



USA Hire Job Aid for USA Staffing HR Users

Table of Contents

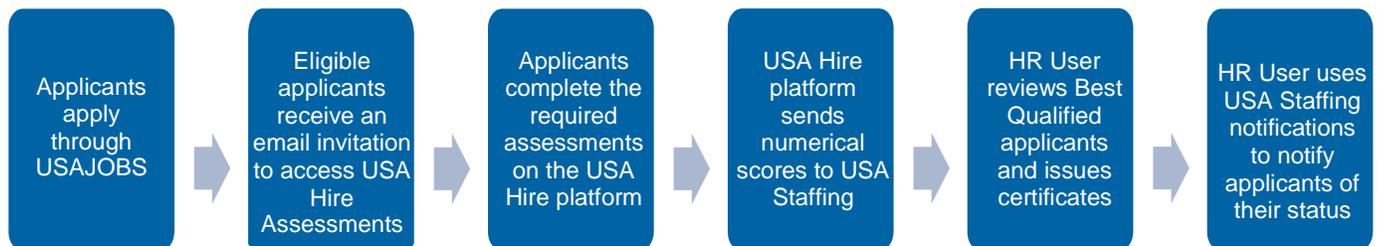
BACKGROUND	2
CHECKLISTS.....	3
PART 1: GETTING STARTED	5
PART 2: ANNOUNCEMENT TEMPLATE	7
PART 3: BUILD THE VACANCY.....	9
PART 4: ASSESSMENTS	10
PART 5: ANNOUNCEMENT	16
PART 6: RATING CONFIGURATION FOR MULTI-GRADE ANNOUNCEMENTS	16
PART 7: CUSTOMIZE NOTIFICATION DEFAULT TEXT	17
PART 8: COMMUNICATE WITH THE USA STAFFING PROGRAM OFFICE	23
PART 9: APPLICANTS	24
PART 10: REFERRALS	26
PART 11: GETTING HELP	27
APPENDIX A: USA HIRE REQUEST FORM.....	28
APPENDIX B: USA HIRE SECURITY NOTICE	29
APPENDIX C: USA HIRE WEIGHTING WORKSHEET	31
APPENDIX D: SUGGESTED LANGUAGE FOR USA HIRE ANNOUNCEMENT TEMPLATE	32
APPENDIX E: USA HIRE STANDARD ASSESSMENT INVITATION EMAIL	35
APPENDIX F: USA HIRE STANDARD ASSESSMENT VIN REVIEW CHECKLIST	37
APPENDIX G: USA HIRE STANDARD ASSESSMENT PROCESS	38

BACKGROUND

Your agency has purchased access to the USA Hire Standard Assessments, which are defined as un-proctored, off-the-shelf test batteries for designated occupational series. They can be included immediately by the HR user in the USA Staffing assessment plan for a specific Job Opportunity Announcement (JOA). No additional analysis, development, validation, or customization is required or will be performed. These assessments may be used for case exams with a single series, up to three grades, open up to thirty calendar days.

USA Staffing is fully integrated with OPM's USA Hire solution to provide professionally developed online assessments in a variety of types (all Section 508/ADA compliant). USA Hire includes cutting-edge software, such as Computer Adaptive Testing (CAT) technology. In addition, USA Hire assessment solutions can be combined with a training and experience questionnaire delivered in USA Staffing, allowing customer agencies to assess the whole-person (i.e., general and technical competencies) during the assessment process.

The online assessment process offered through USA Hire is designed to be user-friendly and attractive for both applicants and HR Users. Applicants who self-assert minimum qualifications for positions that use USA Hire assessments are invited by email to complete a battery of online assessments within 48 hours of the close of the Job Opportunity Announcement (JOA). Applicant results are reused for one year in subsequent applications for vacancies using the same USA Hire assessments. The following is a general overview of the typical USA Hire process when using USA Staffing to post and manage the Job Opportunity Announcement:



This document is designed to guide the USA Staffing HR User through the process of creating a vacancy, setting up a screen-out assessment questionnaire (AQ) or a rating AQ in combination with USA Hire assessments, receiving applications and results, and issuing certificates to the hiring manager. [Appendix G: USA Hire Standard Assessment Process](#) provides an overview of the entire USA Hire process from purchase through selection. For additional resources and answers to frequently asked questions, please visit the USA Hire Resource Center: http://help.usastaffing.gov/USASTaffing/index.php/USA_Hire_Resource_Center.

CHECKLISTS

Checklist to decide if USA Hire is a good fit for your recruitment:

- Confirm your vacancy is covered.** USA Hire Standard Assessments are currently available for non-supervisory positions in over 75 Government-wide occupations including Pathways Internship and Pathways Recent Graduates positions. Available series and grade combinations can be found in the Competency Verification and Task Identification Form on the USA Hire Resource Center:
https://help.usastaffing.gov/USAStaffing/index.php/USA_Hire_Resource_Center

- Obtain approval to use USA Hire.** Ask your agency USA Hire Point of Contact (POC) to approve the use of the Standard USA Hire Assessments for your recruitment.

Your USA Hire POC serves as your agency's USA Hire Project Manager and is responsible for working closely with the 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 Job Aid and any agency-specific guidelines. In addition, the USA Hire POC will ensure the agency's internal review process is followed prior to posting USA Hire JOAs to USAJOBS and will serve as the main POC for agency HR Users and Hiring Managers for USA Hire VINs.

- Review your timeline.** Your hiring timeline must allow for a thorough OPM review process for the first 10 JOAs that your agency posts using USA Hire. Confirm that you are able to allow two business days prior to posting your vacancy to allow OPM to conduct a review of the first 10 JOAs in USA Staffing. Your agency POC is responsible for establishing an internal review process and timeline for your agency's JOAs beyond the first 10 before they are released to USAJOBS.

Second, confirm that you will allow three to five business days after the JOA closes prior to issuing certificates for all JOAs that your agency posts using USA Hire. OPM uses this time to adjudicate requests for reasonable accommodation and confirm the accurate transfer of applicant results from USA Hire to USA Staffing.

- Communicate with the Hiring Manager.** Ensure the Hiring Manager is comfortable using USA Hire and aware of the expected timeframe.
- Decide if you want to measure technical competencies.** You have the option of using USA Hire as the stand-alone rating assessment or combining it with a USA Staffing training and experience-based Assessment Questionnaire (AQ). Discuss this with the Hiring Manager and come to agreement about which approach is best for the target position. This document discusses this option in more detail in later parts of this document.

- Review the required USA Hire documentation:** This documentation is discussed in further detail in Part 1 of this document.
- Review the Reasonable Accommodation Process.** OPM currently manages the reasonable accommodation process for each USA Hire Standard Assessment JOA. Your Office Administrator should follow steps in Parts 1 and 2 for including necessary Reasonable Accommodation language in your JOA.

Once you have made a decision to use USA Hire, proceed with the following steps before you post a USA Hire JOA to USAJOBS. These items are discussed in more detail in later parts of this document.

- Build the Vacancy.**
- Build the Assessment.**
- Use an office-level announcement template.**
- Ensure system configurations are correct.**
- Ensure Applicant and Hiring Manager notifications are correct.**
- Complete the required documentation** each time you announce a JOA using USA Hire.
 - **USA Hire Request Form:** The USA Hire Request Form is provided in [Appendix A](#).
 - **USA Hire Competency Verification and Task Identification Form.** This form is provided on the [USA Hire Resource Center](#).
 - **USA Hire Weighting Worksheet.** If you choose to combine the USA Hire battery with an AQ, you must use the worksheet in [Appendix C](#) to determine and document the weighting for each assessment.
- Request a Review of Your Agency's First 10 VINs.** OPM will conduct a review of your agency's first 10 USA Hire JOAs before they open on USAJOBS. For the first 10 USA Hire JOAs, your agency USA Hire POC will email the USA Hire Request Form to SA-USAHIRE@opm.gov to request a review. After the review is complete, you will receive an email from SA-USAHIRE@opm.gov along with suggested changes or approval to open the JOA. For all JOAs beyond the first 10, follow your agency's internal review process before you open the JOA on USAJOBS. [Appendix F: USA Hire Standard Assessment VIN Review Checklist](#) is provided to assist with your reviews.
- Submit the Request Form to the USA Staffing Help Desk.** Once the review of the JOA is complete, submit a Help Desk ticket to <https://eshelp.opm.gov> with the Request Form attached to open the JOA. It is not recommended that the USA Hire JOA close on a Friday or

Saturday to prevent delays in receiving and adjudicating Reasonable Accommodation requests from applicants.

- **Clear PE Applicants.** Remember to regularly check for any PE records in your applicant list during the announcement open period and correct the applicant error. Applicants in a PE status will not receive the link to the assessments until you resolve the error in their application. If you notice an applicant record in PE status after the close of the announcement, please correct the error and notify the USA Staffing Help Desk at <https://eshelp.opm.gov>.

