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USA Hire User Guide

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OPM HR SOLUTIONS
by government, for government

U.S. Office of Personnel Management
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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-supervisory positions only. A USA Hire Assessment can be included in the USA Staffing assessment plan for a vacancy with no additional analysis, development, validation, or customization required.

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 and a custom reasonable accommodation (RA) 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 adding a USA Hire Assessment to your vacancy in USA Staffing. An overview of the process when a Standard USA Hire Assessment is used is located in [Appendix A](#). For additional information or to schedule a consultation on how your Agency can gain access to Standard USA Hire Assessments, please contact your USA Staffing Account Manager. 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. You can view sample assessment items, including a preview of the format and type of assessments as well as the look and feel of the online interface, 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.

USA Hire Announcement Template

OPM recommends agencies create and use a JOA template for all recruitments that include a USA Hire Assessment. [Appendix B](#) offers a sample 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 C](#). Refer to [Appendix D](#) for the system generated messages to applicants.

Reasonable Accommodation for USA Hire Assessments

When applying for a vacancy, applicants have the opportunity to request a reasonable accommodation (RA) related to the USA Hire Assessments they will be required to complete. All RA requests must be received prior to starting the USA Hire Assessment. An Eligibility item to request a RA for USA Hire Assessments is automatically added to the Eligibilities section of the announcement questionnaire when an external assessment is added to the assessment package. *Do not add additional questions regarding RA.*

Applicants who respond "Yes" to the RA eligibility, and who self-assert minimum qualifications in their application, will not receive an invitation to complete the USA Hire assessments immediately after their initial application is submitted. Instead, if they have not previously completed USA Hire assessments or are not eligible for score re-use, they will be notified that their Accommodation request is being reviewed and will be provided instructions on how to validate their accommodation request. Applicants who have previously completed the required USA Hire assessment will have their assessment results automatically applied.

OPM adjudicates RA requests. Applicants can request RA up to 48 hours after the close of the JOA. If the applicant does not provide sufficient documentation, OPM sends an email to the applicant requesting required supporting documentation. OPM will document the status of RA claims in the Notes and History section of the applicant record.

- Until the RA request is adjudicated, the applicant will remain in a PA record status.
- If the RA request is adjudicated positively, the applicant will receive a link to complete the accommodated version of the USA Hire assessment battery.
- If the request is adjudicated negatively or the applicant indicates he or she does not need an accommodation, the applicant will have the opportunity to complete the standard version of the assessment without accommodation.

The standard processing timeframes are outlined below:

- Requesting RA more than 48 hours before the close of the JOA
 - If an applicant requests RA more than 48 hours before the close of the JOA and an adjudication can immediately be made, the applicant has until 48 hours after the close of the JOA to complete the assessment.
 - If an applicant requests RA more than 48 hours before the close of the JOA and additional documentation is needed, they have until the close of the JOA to respond to OPM's email. If the applicant responds within the stated deadline in OPM's email, and the JOA is open when their request is adjudicated, they will have until 48 hours after the close of the JOA to complete the assessment.
- Requesting RA when the JOA has closed or within 48 hours of the close
 - If an applicant requests RA after the JOA has closed or within 48 hours of the close of the JOA and an adjudication can immediately be made, the applicant will have 48 hours from OPM sending the USA Hire assessment battery link to complete the assessment.

- If an applicant requests RA after the JOA as closed or within 48 hours of the close of the JOA and additional documentation is needed, they will be given 48 hours to respond to OPM's email. If the applicant responds within the stated deadline in OPM's email, and the JOA is closed or will close within 48 hours after their request is adjudicated, they will have 48 hours from OPM sending the USA Hire assessment battery link, to complete the assessments.
- If an applicant needs additional time to collect documentation and they respond within the stated deadline in OPM's email, OPM will extend their deadline as necessary. These extensions can delay final RA adjudication.
- If an applicant fails to submit documentation or to respond to OPM within the stated deadline, they will receive the NOR code 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 review to be conducted by 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 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

For Non-GS Pay Scale or Pay Banding JOAs, the GS equivalent must be used in the JOA. Please contact your USA Staffing Account Manager for further details.

Multiple Specialty or Interdisciplinary Announcements

At this time, USA Hire assessments cannot be used in conjunction with interdisciplinary positions. Please create separate announcements for each series. USA Hire can also not be used in combination with multiple specialties. Therefore, please either remove the excess specialties from the Vacancy > Position Details tab so that there is only one specialty, or create separate announcements for each specialty.

Getting Started

Ensure USA Hire is Right for the Recruitment

The checklist in [Appendix E](#) is designed to assist you in determining if USA Hire is appropriate for use with a specific recruitment action. This includes verifying that the competencies measured by the USA Hire assessment are appropriate for the recruitment action.

Weighting Worksheet

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

The default configuration weights the USA Hire results and rating AQ results at 50% each. 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.

Supporting Documents

Ensure the Supporting Documents page allows applicants to submit reasonable accommodation documents by selecting the "Reasonable Accommodation Documentation" document type. This document type should only be marked only as "Accept." **Note:** If this document type doesn't appear as an option, then your USA Staffing Office Administrator must first go into Admin > Vacancy Default Settings and select it as an available document type.

Supporting Documents	Upload Options	View Options
Cover Letter	<input type="checkbox"/> Accepted <input type="checkbox"/> Required	<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable
DD-214/Statement of Service	<input type="checkbox"/> Accepted <input type="checkbox"/> Required	<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable
Other (1)	<input type="checkbox"/> Accepted <input type="checkbox"/> Required	<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable
Reasonable Accommodation Documentation	<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Required	<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable
Resume	<input checked="" type="checkbox"/> Accepted <input checked="" type="checkbox"/> Required	<input checked="" type="checkbox"/> Hiring Manager Viewable <input checked="" type="checkbox"/> New Hire Viewable

Application Confirmation Messages

When using USA Hire:

- Select the USA Hire Acknowledgement template to automatically send upon application
- Do not select or enter text in the "Display online application confirmation message" field on the Vacancy > Settings page. Any information entered into this field will not display 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.

