staffing is combined with the USA Hire for a final rating, applicant scores will not populate until after the close date of the announcement because the assessment questionnaire scores need to be standardized prior to being combined with the USA Hire scores. For more information on standardization, please see [Assessment Standardization](#).

4. Holding USA Hire Applicants

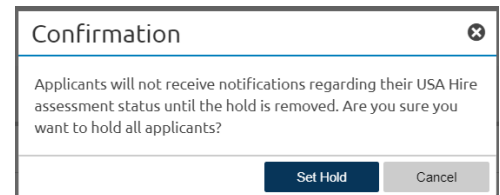
This feature prevents any applicants from receiving invitations to complete USA Hire notifications after applying for a vacancy. This allows HR users to review minimum qualifications within USA Staffing so that only qualified applicants are sent to the USA Hire platform.

A. Setting the USA Hire Hold:

1. Click the **Assessment Package** tab.
2. On the **Settings** sub-tab, click **Hold Applicants**.



The screenshot shows the 'USA Hire Settings' interface. Under 'Assessment Window Type', 'Defined Window (Set Dates)' is selected. Below, the 'Default Assessment Window' section shows 'Assessment Start Date' and 'Assessment End Date' fields. At the bottom, the 'Current USA Hire Hold Status' is 'Inactive', and the 'Hold Applicants' button is highlighted with a red box.

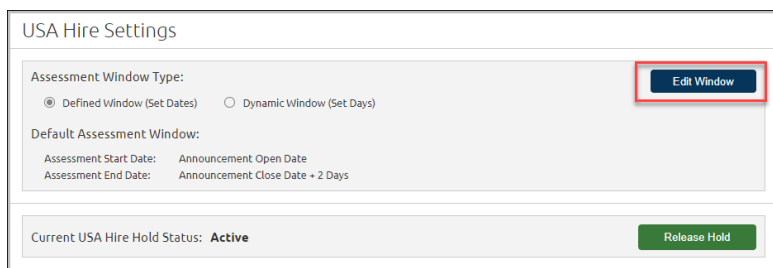


The 'Confirmation' dialog box contains the text: 'Applicants will not receive notifications regarding their USA Hire assessment status until the hold is removed. Are you sure you want to hold all applicants?'. It has 'Set Hold' and 'Cancel' buttons.

B. Removing the USA Hire Hold

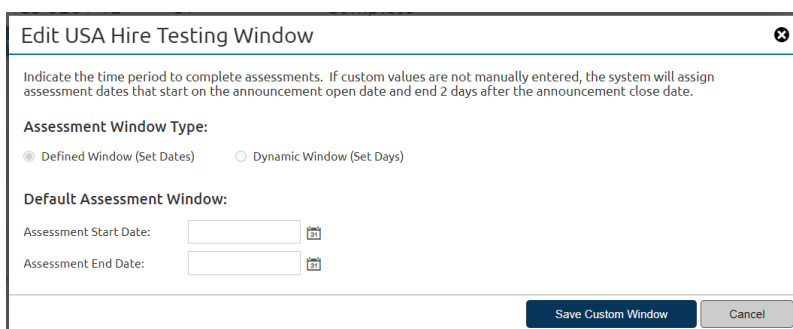
When you are ready to remove the hold, the HR user must first provide applicants an assessment window, and then remove the hold to send those applicants to USA Hire. To remove a hold on USA Hire applicants:

1. Click the **Assessment Package** tab.
2. On the Settings sub-tab, click **Edit Window**



The screenshot shows the 'USA Hire Settings' interface. The 'Edit Window' button is highlighted with a red box. The 'Current USA Hire Hold Status' is 'Active', and the 'Release Hold' button is visible.

3. Within the pop-up window, set the time period applicants will be given to complete USA Hire Assessments once the hold is removed. The Start Date must be the date the hold will be released or earlier. The End Date must be a minimum of 2 days from the date the hold will be released, or later.



The 'Edit USA Hire Testing Window' pop-up window contains instructions: 'Indicate the time period to complete assessments. If custom values are not manually entered, the system will assign assessment dates that start on the announcement open date and end 2 days after the announcement close date.' It has 'Assessment Window Type' (Defined/Dynamic), 'Default Assessment Window' (Start/End Date fields), and 'Save Custom Window' and 'Cancel' buttons.