Issue certificates. The USA Staffing Help Desk will notify you when the numerical scores have been sent from USA Hire by responding to your original help desk ticket and attaching the Email Sent File. Scores are generally sent three to five business days after the closing date. OPM uses this time to adjudicate requests for reasonable accommodation, ensure all applicants who request an accommodation have 48 hours from when their link is sent or 48 hours after the close of the JOA, whichever is later, to complete the USA Hire assessments, and confirm the accurate transfer of applicant results from USA Hire to USA Staffing. When the announcement closes, the USA Hire team will notify you, by responding to your help desk ticket, if any applicants to the vacancy have requested Reasonable Accommodation for the assessments. USA Hire scores will not be available in USA Staffing until the USA Hire team has adjudicated all applicants' Reasonable Accommodation requests. The USA Hire team will also notify you, through a response to the ticket, once the applicant scores have been transferred from USA Hire to USA Staffing. Remember to check for applicants in PL status before issuing certificates. Do not issue certificates if one or more applicants are still in PL status.

- **Complete the USA Hire survey**
at: https://usasurvey.opm.gov/index.php/survey/al/USA_Hire/OnlineAssessments.

PART 1: GETTING STARTED

Maintaining Assessment Security

HR Professionals who use USA Hire are responsible for safeguarding the USA Hire assessments by ensuring that only applicants responding to a USA Hire assessment may access them and view the assessment items. It is critical to the integrity of the online assessment batteries that HR Professionals or other non-applicants not attempt to view the USA Hire assessments. The battery is a combination of separate assessments designed to measure competencies that are valid for selection for a wide range of series and grades. If you would like a preview of the assessment format, the types of items used, and the online interface's look and feel, please view the sample items by using this

link: <https://usahire.opm.gov/assess/default/sample/Sample.action>.

To ensure consistent understanding of these rules and responsibilities, every HR User must review the **Security Notice** included in [Appendix B](#) before using the USA Hire assessments. Please retain this security information according to your agency policies. For example, your agency may retain a single copy internally or may require HR Specialists to include a copy as part of the electronic case file for each JOA in USA Staffing.

Competency Verification and Task Identification Form

The USA Hire assessments were developed through an OPM/vendor partnership. The competencies assessed were identified through Government-wide occupational analyses. These occupational analyses results are the basis for the competencies that are measured in the USA Hire test battery for a given occupation and grade level. The competencies assessed are specific to each series and grade level combination. Agencies may not “opt out” of any competencies nor may they add competencies to the USA Hire batteries. If there are technical competencies you wish to measure, you should consider combining USA Hire with a rating AQ.

Use the *Competency Verification and Task Identification Form* on the [USA Hire Resource Center](#) to discuss the competencies being assessed with the hiring manager. Prior to posting each USA Hire JOA, verify the critical competencies being assessed for the series and grade to ensure they are applicable to your specific position. At least two critical tasks performed on the job must be linked to the identified competencies. Retain the completed *Competency Verification and Task Identification Form* in your case file for documentation.

Weighting Worksheet

If you choose to combine the USA Hire battery with a rating AQ, you must determine the weighting protocol used to combine the USA Hire assessment results with the USA Staffing AQ results. The applicant’s final combined rating will then be sent back from USA Hire to USA Staffing. The default weighting configuration weights the USA Hire results at 50% and the USA Staffing AQ results at 50%. If you would like a different weighting configuration, please contact the USA Staffing Help Desk at <https://eshelp.opm.gov> to discuss the weighting protocol used to combine the USA Hire battery with an AQ.

Assessment weighting documentation and justification must be retained in your case files. This applies to both the default and alternative weightings. The *Weighting Worksheet Form* to be filed in your records may be found in [Appendix C](#).

Reasonable Accommodation for the USA Hire Assessments

The reasonable accommodation item in the USA Staffing Announcement Questionnaire offers applicants the opportunity to alert OPM if they require an assessment accommodation. Applicants who respond "Yes" to this item will not receive their USA Hire email invitation immediately. The JOA instructs applicants on how to request a reasonable accommodation for the assessments, including contact information for an OPM Accommodation Coordinator and a link to the documents required to submit a request:

Procedures for Requesting a Reasonable Accommodation for Online

Assessments: <http://www.usajobs.gov/content/pdfs/USAHireReasonableAccommodation.pdf>

Reasonable Accommodation Request

Form: <https://www.usajobs.gov/content/pdfs/USAHireAccommodationRequestForm.pdf>

Reasonable Accommodation Fax Cover

Sheet: <https://www.usajobs.gov/content/pdfs/USAHireAccommodationFaxCoverSheet.pdf>

OPM must receive requests for reasonable accommodation prior to the announcement closing. If the request is adjudicated positively, OPM will ensure the applicant receives the appropriate accommodation when completing the assessments. If the request is not adjudicated positively, the applicant will have the opportunity to complete the standard version of the assessment batteries. Applicants who request an accommodation will have 48 hours from when their link is sent or until 48 hours after the close of the JOA, whichever is later, to complete the USA Hire assessments.

USA Hire Maintenance Window

Due to necessary system maintenance, the USA Hire assessment platform will be offline the last Thursday of every month, from approximately 8:30 am - 11:00 am ET. Prior notice for any unscheduled down-times will be provided to you in advance by your USA Staffing Account Manager.

PART 2: ANNOUNCEMENT TEMPLATE

Each USA Staffing office is encouraged to create an office-level announcement template for USA Hire JOAs. Your Office Administrator should follow the steps below to build a new office-level announcement template with the suggested USA Hire language. This language includes special instructions and applicant guidance that is specific to USA Hire positions. [Appendix D: Suggested Language for USA Hire Announcements](#) provides the suggested language that should be included in all JOAs that use USA Hire assessments.

The Reasonable Accommodation item under Miscellaneous Information must be included in the office-level USA Hire announcement template. Its text should read: "Do you intend to request consideration for a test accommodation for a disability qualified under the Americans with Disabilities Act of 1990 as amended or the Rehabilitation Act of 1973 as amended?" **Please note:** you may need to create a new template for the Reasonable Accommodation item to be available. This item was added to USA Staffing on October 30, 2010 and is not available in templates developed prior to that time.

USA Staffing STAFFING | REPORTS | ADMIN | LOGOUT

Search Program Office

Templates

Template Libraries

- + Announcements
- + Questionnaires
- Default Scales
- Maintenance
- Preferences
- Data Retrieval

Please select Global, Organization, or Office to continue.

Global Organization Office

Templates

USA Hire Template

Name:

USA Hire Template

Image Based Form FORM: 1203-FX **Template Level:** Office Sort Location By State

- Overview
- Social Security Number
- Vacancy Identification Number
- Title of Job
- Biographic Data
- E-Mail Address
- Work Information
- Employment Availability
- Citizenship
- Background Information
- Other Information
- Languages
- Lowest Grade
- Miscellaneous Information
 - Miscellaneous Information
 - Reasonable Accommodation
- Special Knowledge
- Test Location
- Veteran Preference Claim

An email address is required from each applicant who applies to a USA Hire announcement because the invitation to complete the USA Hire assessments is sent to the applicant's email address. For this reason, the Email Address item must be marked as **Mandatory** as shown in the screen shot below.

USA Staffing STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED Technical Services Group

Questionnaire New Save Copy Delete Cancel

Section Name	Show Section
Social Security Number	<input checked="" type="checkbox"/>
Vacancy Identification Number	<input checked="" type="checkbox"/>
Title of Job	<input checked="" type="checkbox"/>
Biographic Data	<input checked="" type="checkbox"/>
E-Mail Address	<input checked="" type="checkbox"/>

Item Name	Show Online	Mandatory
E-Mail Address	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Citizenship	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lowest Grade	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Miscellaneous Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Veteran Preference Claim	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dates of Active Duty - Military Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Occupational Specialties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Geographic Availability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transition Assistance Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

See the [USA Staffing Online Help - Announcement](#) for additional guidance on creating and modifying Announcement Templates.

PART 3: BUILD THE VACANCY

Create a new vacancy. Complete the Position Information, Assessment Information, and Request Management pages as you would with a typical vacancy.

Note: When building a vacancy to include USA Hire assessments, no applications may be submitted by faxing/mailing in the 1203-FX because the USA Hire assessments must be completed online. All mention of this option should be removed from your vacancy announcement.

Using Category Ranking

USA Hire will always send numerical scores to the USA Staffing system once testing is completed, regardless of whether you are using a screen-out only AQ or a combination of USA Hire and a rating/ screen-out AQ to determine applicant final ratings. If you wish to refer in categories, you may define category titles and cut-off ratings within the vacancy announcement according to your office policies.