- Do not check the “Send Custom USA Hire Notification” box as it is reserved for select use cases.

The screenshot shows the 'Settings' page for 'USAJOBS Apply Online'. The 'Application Confirmation Messages' section is highlighted with a red box. It includes the following options:

- Automatically respond to all submitted online applications with the selected notification template
- USA Hire Acknowledgement Template (selected in dropdown)
- Display online application confirmation message
- Send Custom USA Hire Notifications

Step 2: Build the Assessment Package

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

- A USA Staffing AQ that screens applicants for minimum qualifications only, or screens for minimum qualifications and includes assessment questions on technical competencies used for rating.
- 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.

- This assessment can screen-out applicants who fail to meet minimum qualifications only or also include competencies used to assess applicants’ technical skills.
- Test the assessment to ensure it has been set up properly.
- If the AQ includes minimum qualification (i.e., screen-out) questions only, you must uncheck the “Rating” box next to this assessment when on the Assessment Plan page.

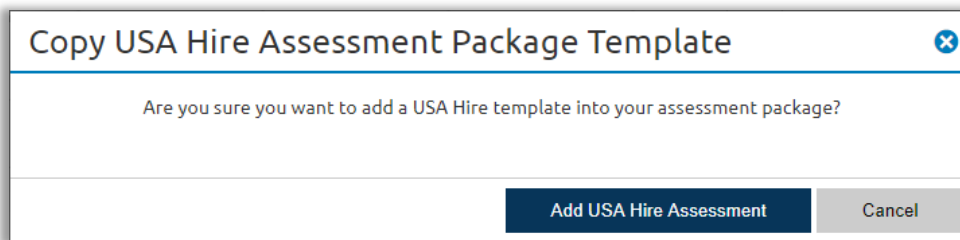
Rating	Assessments	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6			USA Hire 0201-6-102017059	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 1	100%			
		75951	Min Quals	Questionnaire	<input checked="" type="checkbox"/>	<input type="checkbox"/>					5/17/2019 16:39 EDT

- The USA Staffing Assessment/Assessment Package Template (APT) should be tested, but should NOT be placed into a complete status until after the USA Hire APT(s) are pulled into the Assessment Package. After all of the assessments have been added to the Assessment Package, you will then check the **Assessment Package Complete** box on the Overview tab.

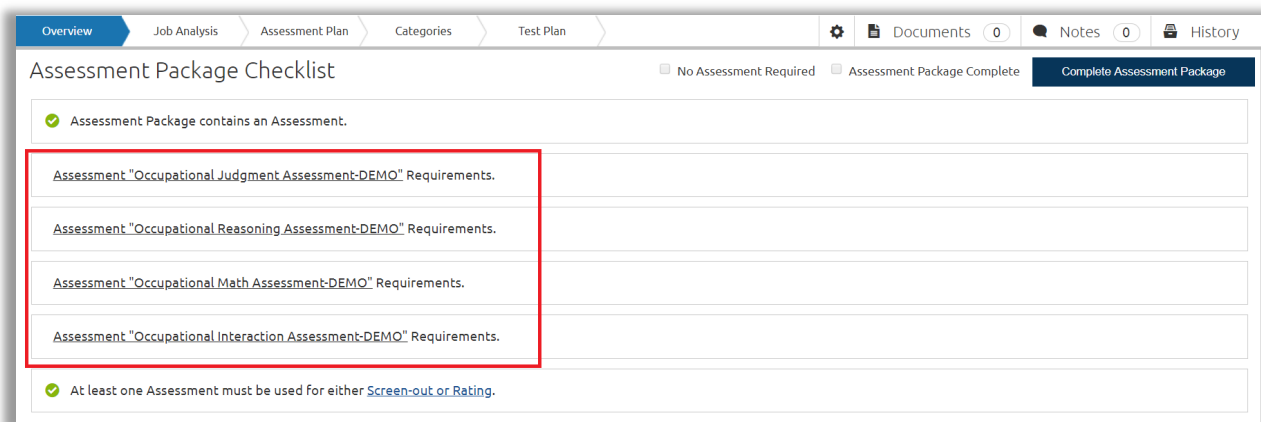
Add the External USA Hire Assessment

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

1. Click the gear icon on the Assessment Package page to select an assessment template.
2. The system will automatically apply filters for the series and grade(s) included 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 that you would like to **Add USA Hire Assessment**.



After confirming that you wish to copy the template, the external USA Hire Assessment will populate. Click **Save**. **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 comprise a battery of assessments, each listed on the Assessment Package Overview page, as shown below. These assessments cannot be viewed or edited.



3. If the AQ is only screening for minimum qualifications or is a rating AQ, and you are not modifying 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 USA Staffing AQ and/or USA Hire battery based on the determinations made and identified on the Weighting Worksheet for the recruitment. *Click **Save** to ensure your changes are saved.*

Rating Combos	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6		USA Hire 0201-6-102017059	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 3	33.3333%			
	127974	HR Specialist Technical Questionnaire	Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2 / 3	66.6667%			8/2/2019 14:26 EDT

- 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.
- If you anticipate changing the close date of the announcement after it has already opened, please refer to [Appendix F](#) for additional steps.
- The Assessment Package may now be marked as Complete.

Time Frame to Complete USA Hire Assessments

A vacancy using USA Hire assessments will automatically generate an external 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 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 by going to the Assessment Package Tab and then the Assessment Plan Sub-Tab. On this page, after a USA Hire battery has been added to the assessment plan, there will be a “Set USA Hire Assessment Window” button which allows users to specify 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 that you must go to the “Set USA Hire Assessment Window” and establish your new assessment window before re-releasing the position to USAJOBS. Otherwise, no applicant will be able to complete their USA Hire assessment and they will all be ineligible upon application.

Rating Combos	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6		USA Hire 0201-6-102017059	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 2	50%			
	127974	HR Specialist Technical Questionnaire	Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 2	50%			8/2/2019 14:26 EDT

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 JOA template with the modified language for consistency and accuracy. A sample JOA template can be found in [Appendix B](#). Please note that the following competencies may not auto-populate in the competencies data insert for standard assessments and should be manually added to your list of competencies as applicable for your announcement based on the corresponding competency verification form: Decision Making; Arithmetic; Mathematical Reasoning; Reading, and/or Reasoning.