- Once the assessment window has been set on the Settings sub-tab, click **Remove Hold**.

USA Hire Settings

Assessment Window Type:
 Defined Window (Set Dates) Dynamic Window (Set Days) Edit Window

Default Assessment Window:
Assessment Start Date: Announcement Open Date
Assessment End Date: Announcement Close Date + 2 Days

Current USA Hire Hold Status: **Active** Release Hold

Confirmation

Upon releasing the hold, applicants will receive notifications for USA Hire assessments. Please confirm that the assessment window is appropriate. Are you sure you want to remove the hold?

Remove Hold Cancel

5. Dynamic Assessment Testing Windows

Dynamic Assessment Testing Windows is an option designed to meet the needs of specific custom assessment processes. This functionality should not be used with the USA Hire Standard Assessments. If an assessment warrants deviation from the standard defined testing window, this option allows assessment testing windows to be calculated dynamically based on the application date. Dynamic assessment window functionality changes how the default defined window functionality performs. Aside from this specific section, the USA Hire User Guide only discusses functionality regarding Defined Assessment Windows. If your agency has a USA Hire custom assessment process which would benefit from a dynamic assessment window, contact your USA Staffing Account Manager. For those agencies which are using this functionality, follow these steps to set up your vacancy:

A. Assessment Testing Window Set-up

- Navigate to the Assessment Package – Settings.
- Under USA Hire Settings, select the **Edit Window** button.

USA Hire Settings

Assessment Window Type:
 Defined Window (Set Dates) Dynamic Window (Set Days) Edit Window

Default Assessment Window:
Assessment Start Date: Announcement Open Date
Assessment End Date: Announcement Close Date + 2 Days

Current USA Hire Hold Status: **Inactive** Hold Applicants

- Select Dynamic Windows (Set Days) from the options of Assessment Window Type.

Edit USA Hire Testing Window

Indicate the time period to complete assessments. If custom values are not manually entered, the system will assign assessment dates that start on the announcement open date and end 2 days after the announcement close date.

Assessment Window Type:
 Defined Window (Set Dates) Dynamic Window (Set Days)

Default Assessment Window:
 Calendar days to complete external assessment(s)

Save Custom Window Cancel

4. Indicate the number of days applicants should receive upon application to complete USA Hire Assessments (minimum of 2 days).

B. Announcement Template Set-up

Dynamic assessment windows limit the timeline in which applicants must complete assessments, while a position is still open and soliciting applications. When this testing window option is used, applicants will still be able to update their claimed eligibilities, other application questions, or the supporting documentation submitted with the initial application through a secondary application. However, a reapplication will not result in an automatic extension of the applicant's testing window unless it changes their qualifications for the position or lowest acceptable grade, which result in additional assessments needing to be completed. If the dynamic assessment window is utilized, HR Users should review and modify announcement text for information pertaining to any updates. Below is recommended text to include in the announcement template, if utilizing this feature:

How To Apply

You may update your application documents and some questions related to your personal information at any time during the announcement open period. Upon application, you may be provided a testing window to complete additional assessments. This testing window may stipulate a completion deadline before the announcement closes. It is your responsibility to complete the additional online assessments within the timeline provided to remain in consideration for this vacancy announcement. Failure to complete the online assessments within the testing window for this announcement will not preclude you from being considered for and completing the online assessments during a testing window on a future announcement.

6. Locking Assessment Responses Following Application Submission (Vacancy-Application Processing)

USA Staffing provides flexibility for agencies to choose whether or not to allow applicants to revise their USA Staffing assessment responses after submitting an application. If this option is activated, applicants will not be able to change any of their responses to the USA Staffing assessment questionnaire (e.g., questions pertaining to meeting minimum qualifications, additional screen-outs, etc.). Applicants will still be able to update their claimed eligibilities, other application questions, or the supporting documentation submitted with the initial application. If the locking assessment responses feature is utilized, HR Users should review and modify announcement text for information pertaining to application updates. Below is recommended text to include in the announcement template, if utilizing this feature:

How To Apply

You may update your application documents and some questions related to your personal information at any time during the announcement open period. However, you will not be able to make changes to questions related to assessing the minimum qualifications and competencies (knowledge, skills, abilities and other characteristics) mentioned in the "How You Will Be Evaluated" section above. To make an allowed update to your application, return to your USAJOBS account (<https://usajobs.gov>). There you will find a record of your application, the application status, and an option to **Edit my application**. This option will no longer be available once the announcement has closed.