PART 4: ASSESSMENTS

Applicants will be evaluated by a combination of two assessments. The first is a USA Staffing AQ. Agencies have the option to only include screen-out items or also add training and experienced-based items (i.e., rating/screen-out AQ) measuring technical competencies and general competencies not measured through the USA Hire assessments. The second assessment is the External Assessment, which alerts USA Hire to invite applicants to complete the USA Hire assessments when the announcement is released and will provide a place in the USA Staffing system to receive applicant scores sent back from USA Hire. The assessments on the USA Hire platform measure a range of general competencies that were identified in Government-wide job analyses as being required for success in each occupational series covered. The decision to combine the USA Hire assessment with additional rating questions should be made by consulting with the selecting official on a vacancy-by-vacancy basis.

All AQs must be built correctly prior to opening the announcement. HR Users may not make any changes to the assessment plan, rating criteria, or applicant responses to the USA Staffing AQ after applications have been received (this does not include manual overrides of applicant ratings) because USA Staffing is “locked down” for edits to reduce the complication of multiple transmissions between USA Staffing and USA Hire. The options for combining an AQ with USA Hire assessments are provided below under Step 1.

Step 1: Create the USA Staffing Assessment Questionnaire

Option 1: Screen-out only AQ + USA Hire

If you use USA Hire as the sole source of rating, you need to build a short USA Staffing questionnaire to cover the screen-out questions, such as basic education, minimum qualifications requirements, and eligibility/area of consideration questions. This option may be appropriate if your vacancy does not require applicants to have specific technical knowledge, skills, or abilities upon entry. Many low-graded vacancies provide on-the-job training for new employees, so assessing based on technical experience may not be important. When a screen-out AQ and a USA Hire online assessment are combined, the USA Hire platform will automatically return numerical scores to the USA Staffing system. HR Users can still use category rating by setting the categories in the Vacancy according to your office policies.

This assessment can be created by the HR User for a specific vacancy or as an assessment template and adapted as needed for each position. We recommend each office create occupation-specific assessment templates to ensure consistency across positions. To begin, either locate your assessment template in your assessment library or create a new assessment of the Assessment Questionnaire type.

Questionnaire Builder

Screen-out AQs should contain only basic and minimum qualifications questions, suitability questions, and a certification question. We recommend that you use a certification screen-out item to encourage applicants to think carefully about how they respond to the qualifications

items and the USA Hire assessments. Ranking factors that are used for anything other than screening applicants should not be included.

Rating Criteria

Configure the Rating Criteria for your screen-out AQ so it will only be used to screen out applicants, not to assign a numerical rating. **Rating must be unchecked for each Factor.**

Verify that every question’s qualifying response has a qualifying value. The Ineligible Code associated with non-qualifying responses should be specific because the codes are included in the Notice of Results to let applicants know why they are ineligible. For example, the ineligibility code IBER tells applicants “You are ineligible for this position because you do not meet the Basic Education Requirement,” and ICA tells applicants “You are ineligible for this position because you did not certify that the answers you provided were true and accurate to the best of your knowledge.”

See the [USA Staffing Online Help - Assessment](#) for additional guidance on building assessments.

The screenshot shows the 'Rating Criteria' configuration interface. At the top, there's a navigation bar with 'STAFFING | REPORTS | ADMIN | LOGOUT'. Below it, a search bar contains 'Technical Services Group'. The main content area is titled 'Rating Criteria' and includes buttons for 'New', 'Save', 'Copy', 'Delete', and 'Cancel'. A 'Group By' dropdown is set to 'Specialty'. The main table lists factors for 'Specialty : 001 Budget Analyst'.

Grade	Factor	Used	Rating	Screen Out	Min. Qual. Value	Inel. Code
12	Minimum Qualifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	ID
	Certification of Information Accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	ICA

Below the table, a 'Question' section shows details for a question with ID 1. The question text is: "Do you have at least one year of specialized experience (equivalent to at least the G... budget formulation, execution, reconciliation and other budget actions includir... analyzing and evaluating changes in program plans and funding, and their effi... developing new or modified policies and/or procedures to improve effectiveness... resolving budgetary problems or issues;... preparing and presenting financial reports to higher-level managers on the st...". The 'Apply Values To' dropdown is set to 'Question - All'. Below the question, a 'Response' table is visible:

Response	Text
2	A Yes
0	B No

The message “No Rating Factors found. Min Quals Only will be used” will appear in red at the bottom of the Test Assessment screen as shown in the screenshot below. This message confirms that this screen- out AQ will only be used to screen out applicants and will not result in a numerical rating. Test the assessment so that it will be saved in a Complete status.

The screenshot shows the USA Staffing Test Assessment interface. At the top, there's a navigation bar with 'STAFFING | REPORTS | ADMIN | LOGOUT'. Below that, a search bar contains 'Technical Services Group'. The main header shows 'Current Vacancy: Vacancy 107981' and 'Test Assessment'. There are buttons for 'New', 'Save', 'Copy', 'Delete', and 'Cancel'. Below this, there are buttons for 'Randomize', 'Clear All', and 'Rate All'. The 'Applicant' dropdown is set to 'Applicant 01'. A table with columns 'Question' and 'Response' is shown, with two rows numbered 1 and 2. At the bottom, a red-bordered box contains the message: 'No Rating Factors found. Min Quals Only will be used.' There are 'Previous' and 'Next' buttons on either side of this message.

Option 2: Rating/Screen-out AQ + USA Hire

USA Hire assessments measure general competencies only. If you would like to combine USA Hire with technical competencies required for your position, you can do so through a rating AQ. Rating AQs to be combined with USA Hire should include minimum qualifications, ranking factors, and a certification question. In most instances, the ranking factors will measure technical competencies only. You could also choose to measure general competencies, as long as those competencies are not also measured by the USA Hire assessment. When USA Hire is combined with a rating AQ, those are the only assessments that may be used to certify applicants. However, you may continue to follow your agency’s post-certification process. When a rating AQ and a USA Hire online assessment are combined, the USA Hire platform will automatically return numerical scores to the USA Staffing system. HR Users can still use category rating by setting the categories in the Vacancy according to your office policies.

The rating AQ can be created by the HR User for a specific vacancy or as an assessment template and adapted as needed for each position. We recommend that each office create occupation-specific assessment templates to ensure consistency across positions. To begin, either locate your assessment template in your assessment library or create a new assessment with the Assessment Questionnaire type.

Questionnaire Builder

Rating AQs should contain minimum qualifications, suitability questions, ranking factors, and a certification question. We recommend that you use a certification screen-out item to encourage applicants to think even more carefully about how they respond to the qualifications items and the USA Hire assessments. Rating AQs also must measure only technical competencies and general competencies not already measured by the USA Hire assessments.

Rating Criteria

Set up your rating criteria as you would for a typical (non-USA Hire) AQ. It should contain both screen-out and ranking factors. Test the assessment so that it will be saved in a Complete status.

See the [USA Staffing Online Help - Assessment](#) for additional guidance on building assessments.

Step 2: Add the External Assessment

The External Assessment option under Type is available to HR Users in USA Staffing for agencies that have purchased USA Hire Standard Assessments. If you do not see External Assessment included in the Assessment Type drop-down in your office, please contact your Account Manager.

Follow these steps to add an External Assessment:

1. On the Assessments page, click New to add the second assessment.

The screenshot shows the USA Staffing web interface. At the top, there is a navigation bar with 'STAFFING | REPORTS | ADMIN | LOGOUT'. Below this is a search bar with 'GO' and 'ADVANCED' buttons, and a dropdown menu set to 'Technical Services Group'. The main content area is titled 'Assessments' and includes a 'Current Vacancy' dropdown set to 'Vacancy 110336'. To the right of the title are buttons for 'New', 'Save', 'Copy', 'Delete', and 'Cancel'. The 'New' button is highlighted with a red box. Below the buttons is a table with the following data:

Vacancy	Assessment	Assessment Type	Min Quals Only	Req For Cert	Weight	Online
Assessments	560-12 IQ Only	Assessment Questionnaire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>

On the left side, there is a sidebar menu with options: '+ Assessment Information', 'Specialty/Grade', 'Questionnaire Builder', 'Rating Criteria', and 'Announcement'.

2. Select External Assessment from the Type drop-down and use your office's naming convention to name the External Assessment. Click Save.

USA Staffing® STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED Technical Services Group

Current Vacancy
Vacancy 110336

Assessment New Save Copy Delete Cancel

Vacancy
Assessments

+ Assessment Information
Specialty/Grade
Questionnaire Builder
Rating Criteria

Announcement
Applicants
Referral

0 Case File Docs

Assessment ID: 199233
Assessment Name: External Assessment Library

Type: External Assessment Assessment Owner: Jennifer Minor

Rating Method: KSA-Based Interdisciplinary ACWA

Complete Retire Assessment Test Notes

Upload New Case File Document Browse... Upload Document

Show in SM

Next

3. Select *Standard USA Hire* from the Vendor drop-down and click Save. If other USA Hire assessments are listed (e.g., USA Hire for PMF, USA Hire PM Simulation, USA Hire Supervisory SJT, agency-specific, etc.) and you are unsure what selection to make, contact your agency's USA Hire POC or the help desk at <https://eshelp.opm.gov> to determine the appropriate option.