Prior to releasing the JOA to USAJOBS, follow the Vacancy Review process as required by your Agency. The first five (5) vacancy announcements released by your Agency will be reviewed by OPM; all others will follow your Agency's internal review process.

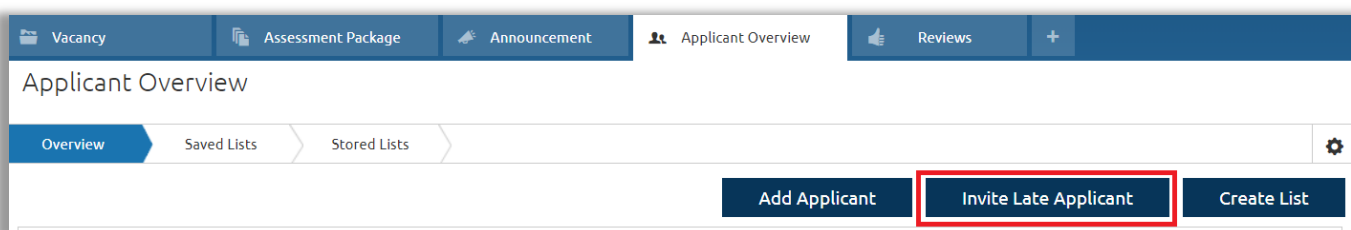
Step 4: Await Applications

After the announcement is released to USAJOBS, applicants may begin applying to the vacancy and complete the USA Hire Assessments, as appropriate. HR Users should note the following about the applicant process:

1. Applicants deemed eligible for the position following the submission of their online application will:
 - View a message on the online application confirmation screen directing them via URL to the USA Hire platform.
 - Receive an automatic notification via email with the same information displayed on the confirmation screen. (Applicants may always return to the Application Status page, accessible through USAJOBS, to find the same message.)
 - Access USA Hire using their USAJOBS login credentials, complete the assessments, and return to their USAJOBS Application Status page following the completion of the assessments.
2. Applicants who are eligible for the position and have requested RA for the USA Hire assessments in their online application will:
 - View a message on the online application confirmation screen informing them that they have requested RA and steps and documents needed to validate their request.
 - Receive an automatic notification via email with the same information displayed on the confirmation screen. (Applicants may always return to the Application Status page, accessible through USAJOBS, to find the same message.)
 - Receive a notification via email following the adjudication of the RA request. This notification will inform the applicant of the adjudication result and provide them with a URL for the appropriate USA Hire Assessment to which they have been granted access.
3. Applicants who are deemed ineligible for the position following the submission of their online application will view a message on the online application confirmation screen informing them they have finished all necessary steps and completed the application process. (Applicants may always return to the Application Status page, accessible through USAJOBS, to find the same message.)

Processing Late Filers

On the Applicant Overview Tab, click the **Invite Late Filer** 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 upon completion of their application. The applicant will have 2 days to complete the assessments, if the applicant has not previously tested and scores are being reused.



Refer to [Appendix D](#) 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 re-order assessments to extend or resubmit the applicant's ability to complete USA Hire assessments¹, complete the following steps found in [Appendix F](#).

Scoring and Rating

Applicants will remain in a PA status until assessments are completed and 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 that needs to be escalated may contact helpdesk@usahire.opm.gov.

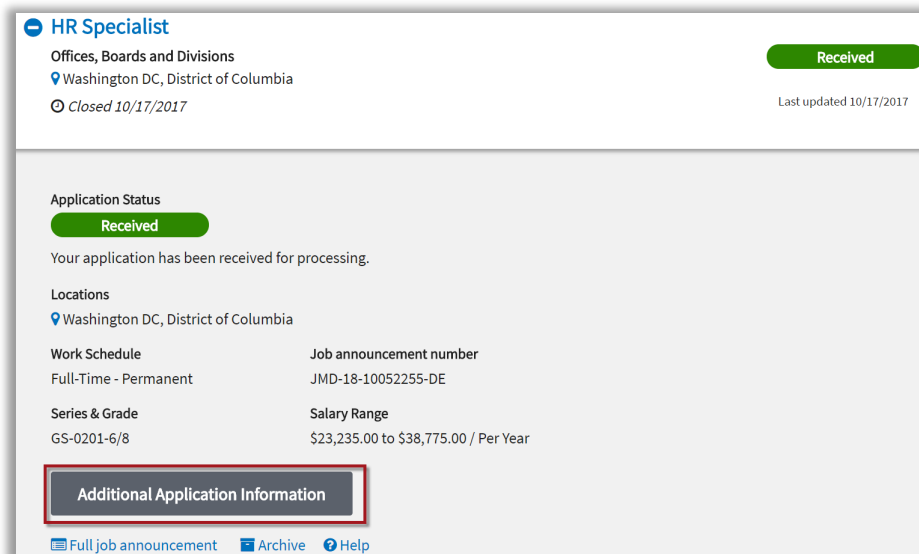
The final applicant score may not be immediately calculated and appear in the USA Staffing application. When only USA Hire is the only assessment used for rating in Assessment Package > Assessment Plan, then the applicant's final rating is immediately calculated and displayed after scores are received 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 and the USA Hire assessment window (traditionally 48 hours after announcement close date) have passed. 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).

¹ The assessment window is typically not extended. In some cases, for example a natural disaster, extending the assessment window may be necessary.

Applicant statuses may fall into a number of categories. The primary 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 application for the applicable vacancy, and click on the **Additional Application Information** button to find the assessment notification email which contains the URL for the USA Hire Assessment.



- Applicants awaiting RA adjudication will be in PA status even though they have yet to receive a URL 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.
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 (Inactive and Ineligible): indicates an applicant failed to qualify for the position as they have self-asserted they do not possess the minimum qualifications of the position, did not possess the minimum proficiency level for the position, or they failed to complete their assessments within the timeframe provided.