USA Staffing also provides the flexibility to prohibit applicants from updating any part of their application after initial application. If this functionality is utilized, please modify the announcement text as appropriate.

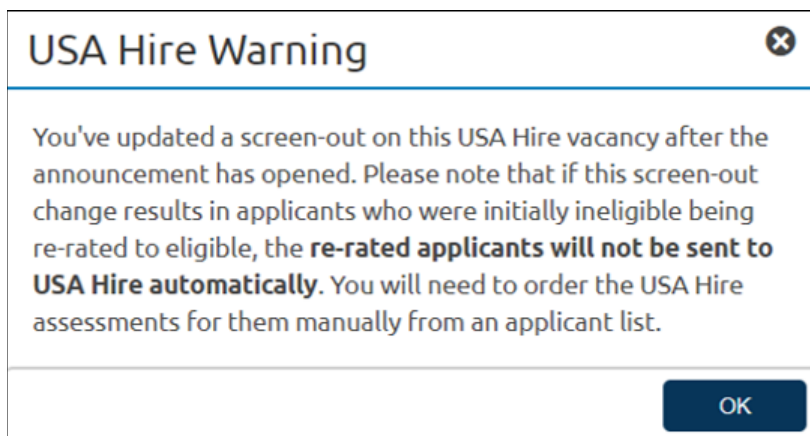
The screenshot shows the 'Settings' tab for a 'USAJOBS Apply Online' announcement. The 'Application Submission' section is highlighted with a red box, containing the following options:

- Prevent update of application after initial submission
- Prevent update of assessment responses after application submission
- Require Veterans' Preference supporting documents for application submission
- Require eligibility supporting documents for application submission

Other sections visible include 'Age Screening', 'Case File Retention', 'Application Confirmation Messages', 'Questionnaire Settings', and 'Period of Eligibility'.

7. Changing Screen-Out Criteria after Announcements Have Been Released and Applicants Have Applied

If an agency overrides an applicant's rating to eligible or makes changes to a screen-out question scoring after an applicant has submitted an initial application resulting in that applicant now being eligible, applicants will automatically re-rate to PA, but re-rated applicants **will not automatically be sent to USA Hire**. All applicants who were previously ineligible and were re-rated to eligible after the change to the announcement or assessment screen-out will need to have their USA Hire Assessments manually ordered. This can be accomplished in mass using the **Mass Order USA Hire Assessments for Multiple Applicants** instructions found below in this appendix. Ordering these assessments will trigger the RA and non-RA USA Hire notifications to be sent to the applicants. If such a change is made, and help is needed, please submit a help desk ticket through USA Staffing and a member of the technical team will assist you with the process.



8. Ordering or Extending USA Hire Assessments

An applicant may need to have his/her USA Hire Assessments manually ordered and have a new assessment request provisioned with USA Hire for a variety of reasons, such as:

