

**Name:** Candidate A

**Job Applied for:** Call Centre Customer Support Assistant

About you:

- You are currently working as a Call Centre Customer Support Assistant for a mobile phone provider.
- You had heard that IzaQ was a fun place to work from a friend who is a Call Centre Customer Support Assistant there.
- You were confident that as you do the same role elsewhere, you would be offered the job and are very disappointed that you've been rejected at the first stage.
- You found the error checking part of the test very difficult and struggled to keep up with the clock.

Questions to ask:

- But I do this job and I do it well – why use a test when I can get you a great reference?
- What sort of jobs does this suggest I should apply for in the future?

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**Name:** Candidate B

**Job Applied for:** Web Developer

About you:

- You are currently a Website Content Administrator at an online retailer and have been looking to move up to the role of Web Developer for some time.
- You were attracted to Highware Inc because, as an agency, they serve a broad client base and you believe such variety would help you grow quickly into the role.
- Whilst good at your job, you are a little under confident in your capability to progress, having been rejected for a number of different Web Developer roles previously – you were not surprised at being rejected again.
- You were very nervous taking the test and felt like you had to answer as quickly as possible – particularly for the diagrammatic part of the test – you felt you were guessing just so you could finish in time.

Questions to ask:

- Does this mean I should think about a different career path?
- Is it worth me applying again?

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**Name:** Candidate C

**Job Applied for:** Call Centre Customer Support Assistant

About you:

- You are currently working as a Customer Assistant in a supermarket.
- You were attracted to the role at IzaQ because you fancied a change of environment and are very good at dealing with people – in fact, you are often at your best when working on the Customer Services desk at the supermarket.
- Whilst you weren't confident that you would ultimately get the job as you haven't had any prior call centre experience, you were very surprised to be rejected at such an early stage of the process.
- You were comfortable with the error checking part of the test but struggled with the verbal part.

Questions to ask:

- Isn't the job fundamentally about dealing with people rather than doing well on a verbal test?
- My friend applied as well and got through – she's done the test before so does that mean she had an advantage?

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**Name:** Candidate D

**Job Applied for:** Web Developer

About you:

- You are currently a freelance Web Developer but looking for a permanent role as you are finding the lack of stability problematic.
- You were attracted to Highware Inc because their client base was very similar to your own and so you felt your knowledge and skills were very transferable.
- You have only just started looking and so you are not too disappointed at being rejected – you are more curious to find out about why the tests are used as you've never had to do anything like this before but anticipate them coming up again for you in the future.
- You found the timer very off-putting during the test and the numerical part was the most difficult for you – you have never been strong with numbers but don't really have to do much of that in your role.

Questions to ask:

- Why is it important to understand how good I am with numbers? I'm not an accountant!
- What should I do so that I pass next time?

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