Step 6: Create and Issue Applicant Lists

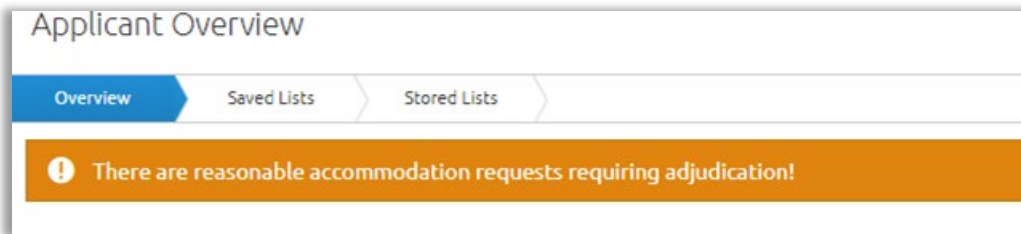
When creating your Applicant List(s), filter and review the applicants as you normally would. Keep in mind the following:

- USA Staffing will apply veterans' preference rules as normal.
- You cannot change the applicant's 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.
- Please do not use **Rank By - Raw Score** when creating an applicant list. USA Hire is designed to only be used with **Final Rating**.

Before issuing certificates, be sure to confirm the following:

- The announcement has closed.
- The 48 hour USA Hire Assessment close date window has ended.
- 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.



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

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

USA Hire Reports

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

USA Hire Vacancy Log – This report provides a list of vacancies that included a USA Hire assessment.

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.

Claimed Reasonable Accommodation Report – This report provides a list of applicants who have claimed a reasonable accommodation eligibility so that 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.

For Additional Information and Questions

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

USA Hire Helpdesk: Applicants seeking technical USA Hire assistance (e.g. inability to access the USA Hire assessment link, technical difficulty completing USA Hire assessment after accessing the link or applicant user experience questions) should contact helpdesk@usahire.opm.gov. Technical assistance is available Monday through Friday 7 AM to 8 PM EST. The Helpdesk is closed on weekends, Federal Holidays, and including 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: Standard USA Hire Assessment Process

The following is an overview of the process when utilizing a Standard USA Hire Assessment:

USA Staffing customer purchases USA Hire Standard Assessment access by working with USA Staffing Account Manager (AM).

OPM grants access to Standard USA Hire Assessments in the USA Staffing Production environment.

Agency HR Specialist (HRS) receives request from Hiring Manager (HM) to recruit and determines USA Hire Assessments should be used.

For the first 5 USA Hire vacancies per Agency, the Agency HRS prepares the vacancy and drafts job announcement, then completes the USA Hire Review Request Form.

For the first 5 USA Hire vacancies, the Agency USA Hire POC emails the USA Hire Review Request Form to SA-USAHIRE@opm.gov to request a review. Include the USA Staffing AM on the email. **Note:** For all vacancies beyond the first 5, follow your Agency's internal review process before releasing the JOA to USAJOBS.

OPM reviews the first 5 USA Hire vacancies and provides feedback directly to Agency HRS within 48 hours.

Once the review feedback is received, the Agency HRS may open the Job Announcement.

Applicants apply to the announcement, and if appropriate, request RA for the USA Hire Assessments.

Once the JOA has closed, Agency HRS confirms (1) the USA Hire Assessment close date window has ended, (2) all Reasonable Accommodation requests have been adjudicated and, (3) all applicants have a RSC of either IN or AA.

Agency HRS reviews applicants and issues certificates to the HM for selection.

Appendix B: Sample USA Hire Announcement Template

When creating a template for use in 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 JOA template while keeping the above in mind.

Application Requirements

Additional Information

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, you will be granted the opportunity to request a reasonable accommodation in your online application. Requests for Reasonable Accommodations for the USA Hire Competency Based Assessments and appropriate supporting documentation for Reasonable Accommodation must be received prior to starting the USA Hire Competency Based Assessments. Decisions on requests for Reasonable Accommodations 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. 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 Reasonable Accommodation, 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), the responses you provide on the application questionnaire, and the result of the online 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}}

Please note that the following competencies may not auto-populate in the competencies data insert and should be manually added to your list of competencies as applicable based on the corresponding competency verification form: Decision Making; Arithmetic; Mathematical Reasoning; Reading, and/or Reasoning.

In order to be considered for this position, you must complete all required steps in the process. In addition to the application and application questionnaire, this position requires an online assessment. The online assessment measures critical general competencies required to perform the job. **{{CUT SCORE VERBIAGE – Include this verbiage if announcing one of the following job series: 0080, 0201, 0203, 0303, 0318, 0343, 0501, 0510, 0560, 0962, 1102, 2210}}** The assessment 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 the online assessment may also result in your removal from consideration.

Required Documents

To apply for this position, you must submit a complete Application Package which includes:

1. Your **resume** showing work schedule, hours worked per week, dates of employment and duties performed.
2. Other **supporting documents**:

- **{{Insert other supporting documents accepted/required by the announcement}}**

If you are requesting a reasonable accommodation to the USA Hire Competency Based Assessments, submit documentation to support your request, including the Reasonable Accommodation Request Form found [here](#).

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

How To Apply

Please read the entire announcement and all the instructions before you begin an application. To apply for this position, you must complete the initial online application, to include the initial online assessment and submission of the required documentation specified in the Required Documents section below. 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. To begin the application process, 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 11:59PM (ET) on the announcement closing date.
4. After submitting an online application, you will be notified whether or not you are required to take additional online assessments through the USA Hire Competency Based Assessment system. This message will be delivered to you via email notification. The email may be routed to your "Spam" or "Junk" folder.
5. If you are asked to take the USA Hire Competency Based Assessments, you will be presented with a unique URL to access the USA Hire system. Access to USA Hire is granted through your USAJOBS login credentials. Be sure to review all instructions prior to beginning your USA Hire Assessments. [Click here for Computer System Requirements](https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_System_Requirements) (https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_System_Requirements)
6. Note, set aside at least 3 hours to take these assessments; however, most applicants complete the assessments in less time. If you need to stop the assessments and continue at a later time, you can re-use the URL sent to you via email and also found on the **Additional Application Information** page that can be located in the application record in your USAJOBS account.