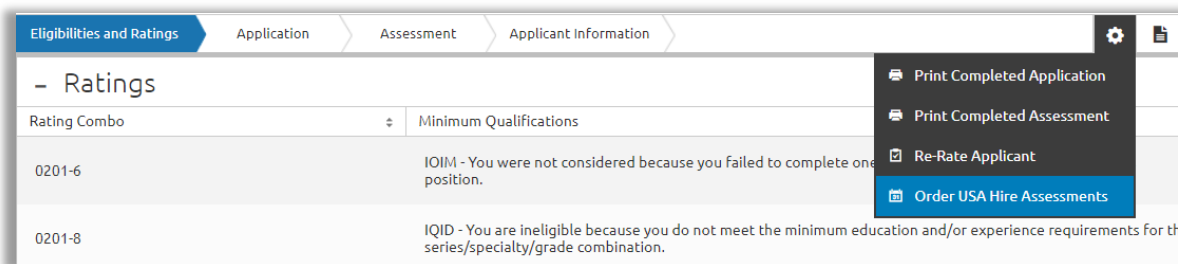
- A first-time assessment order, such as when a HR user fixes a screen-out error which prevented USA Staffing from automatically sending the USA Hire Assessment order upon application submission.
- Submitting a subsequent assessment order while the announcement and/or assessment window are still open to send the applicant a duplicate USA Hire notification.
- Extending an existing assessment order to grant the applicant a longer assessment window, such as when extenuating circumstances like a natural disaster occur.
- Requesting a new assessment order so that the applicant has an additional opportunity to complete assessments, such as when extenuating circumstances like a natural disaster occur.

This functionality should be used rarely. Submitting an assessment order to USA Hire will result in an applicant receiving some form of notification regarding their assessment status as the result of each HR-initiated assessment order. Additionally, all assessment order requests will be logged in History.

Pre-requisite: To successfully order USA Hire Assessments, the minimum qualifications code (i.e., NOR code) must be PA, PS, IOIM, IORA, or an eligible code (e.g., ELTE). If the applicant(s) you are seeking to order assessments for are not in one of these NOR codes, they must first be overridden to PA for all eligible rating combinations which you want to provision USA Hire Assessments. If applicants are being overridden to complete the below assessment order steps, the overrides must be removed by the HR user once these steps are complete.

A. Individually Order a USA Hire Assessment for One Applicant

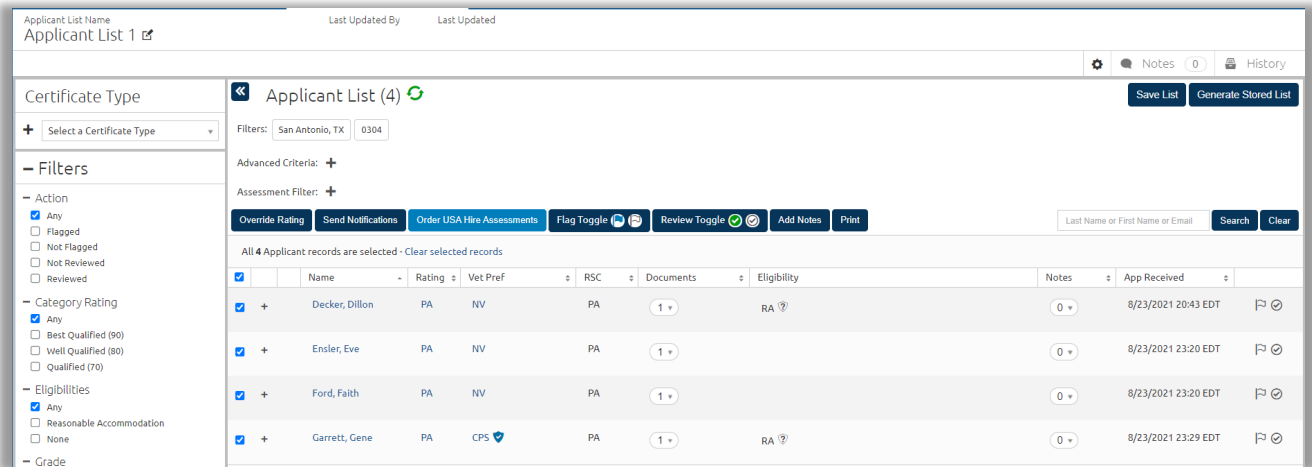
1. Navigate to the applicant's record.
2. Select **Order USA Hire Assessments** from the Gear Icon.



3. If the assessment needs to be ordered and the assessment window has not already passed, use the default **Existing (Retain Assessment Window)** order type.
4. If the assessment needs to be ordered and the system default assessment window end date has passed, or the applicant needs to be given extra time to complete assessments, then select the **New (Create Assessment Window)** order type.
 - **Assessment Start Date:** The start date must be equal to or less than the current date of the order request.
 - **Assessment End Date:** The end date must be equal to or greater than two calendar days from the current date of the order request as applicants must be given a minimum of 2 days to complete USA Hire Assessments.
5. Click the **Order** button to send the order request to USA Hire. This process normally takes about a minute, at which point the applicant will receive an updated USA Hire Assessment Notification regarding their assessment status and instructions to complete assessments (if they have not previously completed the assessments).

