

EAW Competition Frequently Asked Questions:

1. I'm applying for an Employment and Assistance Worker position and I have a question. Who can I call?
 - a. Some of the more commonly asked questions have been anticipated and listed here for your convenience. If your question is not listed here or if you need more detail a link to the appropriate email inbox is provided. Please review these questions first before sending an email, as you may find your questions is answered more quickly.
2. How will I find out if my application is being reviewed?
 - a. All applicants receive an automatic email notification when the application has been submitted online. All competitions you have successfully applied for are visible in your CAREER CENTRE which is accessible from the Jobs and Hiring page. If you do not see it listed there and/or you have not received an automatic email notification confirming your profile has been submitted send an email to BCPSA.Hiring.Centre@gov.bc.ca
3. How can I prepare for the competition process? Is there any material I can be studying?
 - a. Visit the [Resources for Applicants](#) link and review each topic. Detailed information and useful resources are available that help you prepare for the assessment process and interview. Review the [Learn about Competencies](#) section and look up the competencies listed in the EAW Job Profile. Make sure you read about Aboriginal Relations Competencies as well. Check out the [Ministry of Social Development and Social Innovation](#) website; and finally review the Job Profile.
4. How will I know if my application is moving forward in the assessment process?
 - a. All applicants will receive notification if they have been screened out. This is called a "regret notification". Applicants selected to move forward in the assessment process will receive an email inviting to the next stage. Please check your email inbox regularly for these updates. Generally, screening and shortlisting can take anywhere between a few days to 2 or 3 weeks depending on volume of applicants. Please ensure your contact information is up to date.
5. How do I update my contact information?
 - a. Update your contact information in your profile in your CAREER CENTRE and notify the hiring team of any changes in your contact information by sending an email to SDSI.OPSSupport.Hiring@gov.bc.ca .
6. If I have been screened out can I reapply?
 - a. Yes. You are encouraged to apply on future competitions.
7. What does the test of Business Skills measure?
8. Business skills refer to your ability to work in an office environment with computerised technology and ability to interact with customers and team members. You may expect to be tested on your typing speed and accuracy; data-entry speed and accuracy; reading comprehension; basic math; customer service concepts; and basic computer and navigation

skills to name a few. The tests are done through the Pre-Valuate Online Skills Testing system and candidates are invited to complete the test within a dedicated timeframe using their own computer.

9. How can I prepare myself for the Business Skills test?
 - a. The ability to keyboard and enter data with speed and accuracy is measured so practicing this ability may help you prepare for the timed sections of the test.
10. What if I don't have a home computer or device where I can take the online test?
 - a. If you do not have access to a computer with a standard keyboard (QWERTY) with numeric pad we recommend you try to arrange access to a computer away from distractions and interruptions. Please note the test includes an alpha-numeric component so a keyboard you choose to use should accommodate your preference. If you have been invited to complete the test and you cannot arrange a computer send an email to SDSI.OPSSupport.Hiring@gov.bc.ca.
11. What if I don't pass the Business Skills assessment? Can I try again?
 - a. Candidates are welcome to reapply on any future job postings and are welcome to take the test again. Practicing keyboarding skills and brushing up on other business skills can help improve your results.
12. What if I have already passed the Business Skills Test on a previous competition with the BC Public Service? Can you use the same score?
 - a. If you completed the same set of tests in a previous EAW competition and passed you may not have to retake the test. If you have been invited to take the Pre-Valuate Online test and you have successfully passed it on previous competition please send an email to SDSI.OPSSupport.Hiring@gov.bc.ca to find out if you need to be retested or not.
13. I've never had an online interview before. Can I test the connection?
 - a. Online, virtual interviews are new so not a lot of people have experience with them. Once you get accustomed to the idea it can be less stressful because you can be in the privacy and comfort of your own home. If you are invited to attend an interview you will be provided with information on how to test the connection. In the meantime you can learn about this type of technology by researching "Skype for Business".
14. I don't know if my computer is capable of connecting via Skype for Business. How will I find out if my device will work?
 - a. Most PCs with Windows 7 operating system and higher work well. You will need a camera and a good internet connection; a headset is preferable. Sometime bandwidth is an issue so if you are in area where your internet connection is poor alternative arrangements may have to be made. Many other devices work well such as iPads, iPhones (4S and higher). You will have options. Sometimes, even after testing a connection, the connection is poor and in those cases the interview is quickly switched to a teleconference so make sure you have your telephone handy.
15. I'm nervous about the interview. What If my connection doesn't work? What if the telephone connection doesn't work?
 - a. We are committed to making your interview experience as positive and successful as possible. The panel members understand that technical problems may happen and

there is always a back-up plan. If you are feeling nervous, remember it is normal to feel that way during an interview. Take a deep breath!

16. What if I cannot make the scheduled interview time? Can I request a different time?
 - a. You will be given advance notice of when your interview is scheduled – at least 5 days' notice. Interviews are scheduled when the Business Skills Test results have been reviewed. You may want to estimate any time between the end of the business skills test and 2 to 4 weeks after for an interview. Unfortunately we cannot accommodate individual requests for interview times. If you have any concerns about the interview time you have been provided please email SDSI.OPSSupport.Hiring@gov.bc.ca.
17. What is a past work performance check?
 - a. Past work performance checks are similar to reference checks. The focus is on your previous work experience and performance so you must provide the names of people who can verify your work performance and at least one referee must be your current supervisor.
18. What if I don't want you to call my current supervisor?
 - a. Sometimes candidates prefer to wait until they have a job offer before they tell their current employer they have applied for another ob. This is understandable. If you do not want your current supervisor contacted unless you are being offered a position please ensure you notify the hiring team in writing when you submit the names of your references. You will be asked to provide these names if you have been successful in the interview. Please note that an offer of employment is always subject to a satisfactory outcome of the past work performance check and criminal records check.
19. What is an eligibility list?
 - a. An eligibility list is a list of all successful applicants from a competition. Applicants are listed in rank order from highest score down. Everyone on the eligibility list exceeded the hiring benchmark and are considered excellent, qualified candidates. Often scores are very close and ranking people is the only way to identify order of hiring. Everyone on an eligibility list should be proud of their accomplishment. The number of vacancies in a given location dictates how many people are offered jobs from the eligibility list. Eligibility lists are valid for up to one year after notification and positions may or may not be offered to everyone on the list.
20. I've read all these answers and I still have a question. Who do I contact?
 - a. For any other questions please send an email to SDSI.OPSSupport.Hiring@gov.bc.ca. This email inbox is monitored daily (Monday to Friday) by the hiring team and if your question is related to the hiring process logistics you will receive a response in most cases within 48 hours. Questions not related to the timeframe or a specific step in the process may take longer to respond to.