To update your application, including supporting documentation, at any time during the announcement open period, return to your USAJOBS account (<https://my.usajobs.gov/Account/Login>). There you will find a record of your application, the application status, and an option to **Update 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 F.](#)}}**

To verify the status of your application both during and after the announcement open period, log into your USAJOBS account: <https://my.usajobs.gov/Account/Login>. All of your applications will appear on the **Welcome** page. The application record in your USAJOBS account provides an **Additional Application Information** page that provides information regarding the documentation you submitted and any correspondence we have sent related to this application, including the invitation to take the USA Hire assessment. The **Application Status** will appear along with the date your application was last updated. For information on what each **Application Status** means, visit: <https://www.usajobs.gov/Help/how-to/application/status/>.

Note: If using **Dynamic Assessment Testing Windows**, please refer to **Appendix F** for instructions on how to populate the How to Apply section.

Next Steps

Based on your application and your responses to the application questionnaire, you may be presented with instructions on how to access the USA Hire system to complete the online assessments. The online assessments must be completed within 48 hours following the close of this announcement. You will have the opportunity to request a testing accommodation for the assessment should you have a disability covered under the Americans with Disabilities Act (ADA).

Your assessment results will be kept on record for one year and used toward future positions for which you might apply that require the same assessments.

To be considered for the position, you must meet all qualifications, including meeting or exceeding the cut score on the required assessments. **{{Remove this last phrase if the assessment does not include a cut score. The job series with cut scores are 0080, 0201, 0203, 0303, 0318, 0343, 0501, 0510, 0560, 0962, 1102, 2210}}**

Appendix C: 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 **[First Name]** **[Last Name]**,

You have successfully submitted your initial application for **[USAJOBS Job Title]** with **[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 “Additional Application Information” button 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 D: 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.

Initial Application (NOTIFICATION SCREEN)

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. We are in the process of determining whether or not you will need to take the online assessment(s). Please await an email notification with your updated status or log into your USAJOBS account and click on Application Status to check for an updated application status. If you do not receive an email notification within 24 hours of your application please contact the agency contact listed on the job announcement in USAJOBS.

All applicants not claiming RA will receive one of the following messages and emails based on the outcome of their application.

1. Assessments are Complete Notification

APPLICATION MANAGER CONFIRMATION MESSAGE:

You have successfully submitted a complete application for this position, including any required online assessments.

EMAIL:

SUBJECT: Online Assessments for Announcement [[JOA Number]] are Complete

Dear [[Applicant First Name]] [[Applicant Last Name]],

The job description for Announcement [[JOA Number]], [[USAJOBS Job Title]], informed you that you may be required to take one or more online assessments in order to complete your application for this position. It has been determined that you have completed all required online assessments and your application is complete. No further action is required.

If you have any questions, please contact [[External Contact Name]] at [[External Contact Phone Number]] or [[External Contact Email]].

2. Assessments are Required Notification

APPLICATION MANAGER 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. We have determined that you have not yet taken the required online assessment(s). To take the assessment(s) now, click the following link: [[URL to access the USA Hire Assessments]].

You have until 11:59 pm on [[Assessment Close Date]] to complete the required assessment(s). If you have any questions about the assessments, please contact helpdesk@usahire.opm.gov. To determine if you require Reasonable Accommodation review the information here:

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

EMAIL:

SUBJECT: Online Assessments Required for Announcement [[JOA Number]]

Dear [[Applicant First Name]] [[Applicant Last Name]],

The job description for Announcement [[JOA Number]], [[USAJOBS Job Title]], informed you that you may be required to take one or more online assessments in order to complete your application for this position. We have determined that you have not yet taken the required online assessment(s). To take the assessment(s) now, click the following link: [[Will be a URL to access the USA Hire Assessments]].

You have until 11:59 pm on [[Assessment Close Date]] to complete the required assessment(s). If you have any questions about the assessments, please contact helpdesk@usahire.opm.gov. To determine if you require Reasonable Accommodation review the information here:

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

Applicants who have requested reasonable accommodation for the USA Hire assessments in their online application will receive the following communications:

3. Reasonable Accommodation Under Review

APPLICATION MANAGER CONFIRMATION MESSAGE & EMAIL:

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

Dear [[First Name]] [[Last Name]],

As stated in the vacancy announcement for Announcement # [[Announcement Number]], [[Position Title]], applicants are required to take one or more online assessments in order to complete an application for this position. In your initial application, you requested an accommodation for completing these online assessments based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended or the Americans with Disabilities Act of 1990 as amended.

Due to your request for an assessment accommodation, your application is now ON HOLD. In order to remove your application from being on hold, you must FULLY COMPLETE one of the below two courses of action. 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 either of the courses of action before 11:59PM EST on [[Assessment Close Date]] will cause your application to remain incomplete for this announcement. This will remove you from consideration for this position.

COURSE OF ACTION #1: Validate My Accommodation Request

To validate your accommodation request and potentially receive an accommodated version of our online assessments, complete all the below steps no later than by 11:59PM EST on [[Assessment Close Date]]. It is your responsibility to plan accordingly to complete these steps by the stated deadline, or contact USAHire_Accommodations@opm.gov as soon as possible before this deadline to express any concerns in completing all of the below steps by this time.

Step 1. Complete the USA Hire Reasonable Accommodation Request Form. The form can be found here:

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

Step 2. Obtain 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 Schedule A letters are not sufficient to determine Reasonable Accommodation eligibility for online assessments. Requests for Schedule A hiring or reasonable accommodations for work on the job should be directed to the agency contact listed in the job announcement.

Step 3. Submit the USA Hire Reasonable Accommodation Request Form and Medical Documentation from Steps 1 and 2 to the USA Hire Reasonable Accommodation Team. If the announcement is still open, upload these supporting documents to your USAJOBS application profile (preferred), or FAX the documents to 888-765-5552. If the announcement is closed, FAX the documents to 888-765-5552. Because we cannot guarantee the security of information transmitted through email messages, DO NOT use email to send any documents or medical information. You must either UPLOAD or FAX documents to the USA Hire Reasonable Accommodation Team.