B. Mass Order USA Hire Assessments for Multiple Applicants

1. On the application overview tab, click the **Create List** button.
2. Using the checkboxes, select the applicants to mass reorder. Up to 1,000 applicants can be selected at a time.
3. Select **Order USA Hire Assessments**.



4. In the pop-up, enter a Start and End date to reflect the additional time you want to provide the applicants to complete the assessment.
 - **Assessment Start Date:** The start date must be equal to or less than the current date of the order request.
 - **Assessment End Date:** The end date must be equal to or greater than two calendar days from the current date of the order request as applicants must be given a minimum of 2 days to complete USA Hire Assessments.
5. Click the **Order** button to send the order requests to USA Hire. Depending on the volume of applicants, this process may take a few minutes. Once orders are complete, the applicants will receive an updated USA Hire Assessment Notification regarding their assessment status and instructions to complete assessments (if they have not previously completed the assessments).

9. Cancelling a USA Hire Vacancy

The following steps must be taken before cancelling a USA Hire vacancy.

* If, as of the date of the vacancy cancellation the USA Hire Assessment window is **still active** and applicants who previously applied are still completing assessments, then:

1. Navigate to the Assessment Package – Settings.
2. Permissioned users may select the **Edit Window** button.

USA Hire Settings

Assessment Window Type:

Defined Window (Set Dates) Dynamic Window (Set Days) Edit Window

Assessment Window:

Assessment Start Date: Announcement Open Date
Assessment End Date: Announcement Close Date + 2 Days

Current USA Hire Hold Status: **Inactive** Hold Applicants

Send Custom USA Hire Notifications

3. Edit the End Date to the cancellation date plus 2 days (minimum amount of time which needs to be provided). This will update all eligible applicant's assessment windows to be the new date.
4. Send a custom notification notifying applicants that the vacancy has been cancelled and they are no longer required to complete online assessments.

NOTE: This step to shorten the assessment period cannot occur if the vacancy has already been cancelled. If the vacancy has already been cancelled, then applicants will have been given their testing window and will be able to complete assessments until this window passes. However, we recommend sending applicants a custom notification that the vacancy has been cancelled and they are no longer required to complete online assessments.

- If, as of the date of the cancellation, the USA Hire Assessment window **has already passed**, then the vacancy can be cancelled without taking any further action regarding USA Hire.

10. Announcing Non-GS Pay Scale/Pay Band Positions with USA Hire Assessments

For Non-GS Pay Scale or Pay Banding JOAs, the GS equivalent assessment must be used in the vacancy's Assessment Plan. If the pay band covers multiple GS-equivalent grades, only the USA Hire assessment for the lowest GS-equivalent grade should be used. Agencies need to include language in the JOA concerning the equivalence, so that applicants are aware that their test results will apply to the equivalent GS job series and grade. Agencies are responsible for verifying the GS equivalence. The USA Hire Program does not govern or otherwise manage alternative classification and pay systems. Agencies considering the use of USA Hire Standard Assessments with alternative systems need to verify that the assessments are appropriate for use, which entails 1) verifying the competencies being measured are important and required at entry to the job and 2) verifying the alternative job series and grade is equivalent to the GS series and grade for which the assessment is designed. OPM does not require approval or sign-off regarding an agency's use of USA Hire Standard Assessments with alternative classification and pay systems. Agencies may contact USA Hire if additional consultation and guidance is needed.

The following guidance should be used when building a job announcement for an alternate pay scale or pay banding position that includes a USA Hire assessment.