USA Staffing® STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED Technical Services Group

Current Vacancy
Vacancy 111342

Assessment New Save Copy Delete Cancel

Vacancy
Assessments

+ Assessment Information
Specialty/Grade
Questionnaire Builder
Rating Criteria

Announcement
Applicants
Referral

0 Case File Docs

Assessment ID: 200392
Assessment Name: External-111342 Library

Type: External Assessment Assessment Owner: Brenda K. Coney

Rating Import: Browse... Import

Vendor: Standard USA Hire

Upload New Case File Document Browse... Upload Document

Show in SM

- Click Assessments on the left menu to return to the Assessments page. Follow the directions below for the option you selected.

Option 1: Screen-out only AQ + USA Hire

Check Min Quals Only for the screen-out AQ. In USA Staffing, the External Assessment must be weighted at 100 and the USA Staffing AQ must be weighted at 0. Click Save.

USA Staffing® STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED Technical Services Group

Current Vacancy
Vacancy 110336

Assessments New Save Copy Delete Cancel

Vacancy	Assessment	Assessment Type	Min Quals Only	Req For Cert	Weight	Online
110336	External Assessment	External Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input type="checkbox"/>
	560-12 MIQ Only	Assessment Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>

Start Date: Null End Date: Null Open Indefinitely

Left Menu: Vacancy, Assessments, + Assessment Information, Specialty/Grade, Questionnaire Builder, Rating Criteria, Announcement

Option 2: Rating/Screen-out AQ + USA Hire

Min Quals Only should NOT be checked. In USA Staffing, the External Assessment must be weighted at 100 and the USA Staffing AQ is weighted at 0. This simply tells the system that the applicant's final combined rating will be sent back from USA Hire.

This system weighting does not impact the weighting configuration selected in the *USA Hire Weighting Worksheet*. The weighting protocol used to combine the USA Hire assessment results with the USA Staffing AQ results will take place in the USA Hire system. The default weighting protocol weights the USA Hire results at 50% and the USA Staffing AQ results at 50%. If you would like a different weighting configuration, please contact the USA Staffing Help Desk at <https://eshelp.opm.gov> to discuss the weighting protocol used to combine the USA Hire battery with an AQ (see [Appendix C](#)). Assessment weighting documentation and justification must be retained in your case files. This applies to both the default and alternative weightings.

The screenshot shows the USA Staffing HR system interface. At the top, there is a navigation bar with 'STAFFING', 'REPORTS', 'ADMIN', and 'LOGOUT'. Below this is a search bar with 'GO' and 'ADVANCED' buttons, and a dropdown menu for 'Technical Services Group'. The main content area is titled 'Current Vacancy' and shows 'Vacancy 110336'. The 'Assessments' section is active, displaying a table with the following data:

Assessment	Assessment Type	Min Quals Only	Req For Cert	Weight	Online
560-12 MQ with Ranking Factors	Assessment Questionnaire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
External Assessment	External Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input type="checkbox"/>

On the left side, there is a sidebar menu with options: 'Vacancy', 'Assessments', '+ Assessment Information', 'Specialty/Grade', 'Questionnaire Builder', 'Rating Criteria', 'Announcement', 'Applicants', 'Referral', and '0 Case File Docs'.

PART 5: ANNOUNCEMENT

Build the vacancy announcement using the office-level USA Hire announcement template.

There are a number of text fields within the suggested language that are specific to the posted announcement and the USA Hire assessments. You will need to review and fill-in the needed information once the announcement template is pulled into the VIN.

PART 6: RATING CONFIGURATION FOR MULTI-GRADE ANNOUNCEMENTS

When using the USA Hire assessment batteries, different competencies can be assessed at different grades (e.g., Influencing/Negotiating is assessed at the GS-09 level but not the GS-07 level). Therefore, it is possible for an applicant to receive a higher rating at a higher grade. This only applies to multi-grade announcements. You do not need to make these changes if you are announcing for only one grade.

To allow USA Hire to be used for multi-grade assessments, the following steps need to be accomplished for each VIN prior to releasing to USAJOBS:

1. In the Administration area, go to **Preferences > Configurations** and select **Rating** from the **Category** drop-down.
2. Under **Apply to Preference Level** select **Vacancy**.
NOTE: *only choose this at the **vacancy level**, as it does not apply to announcements not using USA Hire assessments.*

3. On the **Advanced Search** page, enter your **Vacancy ID** and click **Go**.
4. Under **Item Description**, click the block to the left-side of *For multiple-grade VINs, allow applicant ratings to be higher at the higher grade level(s) than at the lower grade level(s)*. To the right, change the **Value** box from No to **Yes** and then click **Save**.

If you complete the above steps after applicants have applied, you will need to click the Re-rate button on the Vacancy > Position Information page. If the above steps are completed prior to applicants applying, the applicants will automatically receive the appropriate ratings.

PART 7: CUSTOMIZE NOTIFICATION DEFAULT TEXT

Applicant Notifications

HR Users should use notifications to inform applicants of their status via their USAJOBS account. HR Users should customize the default text at the Vacancy level in Preferences to ensure applicants receive consistent and accurate instructions at each point in the USA Hire process. OPM provides the exact text suggested for the applicant messages and notifications listed below:

- The Confirmation Message** informs applicants they have successfully submitted their application. This notice is automatically displayed when applicants submit their application.
- The Acknowledgement Email** is automatically sent when applicants submit their application package online.

Follow these steps to customize applicant notifications for your USA Hire vacancy:

1. In the Administration area of USA Staffing, go to **Preferences > Default Text** and select **Application Manager** from the **Category** drop-down.
2. Select **Vacancy** from the **Apply to Preference Level** drop-down.

3. On the **Advanced Search** page, enter your **Vacancy ID** and click Go.
4. Under **Item Description**, click the block to the left-side of **Confirmation Message**.
5. Paste the suggested USA Hire language below in the **Configurable Text** box and click **Save**.
6. Once saved, select **Acknowledgement Email** from the Category drop-down. Repeat steps 2, 3, and 5.

Note: Each time you select a different form under Category you will need to re-select Vacancy on the Apply to Preference Level drop-down.

Confirmation Message - Suggested USA Hire Language

Thank you for submitting your answers for the job opportunity announcement (JOA) as detailed below. Your submission has been received and processed. You may wish to print this page for your records. You will also receive an Acknowledgement Email to confirm that your application has been processed. This does not complete your application package. We will assess your qualifications based upon the responses you provided, as well as all other materials requested in the JOA.

If you are preliminarily found eligible for the position:

1. *You will receive an email inviting you to complete an online assessment battery. Please ensure your email account settings will allow an email from a “.gov” email address. If not, the email may appear in a “Spam” or “Junk” folder. NOTE: Applicants requesting a Reasonable Accommodation for the assessments will not receive an email message until after the request has been adjudicated. An Accommodation Coordinator will contact you with further details if you requested a Reasonable Accommodation for the assessments.*
2. *You must complete all of the assessments to be considered for the position. These assessments will be used to make hiring decisions and should be taken seriously.*
3. *After you complete all of the assessments and your supporting documentation is reviewed, you will be notified of the results with an email message.*
4. *If you have not received the link to the assessment within 24 hours of the closing date and you meet the minimum qualifications for the position, you should contact HelpDesk@USAHire.opm.gov to request the invitation to be re-sent.*

If you are found ineligible for the position:

1. *You will receive an email message notifying you of your ineligibility.*
2. *Your USAJOBS account will be updated to reflect your ineligibility for the position.*
3. *You will not be considered for the position.*

USA Staffing STAFFING | REPORTS | ADMIN | LOGOUT

Search [GO] [ADVANCED] Program Office [?]

Default Text [New] [Save] [Copy] [Delete] [Cancel]

Template Libraries

Maintenance

Preferences

Configurations

Default Text

Applicant Flags

NOR Messages

Category Rating Sets

Manager Messages

Data Retrieval

Category
Application Manager

Apply to Preference Level
VACANCY

Preference For
1198884 [Select]

Item Description

Confirmation Message

Submit My Answers Message

Configurable Text

Thank you for submitting your answers for the job opportunity announcement (JOA) as detailed below. Your submission has been received and processed. You may wish to print this page for your records. You will also receive an Acknowledgement Email to confirm that your application has been processed. This does not complete your application package. We will assess your qualifications based upon the responses you provided, as well as all other materials requested in the JOA.

If you are found eligible for the position:

1. You will receive an email inviting you to complete an online assessment battery. Please ensure your email account settings will allow an email from a ".gov" email address. If not, the email may appear in a "Spam" or "Junk" folder. NOTE: Applicants requesting a Reasonable Accommodation for the assessments will not receive an email message until after the request has been adjudicated. An Accommodation Coordinator will contact you with further details if you requested a Reasonable Accommodation for the assessments.
2. You must complete all of the assessments to be considered for the position. These assessments will be used to make hiring decisions and should be taken seriously.
3. After you complete all of the assessments and your supporting documentation is reviewed, you will be notified of the results with an email message.