Step 4. Once you have completed Steps 1-3 above, forward this email to USAHire_Accommodations@opm.gov and inform us that you have provided the necessary documents either via upload or via fax.

Next Steps: Once we receive your email, your request form and supporting documentation will be reviewed. If any additional information is needed before we can make this determination, you will be contacted by email. Once sufficient information is provided to allow us to make a determination, you will be notified by email of that accommodation decision. This email notification will let you know your next steps for completing your online assessment and completing your application for this position.

If you encounter any issues or have any extenuating circumstances preventing you from validating your reasonable accommodation request by the deadline, contact USAHire_Accommodations@opm.gov immediately, but no later than 11:59PM EST on [\[\[Assessment Close Date\]\]](#) to request an extension. Ensure your request identifies the specific step(s) you believe you will be unable to complete and why. If you are requesting an extension to the deadline, indicate what date by which you expect to complete all steps. You may be required to provide proof of the basis for which you're requesting an extension.

If you have any questions throughout this process, contact USAHire_Accommodations@opm.gov.

COURSE OF ACTION #2: Remove my Accommodation Request

If after reading this email you determined you did not intend to request accommodation in completing the online assessment process, then complete the following step by 11:59PM EST on [\[\[Announcement Close Date \]\]](#), the closing date of the announcement for which you claimed accommodation.

Step 1. Log into your USAJOBS application profile, and update your application to the Reasonable Accommodation Question from "Yes" to "No" or respond to this email by notifying us at USAHire_Accommodations@opm.gov to let us know you do not need to request a Reasonable Accommodation.

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

If you have any questions throughout this process, contact USAHire_Accommodations@opm.gov.

Sincerely,

USA Hire Program Office

Appendix E: 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 118 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 may be used to identify the competencies measures for a specific job series and grade.

If the position uses a pay scale that is not equivalent to the GS pay scale, please contact your Agency USA Hire Point of Contact before continuing.

- **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 F: 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.

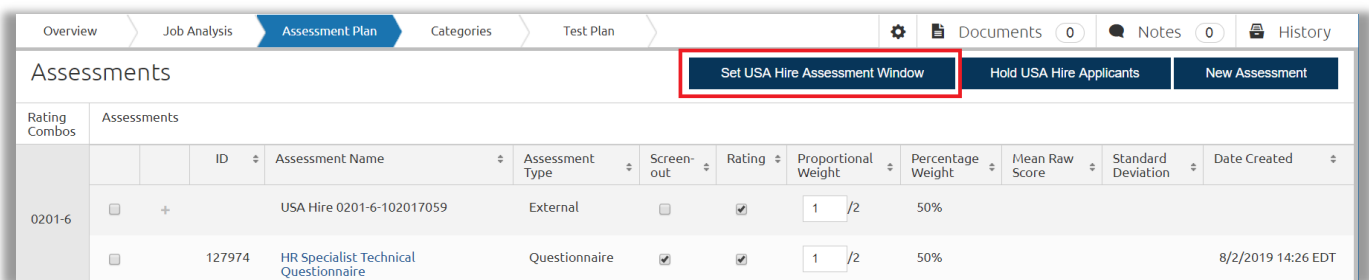
There is no need to change the open/close date in USA Staffing. However, if your agency policy requires a manual change to the open/close date for reporting purposes, do not change the close date on the Announcement Information page until after the online assessment window has closed. Do not change the 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’s 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 is 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 open and close 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 utilize this functionality, follow these steps:

1. Navigate to the Assessment Package – Assessment Plan.
2. Select the button titled **Set USA Hire Assessment Window**



3. Edit 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).

3. Using Cut Off Dates with USA Hire

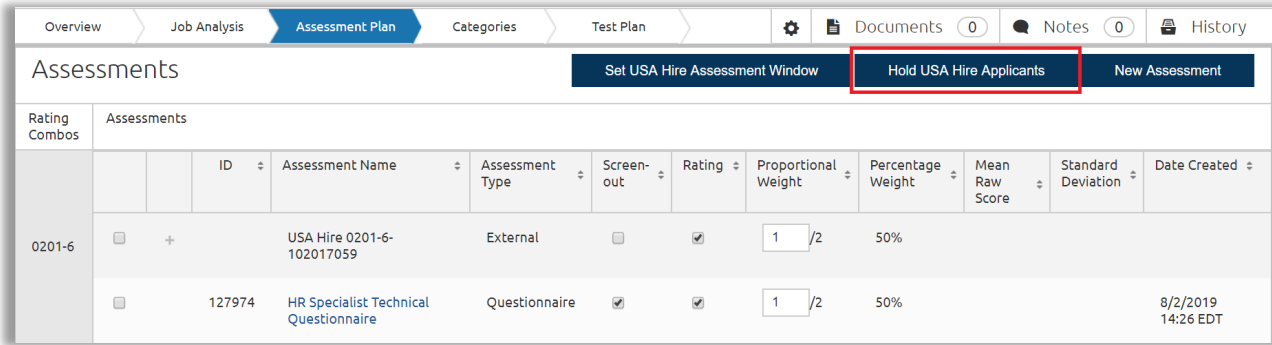
It is possible to use cut off dates in order to pull lists and evaluate applicants while the JOA is still open. However, this is only possible when the USA Hire assessment alone is used for rating. If an assessment questionnaire in USA Staffing is combined with the USA Hire for a final rating, applicant scores will not populate until after the close date of the announcement.

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 **Assessment Plan** sub-tab, click **Hold USA Hire Applicants**.