1. Create the USA Staffing request and vacancy using the non-GS pay plan and grade(s).
2. Set up an assessment questionnaire for the minimum qualifications and/or rated technical competencies.
3. Add the USA Hire battery for the lowest GS grade level covered by the vacancy rating combination(s). To do so:
 - A. Under the Assessment Plan, click the gear icon on the Assessment Package page to "Select Template". Note: if you do not see the "Select Template" option, make sure the Assessment Package is not in a "Complete" status.
 - B. The system will automatically apply filters for the series and grade(s) included in the Vacancy. **Modify the Grade filter value** from the vacancy grade to the *lowest GS-equivalent grade*.

- C. Select **Add new search field**.
 - i. In the Field drop-down, select **Is External**.
 - ii. In the Operator drop-down, select **Is**.
 - iii. In the Value drop-down, select **Yes**.
- D. Click **Search**.
- E. Select the appropriate USA Hire Assessment template which will use the following naming convention: Standard USA Hire Series-Grade. If you have questions on which template to select, contact your agency USA Hire POC.
- F. A window will appear asking to **Confirm Grade Level Equivalency** before proceeding. If the vacancy has only one grade, it will automatically be selected. If the vacancy has multiple grades, you will be able to select the correct Vacancy Rating Combination to map to the USA Hire Template Rating Combination.

Copy USA Hire Assessment Package Template ✕

Map USA Hire Template Grade Level to Vacancy Grade Level

The USA Hire template you have selected does not match the pay plan and/or grade level of the current vacancy. Please review and confirm the correct mapping of the USA Hire template rating combination to the Vacancy rating combination.

Note: If the vacancy pay band covers multiple GS grade levels, only the USA Hire assessment for the lowest GS-equivalent grade should be used.

USA Hire Template Rating Combination	Vacancy Rating Combination
GS-0201-5	NH-0201-2 ▼

- 4. If you are announcing a position with multiple grades, you will need to repeat the steps above for each vacancy grade.

Appendix F: Checklist – Standard USA Hire Assessment Vacancy Review

Proceed with the following steps before you post a USA Hire JOA to USAJOBS.

	Steps	Section of Guide
1	<p>Getting Started –</p> <ul style="list-style-type: none"> ▪ Confirm USA Hire is appropriate for use with the recruitment. ▪ Review the competencies to be assessed with the Hiring Manager. ▪ If combining the USA Hire Assessment with a rating AQ, complete a Weighting Worksheet. 	<p>Getting Started</p>
2	<p>Vacancy –</p> <ul style="list-style-type: none"> ▪ Use the USA Hire Acknowledgement Template under Application Confirmation Messages. 	<p>Step 1</p>
3	<p>Assessment –</p> <ul style="list-style-type: none"> ▪ USA Staffing Assessment Questionnaire (AQ) added and tested, if applicable ▪ Appropriate USA Hire External Assessment(s) added ▪ Assessment Plan tab modified, as needed, to address screen-out vs Rating AQ and weighting protocol ▪ Determine to turn on cut scores or not for status/internal merit promotion announcements 	<p>Step 2</p>
4	<p>Announcement –</p> <ul style="list-style-type: none"> ▪ USA Hire JOA template used ▪ Review the Vacancy and JOA Prior to Release to USAJOBS <ol style="list-style-type: none"> 1. For the first five (5) JOAs, work with your agency USA Hire POC to ensure you follow the appropriate review process prior to releasing to USAJOBS 2. After the first five (5) JOAs, follow your agency business process 	<p>Step 3</p>
5	<p>Review Applicants – Once the JOA has closed, confirm the following prior to issuing certificates:</p> <ul style="list-style-type: none"> ▪ The 48-hour USA Hire Assessment close date window has ended ▪ All Reasonable Accommodation requests have been adjudicated ▪ All applicants have an RSC of either IN or AA 	<p>Step 5 and Step 6</p>

Appendix G: Changes Since the Last Version of the USA Hire User Guide

The following changes were made since the last version of the USA Hire User Guide was published.

SECTION	PAGE(S)	DETAILS
Multiple Specialty Announcements	6	Updated language to identify USA Hire functionality with multiple specialties.
USA Hire Settings – Assessment Windows	12	Additional information added about applicants having at least 48 hours to complete an assessment.
Appendix C: System Generated Messages to Applicants	24-31	Updated applicant message verbiage.