If you are found ineligible for the position:

1. You will receive an email message notifying you of your ineligibility.

Acknowledgement Email – Suggested USA Hire Language

This is to acknowledge the receipt of the application materials you submitted for the job opportunity announcement (JOA) shown above. We will assess your qualifications based upon your responses and all other materials requested in the JOA.

If you are found preliminarily eligible for the position:

1. *You will receive an email message inviting you to complete an online assessment battery. Please ensure your email account settings will allow an email from a ".gov" email address. If not, the email may appear in a "Spam" or "Junk" folder. NOTE: Applicants requesting a Reasonable Accommodation for the assessments will not receive an email message until after the request has been adjudicated. An Accommodation Coordinator will contact you with further details if you requested a Reasonable Accommodation for the assessments.*
2. *You must complete all of the assessments to be considered for the position. These assessments will be used to make hiring decisions and should be taken seriously.*
3. *After you complete all of the assessments and your supporting documentation is reviewed, you will be notified of the results with an e-mail message.*

- If you have not received the link to the assessment within 24 hours of the closing date and you meet the minimum qualifications for the position, you should contact HelpDesk@USAHire.opm.gov to request the invitation to be re-sent.

If you are found ineligible for the position:

- You will receive an email message notifying you of your ineligibility.
- Your USAJOBS account will be updated to reflect your ineligibility for the position.
- You will not be considered for the position.

The screenshot shows the 'Default Text' configuration page in the USA Staffing system. The page has a blue header with the USA Staffing logo and navigation links for STAFFING, REPORTS, ADMIN, and LOGOUT. Below the header is a search bar and a 'Program Office' dropdown menu. The main content area is titled 'Default Text' and includes buttons for 'New', 'Save', 'Copy', 'Delete', and 'Cancel'. On the left, there is a sidebar with menu items: Template Libraries, Maintenance, Preferences, Configurations, Default Text, Applicant Flags, NOR Messages, Category Rating Sets, Manager Messages, and Data Retrieval. The 'Default Text' section is highlighted. It contains a 'Category' dropdown menu set to 'Acknowledgement Email' and an 'Apply to Preference Level' dropdown menu set to 'VACANCY'. Below these is a 'Preference For' field with the value '1198684' and a 'Select' button. The 'Configurable Text' section contains a text editor with the following content:

This is to acknowledge the receipt of the application materials you submitted for the job opportunity announcement (304) shown above. We will assess your qualifications based upon your responses and all other materials requested in the 304.

If you are found eligible for the position:

- You will receive an email message inviting you to complete an online assessment battery. Please ensure your email account settings will allow an email from a ".gov" email address. If not, the email may appear in a "Spam" or "Junk" folder. NOTE: Applicants requesting a Reasonable Accommodation for the assessments will not receive an email message until after the request has been adjudicated. An Accommodation Coordinator will contact you with further details if you requested a Reasonable Accommodation for the assessments.
- You must complete all of the assessments to be considered for the position. These assessments will be used to make hiring decisions and should be taken seriously.
- After you complete all of the assessments and your supporting documentation is reviewed, you will be notified of the results with an e-mail message.

If you are found ineligible for the position:

- You will receive an email message notifying you of your ineligibility.
- Your USAJOBS account will be updated to reflect your ineligibility for the position.
- You will not be considered for the position.

Agency Contact Communication

Both hiring managers and HR Specialists are invited to contribute feedback on the use and effectiveness of USA Hire by completing a survey hosted by OPM. As the HR Specialist, please feel free to complete the survey after the selection process is complete at the following link: https://usasurvey.opm.gov/index.php/survey/al/USA_Hire/OnlineAssessments.

To ensure hiring managers can also easily access the survey from Selection Manager, follow these steps:

- In the **Administration** area, go to **Preferences > Default Text** and select **Certificate of Eligibles** from the **Category** drop-down.
- Select **Vacancy** from the **Apply to Preference Level** drop-down. Enter your **Vacancy ID** in the search criteria and click Go.

3. Add the survey instructions below to the **Configurable Text** in the appropriate certificate type(s) and click **Save**. Do not to replace any standard certificate language already in place, simply add to the existing text.
4. Once saved, go back to the **Administration** area, click on **Preferences > Default Text** and select **Electronic Certificate** from the **Category** drop-down. Repeat steps 2 and 3 and click **Save**.

Certificate of Eligibles and Electronic Certificate – Suggested USA Hire Language

Applicants for this position completed online assessments via the USA Hire platform as part of the application process.

Feedback and data are critical components of the USA Hire strategy to ensure we are meeting the needs of our customers. We kindly request that you complete the survey below so we can continuously improve USA Hire products and services.

We would appreciate feedback on your experience selecting from among applicants who took these online assessments by completing a brief 5-10 minute survey. The survey asks questions related to the experiences Hiring Managers have had when selecting applicants for the targeted or similar positions.

The link to the survey is:

https://usasurvey.opm.gov/index.php/survey/al/USA_Hire/OnlineAssessments

To be able to best answer all survey questions, we request that respondents complete the survey once hiring decisions are made.

If you have any questions regarding this survey, would like additional information, or would like to provide feedback in another format, please contact the USA Staffing Help Desk at <https://eshelp.opm.gov>.

USA Staffing
STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED
Program Office ▼
?

New Save Copy Delete Cancel

Template Libraries

Maintenance

Preferences

Configurations

Default Text

Applicant Flags

NOR Messages

Category Rating Sets

Manager Messages

Data Retrieval

Default Text

Category

Certificate of Eligibles ▼

Apply to Preference Level

VACANCY ▼

Preference For

1198084 Select

Item Description
▶ Category Rating Certificate Text
Competitive Certificate Text
Merit Promotion Certificate Text
Merit Promotion Non-Competitive Referral List
Priority Referral Text
Non-Traditional Certificate Text

Configurable Text

Applicants for this position completed online assessments via the USA Hire platform as part of the application process. The USA Hire platform is used by the U.S. Office of Personnel Management to host online assessments being used for hiring across the Federal Government. We would appreciate feedback on your experience selecting from among applicants who took these online assessments by completing a brief 5-minute survey. Please click on the following link to begin the survey:
https://usasurvey.opm.gov/index.php/survey/a1/USA_Hire/OnlineAssessments.

If you have questions or have difficulty completing the online survey, please contact USAHire@opm.gov. No individually identifiable information will be reported. Thank you for taking the time to provide us your input on these assessments.

USA Staffing
STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED
Demo Office ▼
?

New Save Copy Delete Cancel

Template Libraries

Maintenance

Preferences

Configurations

Default Text

Applicant Flags

NOR Messages

Category Rating Sets

Manager Messages

Data Retrieval

Default Text

Category

Electronic Certificate ▼

Apply to Preference Level

VACANCY ▼

Preference For

1229464 Select

Item Description
▶ Category Rating
Competitive
Competitive Merit Promotion
Merit Referral List
Non-Traditional

Configurable Text

Applicants for this position completed online assessments via the USA Hire platform as part of the application process.

Feedback and data are critical components of the USA Hire strategy to ensure we are meeting the needs of our customers. We kindly request that you complete the survey below so we can continuously improve USA Hire products and services.

We would appreciate feedback on your experience selecting from among applicants who took these online assessments by completing a brief 5-10 minute survey. The survey asks questions related to the experiences Hiring Managers have had when selecting among applicants who have taken the USA Hire online assessments.

The link to the survey is:
https://usasurvey.opm.gov/index.php/survey/a1/USA_Hire/OnlineAssessments

PART 8: COMMUNICATE WITH THE USA STAFFING PROGRAM OFFICE

OPM will review your agency's first 10 USA Hire JOAs before they open on USAJOBS. For your first 10 USA Hire JOAs, your agency USA Hire POC will email the USA Hire Request Form to SA-USAHIRE@opm.gov with a cc to your Account Manager requesting a review. Follow your agency's internal review process for all JOAs that use USA Hire (beyond the first 10) before they open on USAJOBS. [Appendix F: USA Hire Standard Assessment VIN Review Checklist](#) is provided to assist with your reviews.

Because the scoring for USA Hire takes place outside the USA Staffing system, it is important for the USA Staffing Program Office to be aware that you are opening a JOA using USA Hire. Once the review of your JOA is complete and you are ready to open it, submit a Help Desk ticket to <https://eshelp.opm.gov> and attach the Request Form. Your ticket will be routed to the USA Hire team so they are aware the vacancy is opening.

NOTE: Please list the Vacancy Number in the Subject of the Help Desk ticket and choose "USA Hire Request" from the dropdown under Type of Ticket. You do not need to wait for an acknowledgement from the Help Desk to open your vacancy.