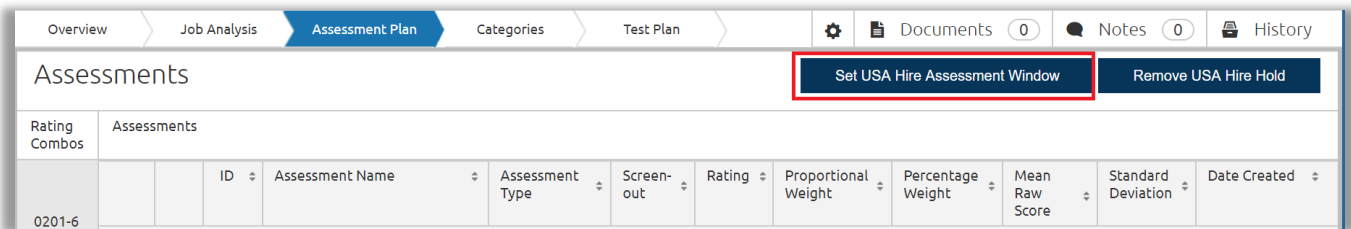
The screenshot shows the 'Assessments' page in the 'Assessment Plan' sub-tab. The 'Hold USA Hire Applicants' button is highlighted with a red box. Below the buttons is a table of assessments.

Rating Combos	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6		USA Hire 0201-6-102017059	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 2	50%			
	127974	HR Specialist Technical Questionnaire	Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 / 2	50%			8/2/2019 14:26 EDT

B. Removing the USA Hire Hold

When you are ready to remove the hold, the HR user must select 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:

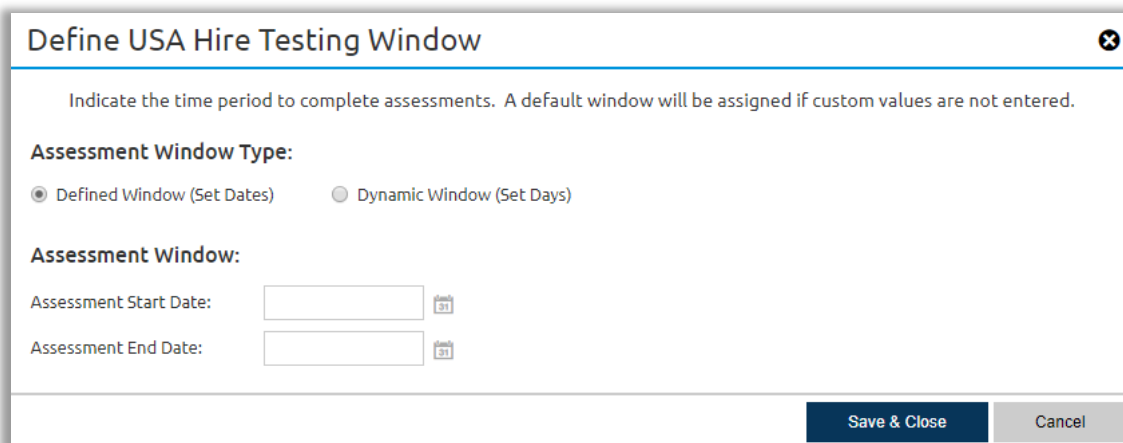
1. Click the **Assessment Package** tab.
2. On the **Assessment Plan** sub-tab, click **Set USA Hire Assessment Window**



The screenshot shows the 'Assessments' page in the 'Assessment Plan' sub-tab. The 'Set USA Hire Assessment Window' button is highlighted with a red box. Below the buttons is a table of assessments.

Rating Combos	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6										

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 screenshot shows the 'Define USA Hire Testing Window' pop-up window. It contains the following information:


Indicate the time period to complete assessments. A default window will be assigned if custom values are not entered.

Assessment Window Type:

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

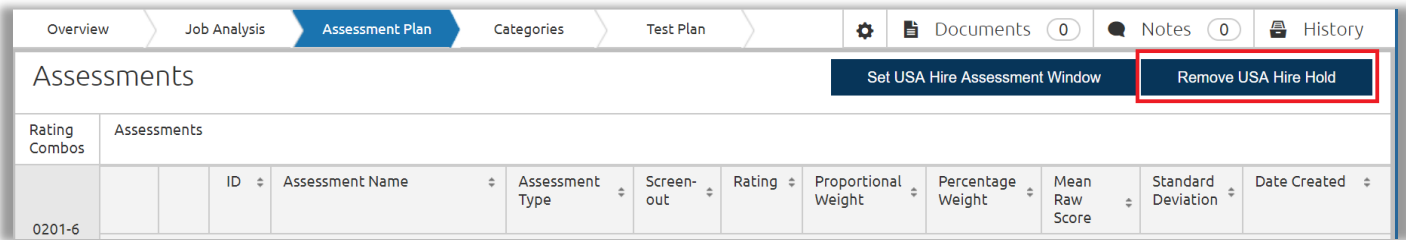
Assessment Window:

Assessment Start Date: 

Assessment End Date: 

Buttons: **Save & Close** (highlighted in blue), **Cancel**

- Once the assessment window has been set the Assessment Plan sub-tab, click **Remove USA Hire Hold**.

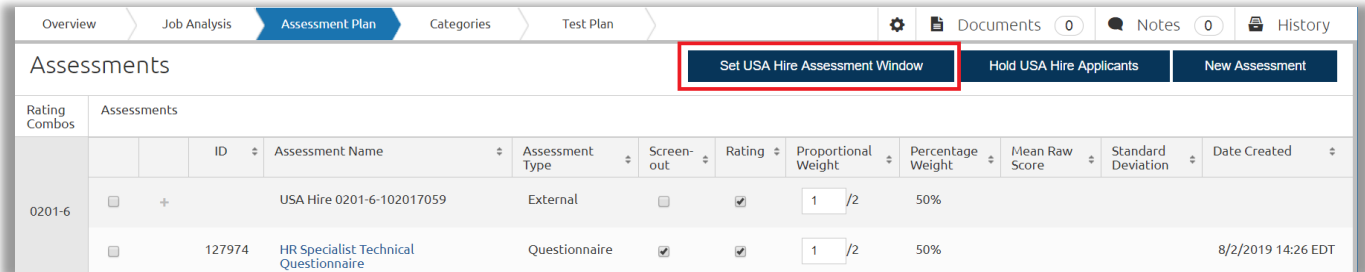


5. Dynamic Assessment Testing Windows

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 – Assessment Plan.
- Select the button titled **Set USA Hire Assessment Window**



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

Define USA Hire Testing Window

Indicate the time period to complete assessments. A default window will be assigned if custom values are not entered.

Assessment Window Type:

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

Assessment Window:

Calendar days to complete external assessment(s)

- Indicate the amount of days applicants should receive upon application to complete USA Hire assessments.

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://my.usajobs.gov/Account/Login>). There you will find a record of your application, the application status, and an option to **Update 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 in the USA Staffing interface. The 'Age Screening' section includes options like 'Do not screen applicants based on age' and 'Screen applicants based on age' with sub-options for 'Use Min Age', 'Use Max Age', 'Use age Formula for selected occupations', 'Exclude Veterans from calculation and screening', and 'Exclude Land Management Workforce Flexibility Act Eligibles from calculation and screening'. The 'Application Processing' section includes options like 'Standard Announcement (include 'Apply Online' button)', 'View-Only Announcement (remove 'Apply Online' button)', 'Applicants may not update assessment responses after submitting an application', 'Applicants may not update any part of their application after initial submission', 'Override individual announcement and assessment question requirement indicators to set all questionnaire', 'Do not collect Veterans' Preference for this application', 'Limit the number of locations that a user can select' (with a 'Maximum number of locations' input field), and 'Collect the applicant's Service Computation Date for this application'. The two checkboxes in the 'Application Processing' section are highlighted with a red box.

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 be 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.

The 'Define USA Hire Testing Window' dialog box contains the following elements:

- Title: Define USA Hire Testing Window
- Instruction: Indicate the time period to complete assessments. A default window will be assigned if custom values are not entered.
- Assessment Window Type:
 - Defined Window (Set Dates)
 - Dynamic Window (Set Days)
- Assessment Window:
 - Assessment Start Date: [Text Input] [Calendar Icon]
 - Assessment End Date: [Text Input] [Calendar Icon]
- Buttons: Save & Close, Cancel

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 duplicate assessment order while the announcement and/or assessment window are still open to send the applicant a duplicate USA Hire notification

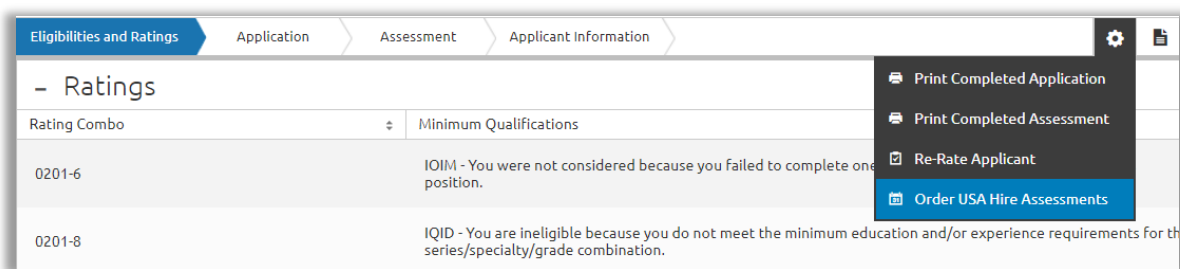
- Extending an existing assessment order to grant the applicant a longer assessment window, such as when extenuating circumstances like a natural disaster occur
- Requesting a new assessment order so that the applicant has an additional opportunity to complete assessments, such as when extenuating circumstances 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 or an eligible code (e.g. ELTE). If the applicant(s) you are seeking to order assessments on 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 for the first time, then retaining the default **Existing (Retain Assessment Window)** order type is appropriate.
4. If the assessment needs to be ordered a second time, the system default assessment window end date has already passed, or the applicant needs to be given extra time to complete assessments, then selecting the **New (Create Assessment Window)** order type is appropriate.
 - **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 can take 5-15 minutes, 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. Only 25 applicants can be selected per page; applicants cannot be selected across pages.
3. Select **Apply Action > Order USA Hire Assessments**.

Toggle Reviewed On	85	AC	0	30% DV	0	5/11/2020 14:45 EDT
Toggle Reviewed Off	84	AC	0	30% DV	0	5/11/2020 14:48 EDT
Order USA Hire Assessments						
Apply Action						

- 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.
- Click the **Order** button to send the order requests to USA Hire. This process can take 5-15 minutes, at which point 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

If a USA Hire vacancy needs to be cancelled, **before cancelling** the vacancy follow the below steps.

* 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:

- Navigate to the Assessment Package – Assessment Plan.
- Select the button titled **Set USA Hire Assessment Window**

The screenshot shows the 'Assessment Plan' tab selected in the navigation menu. In the top right corner, there are buttons for 'Documents', 'Notes', and 'History'. Below these, there are three buttons: 'Set USA Hire Assessment Window' (highlighted with a red box), 'Hold USA Hire Applicants', and 'New Assessment'. The main area displays a table of assessments.

Rating Combos	Assessments	ID	Assessment Name	Assessment Type	Screen-out	Rating	Proportional Weight	Percentage Weight	Mean Raw Score	Standard Deviation	Date Created
0201-6	<input type="checkbox"/> +		USA Hire 0201-6-102017059	External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 /2	50%			
	<input type="checkbox"/>	127974	HR Specialist Technical Questionnaire	Questionnaire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 /2	50%			8/2/2019 14:26 EDT

- 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 shortened amount.
- Send a custom notification notifying applicants that the vacancy has been cancelled and that 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 applicant 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 that 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.

Appendix G: 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 	Getting Started
2	<p>Vacancy –</p> <ul style="list-style-type: none"> ▪ “Reasonable Accommodation Documentation” accepted as supporting document type ▪ Utilize the USA Hire Acknowledgement Template under Application Confirmation Messages 	Step 1
3	<p>Assessment –</p> <ul style="list-style-type: none"> ▪ USA Staffing Assessment Questionnaire (AQ) added and tested, if applicable ▪ Appropriate External Assessment(s) added ▪ Assessment Plan tab modified as needed to address screen-out vs Rating AQ and weighting protocol 	Step 2
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) vacancies/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) vacancies/JOAs, follow your Agency business process 	Step 3
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 a RSC of either IN or AA 	Step 5 and Step 6