The screenshot shows the 'New Issue for USAS Help Desk' form. The 'Type of Ticket' dropdown menu is open, and 'USA Hire Request' is selected and highlighted with a red box. The form includes the following fields and options:

- New Issue for USAS Help Desk:** Subject (VIN 12345678 - USA Hire), Priority (Needed), Status (Open), Last Name, Mr/Mrs/Ms (No Choice), Email address (all lower case).
- Contact Information:** Select Contact, History, Clear, Create Contact, Update Contact, Last Name, Mr/Mrs/Ms (No Choice), Phone, Time Zone (Make a Selection), Office/Organization, Office (No Choice), Email address (all lower case), First Name, USA Staffing UserID, Are you an OPM-HRS employee? (Make a Selection), Organization (Make a Selection).
- Ticket Information:** Type of Ticket (USA Hire Request), Is this an OPM HRS VIN? (No Choice), Vacancy ID Number (VIN), Applicant SSN(s), Applicant Name(s), Internal Notes (USA Hire Request, How do I...? (ticket routed to trainers), Suggestion for enhancement, Comment about Online Help System content).

Once the vacancy closes, the USA Hire team will notify you, by responding to your help desk ticket, if any applicants to the vacancy have requested Reasonable Accommodation for the assessments. USA Hire scores will not be available in USA Staffing until the USA Hire team has adjudicated all applicants' Reasonable Accommodation requests. The USA Staffing Help Desk will notify you when the numerical scores have been sent from USA Hire to USA Staffing by

responding to your original help desk ticket, and they will attach the Email Sent File. This excel file includes the Applicant Name, Email Address, Test Date, and indicates whether each applicant completed the assessments, started the assessments, or did not attempt to use the assessment link. You can use this file to address applicant questions. The file will be encrypted and password protected prior to being attached to the help desk ticket. Please contact your Account Manager to receive the password.

If there are still applicants in PL status when you receive the Email Sent File, please contact the USA Staffing help desk at <https://eshelp.opm.gov> to request assistance clearing these applicants before issuing certificates. PL status means that one or more required assessments have not been completed or the results have not been properly matched with the applicant record. Do not issue certificates if one or more applicants are still in PL status. In addition, if you pull an Applicant List before scores are sent back to USA Staffing, please refresh the list before issuing a certificate.

If you experience any technical issues with your JOA related to USA Hire during or after the closing period, alert the help desk by responding to your initial footprints ticket for the Vacancy.

PART 9: APPLICANTS

When applicants submit USA Hire application packages, they automatically receive the Acknowledgement Email from USA Staffing. Applicants who indicate they are qualified in the Minimum Qualifications AQ will also receive an additional email inviting them to take the USA Hire assessments. Applicants have until 48 hours after the closing date of the announcement to complete the USA Hire assessments. A sample USA Hire Invitation Email can be found in [Appendix E: USA Hire Standard Assessment Invitation Email](#).

Applicants will not find the USA Hire Invitation Email in their email account inbox if the following occurs:

1. They indicated in the minimum qualification AQ that they were not qualified.
2. They responded “yes” to the Reasonable Accommodation question in USA Staffing.
3. The USA Hire Invitation Email was blocked by the applicant’s email account privacy settings and was directly sent to a “spam” or “junk” folder.
4. The applicant record is in a pending status, such as PE (Pending Error).
5. The email address provided in the application is different than the email account they are searching.

If applicants question why they did not receive the USA Hire Invitation Email, follow the steps below:

1. Make sure the applicant is not in a pending status. If the applicant is in PE status, clear the pending record and the applicant should receive the USA Hire Invitation Email shortly. During the open period of the announcement, you should check applicant

statuses regularly and resolve any in a PE status so they can complete testing during the normal testing window.

2. Check the applicant's responses to the questionnaire. If the applicant selected qualifying responses, the applicant status should be PL (Pending Assessment Component).
 - a. Ensure the applicant is checking the email account inbox for the email provided during the application process. For test security purposes, the email invitation will only be sent to the email address provided during the application process.
 - b. Ask the applicant to check the "spam" or "junk" folder of the email account. If the applicant cannot find the email in the "spam" or "junk" folder AND the testing window is still open, direct the applicant to contact the Help Desk at helpdesk@usahire.opm.gov to have the invitation re-sent.
3. If the applicant selected non-qualifying responses in the questionnaire, the applicant will be in IN status and will not receive the email invitation. Follow your office procedure to notify the applicant that they were not qualified.

Reconciling Applications

Applicants will appear in the applicant list in USA Staffing after they submit their application package. If the applicants indicated they are qualified for the position, they will remain in a PL status until they complete the USA Hire assessments and their rating is linked to their USA Staffing application. PL status means that one or more required assessments have not been completed or the results have not been properly matched with the applicant record. Applicants who do not complete the USA Hire assessments are not eligible for certification. **Please remember to double check for applicants in PL status before issuing certificates. Do not issue certificates if one or more applicants are still in PL status.**

Remember to check regularly for any PE records in your applicant list during the announcement open period and correct the applicant error. Applicants in a PE status will not receive the link to the assessments until you resolve the error in their application. If you notice an applicant record in PE status after the close of the announcement, please correct the error and notify the USA Staffing Help Desk at <https://eshelp.opm.gov> to ensure the applicant receives the link to take the USA Hire assessments if minimally qualified.

USA Staffing® STAFFING | REPORTS | ADMIN | LOGOUT

GO ADVANCED Technical Services Group

Current Vacancy: Vacancy 104661 **Applications** [New] [Save] [Copy] [Delete] [Cancel]

Vacancy	SSN	LastName	FirstName	MI	Status	Application Date	Source	Announcement
Assessments	Open XXX-XX-6588	BEACH	COLIN	E	PL	2/4/2011 5:52:58 PM	Web	104661-BPD
Announcement	Open XXX-XX-1000	DONGARRA	BRIDGET		IN	10/22/2010 12:00:00 AM	Key Entry	ASMB-10-BPD-104661
	Open XXX-XX-1001	DONGARRA	VINCENT		PL	10/26/2010 12:00:00 AM	Key Entry	ASMB-10-BPD-104661
Applicants	Open XXX-XX-1598	HERMAN	HENRY		PL	1/17/2011 10:22:02 AM	Web	104661-BPD
	Open XXX-XX-6777	LERMONTOV	MICHAEL	S	PL	10/29/2010 12:52:30 PM	Web	ASMB-10-BPD-104661
+ Assessment Information	Open XXX-XX-6533	SCAPA	VINNIE		PL	1/17/2011 10:19:10 AM	Web	104661-BPD
Vet Preference	Open XXX-XX-8075	SMITH	BRIDGET	P	IN	1/14/2011 2:19:57 PM	Web	104661-BPD
Questionnaire								

Shortly after the announcement closes, applicants' statuses will change to AA and their final rating, in the form of a numeric score will automatically be imported into their applicant records. A status code of AA means the applicant is eligible.

There may be applicants who choose not to complete the USA Hire online assessments. USA Hire will automatically send back an IM ineligible code for applicants who do not complete the USA Hire online assessment. This status code will inform the applicants that they are ineligible due to not completing the assessment.

There also may be a small number of applicants who express an interest in requesting a reasonable accommodation but who do not respond to requests for additional information needed to receive and adjudicate a request. These applicants will also receive an IM ineligible code.

PART 10: REFERRALS

You must wait until the scores are sent to USA Staffing from USA Hire before certifying applicants. Applicants have 48 hours after the closing date to complete the assessments. Generally, the scores are sent back three business days after the JOA closes. OPM uses this time to adjudicate requests for reasonable accommodation, ensure all applicants who request an accommodation have 48 hours from when their link is sent or 48 hours after the close of the JOA, whichever is later, to complete the USA Hire assessments, and confirm the accurate transfer of applicant results from USA Hire to USA Staffing. When the announcement closes, the USA Hire team will notify you, by responding to your help desk ticket, if any applicants to the vacancy have requested Reasonable Accommodation for the assessments. USA Hire scores will not be available in USA Staffing until the USA Hire team has adjudicated all applicants' Reasonable Accommodation requests. The USA Staffing Help Desk will notify you when the numerical scores have been sent from USA Hire to USA Staffing by responding to your original help desk ticket. At this stage, when reviewing your ranking list, all applicants should have a

status of IN, IM, or AA. If an applicant has any other status code, please contact the USA Staff help desk at <https://eshelp.opm.gov>. You may proceed with your referrals once the applicant and accommodation review is complete.

In the Referral section, enter the Request Information and Ordering Criteria as you normally would. USA Staffing will apply veterans preference rules if you are issuing a category rating certificate. Quality review applicants according to your office's standard operating procedures. If an applicant does not meet minimum qualifications, you may override their rating using an ineligible code, such as ID. You may not change the applicant's numerical rating.

Be sure to use Notes to document any changes you make to an applicant's record and to document decisions about whether or not an applicant's resume or other documents support their qualifying responses to the Min Quals assessment. Proceed with notifying applicants and working with selecting officials as normal to complete the staffing process.

See the [USA Staffing Online Help - Referrals](#) for additional information on referrals.

PART 11: GETTING HELP

To request help getting started or with any steps described in this document, please submit a Help Desk ticket at <https://eshelp.opm.gov>. Agencies can also contact their USA Staffing Account Manager with any questions related to USA Hire and its functionality in the USA Staffing system. You may also visit the USA Hire Resource Center for additional information and answers to frequently asked questions:

http://help.usastaffing.gov/USASTaffing/index.php/USA_Hire_Resource_Center.

In addition, a special applicant help desk has been established at helpdesk@usahire.opm.gov to resolve any issues that may arise for applicants completing USA Hire assessments. Agencies that have their own applicant service centers or help desks should have this email address readily available in the event an applicant reports technical issues with the USA Hire system or has other USA Hire questions.

APPENDIX A: USA HIRE REQUEST FORM

Click here to access the [REQUEST FORM FOR USA HIRE](#).

[BACK TO TOP](#)

APPENDIX B: USA HIRE SECURITY NOTICE

USA Hire Security Notice

Maintaining the security of USA Hire materials will help ensure applicants are assessed in a fair and equitable manner. No individual should have an unfair advantage during the application process. Furthermore, eliminating unauthorized access to USA Hire materials can reduce item exposure. Overexposure of test items can reduce an instrument's ability to estimate applicant knowledge, skills, abilities and other characteristics.

Therefore, anyone with access to the USA Hire examining instruments is responsible for safeguarding and correctly using these materials. Below are requirements related to the correct use of USA Hire materials.

USA Hire *may only be used for the occupations determined by OPM and test access must be restricted to applicants responding to a JOA who meet the minimum qualifications **only***. Access or use of USA Hire (batteries or demonstrations) for any other purpose is NOT authorized.

Modifying the content of an USA Hire battery is NOT authorized. The assessment batteries MUST be used intact.

No one may discuss, share, or reproduce specific assessment content (e.g., questions, scoring routines).

OPM reserves the right to terminate anyone's access to and use of the USA Hire instruments at any time for violating these requirements.

One way to safeguard materials is to request staff with access to USA Hire materials read, and acknowledge an understanding of, the USA Hire security notice. The following example Security Agreement is an illustration of this request.

[BACK TO TOP](#)

Example Security Agreement

If you choose to use the USA Hire examining instruments, you are responsible for safeguarding and correctly using these materials.

*You may only use USA Hire for the occupations determined by OPM and must restrict test access to applicants responding to a JOA who meet the minimum qualifications **only**.* You are not authorized to access or use USA Hire (batteries or demonstrations) for any other purpose.

You may not modify the content of an USA Hire battery. You must use the assessment batteries as constructed by OPM.

You may not discuss, share, or reproduce specific assessment content (e.g., questions, scoring routines).

OPM reserves the right to terminate your access to and use of the USA Hire instruments at any time for violating these requirements.

Please return this completed form to [insert the agency POC responsible for keeping the audit files related to the agency's use of USA Hire].

I certify that I understand and will comply with the requirements above.

Signature _____

Name _____

Title _____

Date _____

[BACK TO TOP](#)

APPENDIX C: USA HIRE WEIGHTING WORKSHEET

Click here to access the [USA HIRE WEIGHTING WORKSHEET](#).

[BACK TO TOP](#)

APPENDIX D: SUGGESTED LANGUAGE FOR USA HIRE ANNOUNCEMENT TEMPLATE

JOB SUMMARY-AGENCY MARKETING STATEMENT:

{Add agency's statement}

JOB SUMMARY:

{Add job summary}

KEY REQUIREMENTS:

{Add the following bullet to Key Requirements: }

- Must complete initial online questionnaire and additional assessment(s)

DUTIES:

{Add job duties}

QUALIFICATIONS:

{Add job qualifications}

HOW YOU WILL BE EVALUATED:

The assessments for this job will measure

- {Insert the general competencies listed on the Task/Competency Verification Form}
- {If measuring technical competencies, insert the technical competencies that are measured in the USA Staffing Assessment Questionnaire}

To be considered well-qualified and exercise selection priority as an ICTAP candidate for this vacancy, displaced Federal employees must satisfy all qualification requirements for the position and receive a rating of {insert well qualified definition}.

Add and/or edit other relevant evaluation information that is appropriate for your agency.

BENEFITS:

{Add benefits information}

OTHER INFORMATION:

{Add other applicable information}

HOW TO APPLY:

To apply for this position, you must complete the initial online questionnaire, the USA Hire Competency Based Assessments, and submit the documentation specified in the Required Documents section below. The complete application package must be submitted by 11:59 PM (ET) on {TAG:Closing Date} to receive consideration. The application process will follow the bullets outlined below. Notifications are provided to correspond with each step that is outlined below.

- Click **Apply Online** to create a USAJOBS account or log in to your existing account. Follow the prompts to select your USAJOBS resume and/or other supporting documents and complete the initial online questionnaire.
- Click the **Submit My Answers** button to submit your application package. It is your responsibility to ensure your responses and appropriate documentation is submitted prior to the closing date.
 - If you log into your USAJOBS account, <https://my.usajobs.gov/Account/Login>, select the **Application Status** link and then select the **more information** link for this position. The Details page will display the status of your application, the documentation received and processed, and any correspondence the agency has sent related to this application. Your uploaded documents may take several hours to clear the virus scan process.
 - To return to an incomplete application, log into your USAJOBS account and click **Update Application** in the vacancy announcement. You must re-select your resume and/or other documents from your USAJOBS account or your application will be incomplete.
 - When you receive a notification from your USAJOBS account it may indicate that your application is complete after you submit the initial online questionnaire and documentation, however, your application will NOT be complete until you have successfully completed the next step described below.
- If you meet minimum qualifications based on the initial online questionnaire responses that you submit, you will receive an email invitation to complete the USA Hire Competency Based Assessments. The invitation to the USA Hire Competency Based Assessments will be sent from email address assessments@USAHire.opm.gov. Please plan to set aside at least 3 hours for the USA Hire Competency Based Assessments; however, most applicants complete the assessments in less time.
 - You must complete the USA Hire Competency Based Assessments within 48 hours after the close of this Job Announcement to be eligible for this position. Your results will be kept on record for use when applying for future jobs that require the USA Hire Competency Based Assessments. You will not be allowed to re-take them for one year.
 - Before attempting to take the USA Hire Competency Based Assessments, you should visit <https://usahire.opm.gov/assess/default/sample/Sample.action> to determine if the computer you are using is likely to experience any issues during testing. Tablet/phone mobile devices do not support all features for the assessment. It is recommended that you use a desktop/laptop to complete the assessment. If you have questions about the computer requirements or require technical assistance please contact helpdesk@usahire.opm.gov.

- If you accidentally deleted the invitation to the USA Hire Competency Based Assessments or otherwise need the information re-sent (e.g., you feel you have not received it due to a SPAM filter), you should contact helpdesk@usahire.opm.gov to request the invitation to be re-sent. Requests to re-send invitations to the USA Hire Competency Based Assessments must be received by helpdesk@usahire.opm.gov **BEFORE** the close of the JOA.

Reasonable Accommodation Requests: If you believe you have a disability (i.e., physical or mental), covered by the Rehabilitation Act of 1973 as amended and Americans with Disabilities Act 1990 as amended, that would interfere with completing the USA Hire Competency Based Assessments, click here for more information about the request process: <http://www.usajobs.gov/content/pdfs/USAHireReasonableAccommodation.pdf>. Requests for Reasonable Accommodations for the USA Hire Competency Based Assessments must be received before the JOA closes to be considered for this job opening. Decisions on requests for Reasonable Accommodations are made on a case-by-case basis. After notification of the adjudication of your request, you will receive an email invitation to complete the USA Hire Competency Based Assessments. If the email invitation is sent prior to the close of the Job Opportunity Announcement to which you applied, you must complete all of the assessments within 48 hours of the closing of the Job Opportunity Announcement. If the email invitation is sent after the close of the Job Opportunity Announcement to which you applied, you must complete all of the assessments within 48 hours from the time the email is sent.

REQUIRED DOCUMENTS:

{ Add all required documents }

WHAT TO EXPECT NEXT:

If you meet the minimum qualifications for this job, you will receive an email from assessments@USAHire.opm.gov with a link to take the USA Hire Competency Based Assessments. This assessment must be completed within 48 hours after the close of this JOA. If you have not received the link to the assessment within 24 hours of the closing date and you meet the minimum qualifications for the position, you should contact HelpDesk@USAHire.opm.gov to request the invitation to be re-sent.

Based on your qualifications and assessment scores, {insert your agency's referral procedures and any other relevant information}.

[BACK TO TOP](#)

APPENDIX E: USA HIRE STANDARD ASSESSMENT INVITATION EMAIL

SUBJECT: Time-Sensitive Link to Required Assessments

WELCOME

To be considered for the Federal position to which you applied, you must complete assessments that take on average 90 minutes to complete, but you should allow up to approximately 3 hours to finish. If necessary, you can stop and come back to complete an assessment; however, we encourage you to complete assessments in one sitting. If this email was sent prior to the close of the Job Opportunity Announcement to which you applied, you must complete all of the assessments within 48 hours of the closing of the Job Opportunity Announcement. If this email was sent after the close of the Job Opportunity Announcement to which you applied, you must complete all of the assessments within 48 hours from the time this email was sent.

BEFORE clicking on the link to the assessments provided below, you must view the sample assessment items at <https://usahire.opm.gov/assess/default/sample/Sample.action>. Viewing the sample items should provide an indication of whether the computer you are using is likely to experience any presentation or performance issues during testing. You can also use this site to determine if you may wish to request a Reasonable Accommodation to take the assessments.

DO NOT click on the link provided below if you wish to request a Reasonable Accommodation to take the assessments. Once you have clicked the link below, you WILL NOT be able to request a Reasonable Accommodation for the assessments. To request a Reasonable Accommodation, please contact USAHire_Accommodations@opm.gov. After notification of the adjudication of your request, you will receive an email invitation and have 48 hours to complete the assessments.

COMPUTER SYSTEM REQUIREMENTS

The following system requirements must be met for the assessments to display and function properly on your computer.

1. A broadband internet connection is recommended. Use of dial-up connections will affect the performance of the system and are not recommended.
2. Use of either Internet Explorer 7.0 or above, Firefox 39.0 or above, Safari 4.0 or above, or Chrome 43.0 is required.
3. Interface browsers such as AOL or CompuServe are not compatible with the assessment site
4. Make sure JavaScript and Cookies are enabled.
5. Pop-up blockers must be disabled prior to accessing the assessment site.

6. Some assessments require speakers and a sound card to hear the audio portion of the assessments. NOTE: The audio portion of the assessments is presented in closed captioning.
7. Adobe Flash Player is required. You will be provided with the opportunity to download the Flash player, if necessary.
8. If you have questions about the computer requirements, please contact helpdesk@usahire.opm.gov.

TO BEGIN THE ASSESSMENTS

NOTE: You will not be allowed to retake an assessment for one (1) year so please make sure system requirements are met BEFORE launching the assessments. In addition, your results will be kept on record for use when applying for future jobs that require these assessments.

After checking your computer and ensuring you have adequate time to complete the assessments, please click below to begin the assessments. You may also copy and paste the web address into your browser to begin the assessments.

[http://opmstage.pdri.com/assess/default/testentry/TestEntry.action?enter=&accessCode=XXX
XXXX](http://opmstage.pdri.com/assess/default/testentry/TestEntry.action?enter=&accessCode=XXX
XXXX)

Make sure you have a calculator and scratch paper before you start the assessments.

QUESTIONS

If you have any questions about the assessments, please contact helpdesk@usahire.opm.gov.

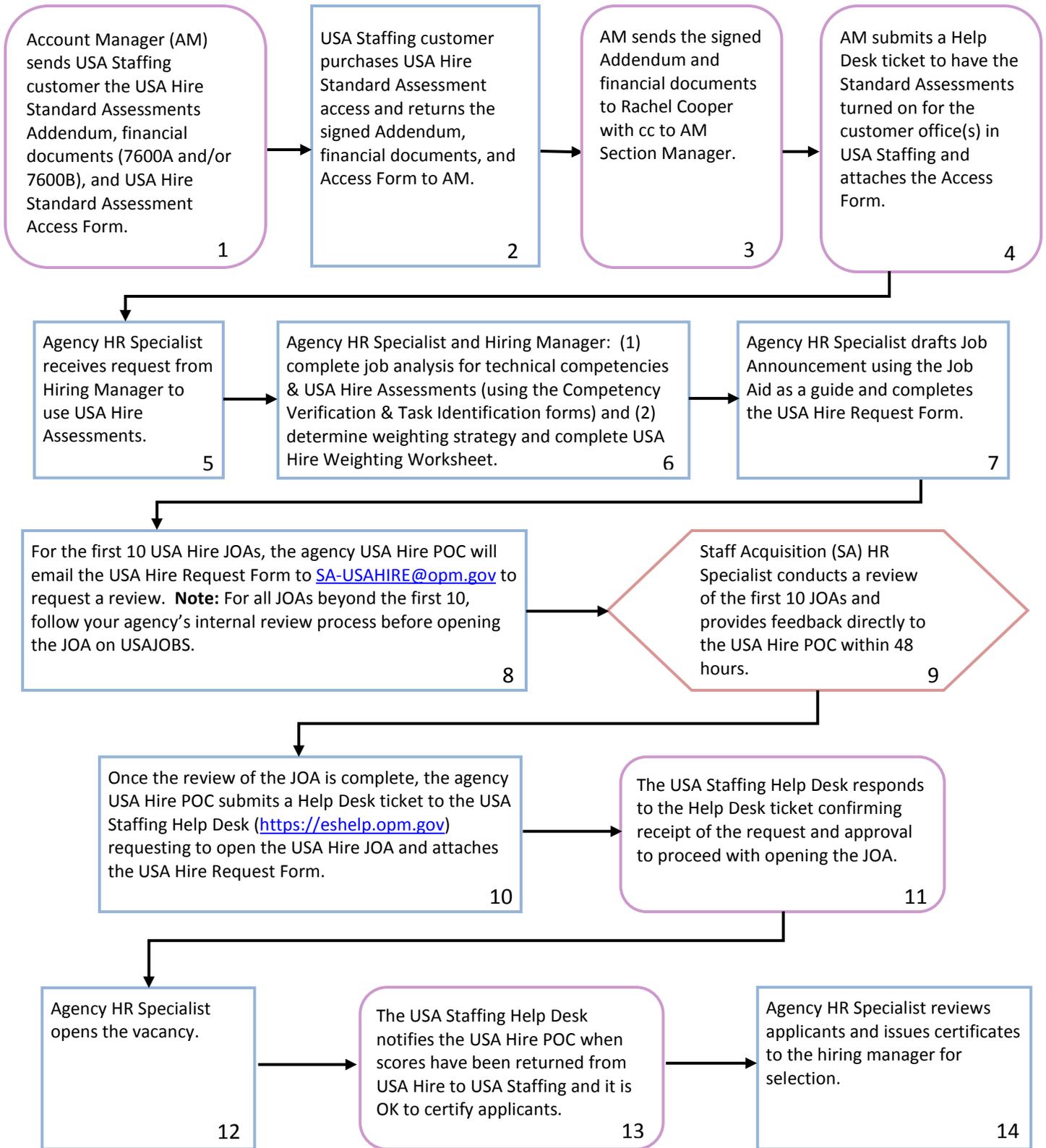
[BACK TO TOP](#)

APPENDIX F: USA HIRE STANDARD ASSESSMENT VIN REVIEW CHECKLIST

	Section	Notes
1	Vacancy – Position Information: <ul style="list-style-type: none"> • Appropriate Recruitment Type is checked • Position Title matches what is in the Request Form 	Part 3 of the Job Aid
3	Assessment - External Assessment is added and shows the correct Vendor (Standard USA Hire)	Part 4 of the Job Aid
4	Assessment - External Assessment and Screen-out only/Rating AQ are weighted correctly in USA Staffing	Part 4 of the Job Aid
5	Assessment - Series/Grade(s) are appropriate for assessments	Part 4 of the Job Aid
6	Assessment - Assessment Rating Criteria is correct for Min Quals and Rating Factors (if used)	Part 4 of the Job Aid
7	Announcement Questionnaire - Reasonable Accommodation item is included in the announcement questionnaire	Part 2 of the Job Aid
8	Announcement Questionnaire - E-mail address is marked as mandatory in the announcement	Part 2 of the Job Aid
9	Announcement - Announcement includes required “How you will be Evaluated” and “What to Expect Next” text. Verify that the announcement text does not mention the 1203-FX	Appendix D of the Job Aid
10	Admin - For VINs advertising multiple grades within a single JOA, ensure rating configuration for multi-grade announcements is turned on.	Part 6 of the Job Aid
11	Admin - Default Text has been updated for the following: <ul style="list-style-type: none"> • Application Manager Confirmation Message • Acknowledgement Email • Certificate of Eligibles 	Part 7 of the Job Aid
12	Communicate with the USA Staffing Program Office - <ul style="list-style-type: none"> • Submit a help desk ticket and attach the Request Form once the vacancy has been reviewed and is ready to open • Reply to the ticket if you experience any technical issues with the vacancy • Wait until you receive a response to your ticket that the scores have been sent to issue your certificates 	Part 8 of the Job Aid

[BACK TO TOP](#)

APPENDIX G: USA HIRE STANDARD ASSESSMENT PROCESS



[BACK TO TOP](#)