

Supporting a fair and inclusive assessment process

Hiring a diverse, representative workforce is a business imperative for organizations. Creating organizational processes that source higher quality candidates, allowing them to demonstrate their unique knowledge, skills, and abilities in a fair, unbiased manner, is a desirable outcome for candidates and organizations. Cappfinity is committed to supporting the fair and inclusive assessment of candidates and has partnered with organizations such as Lexxic to better understand how we can provide a fair and positive assessment experience for all candidates.

The following considerations are offered as a starting point for you to consider when designing talent acquisition processes and specifically to be inclusive of Neurodiversity.

We have used the term neurodiversity or neurodivergent candidates to reflect the nuances of how people receive, process and interpret information, which can manifest itself in a variety of outcomes such as ADHD, autism, dyscalculia, dysgraphia, dyslexia, dyspraxia, and Tourette's. While each of these conditions is unique, it is very common for all of them to impact the type and quality of information that organization's collect during hiring processes.

Embrace diversity

From attraction to hiring, ensure that your website, in particular the careers page, reflects relevant equal employment opportunity (EEO) statements that encourage candidates from diverse backgrounds to apply.

Create the opportunity for candidates to request an accommodation

Provide opportunities for candidates to disclose any need for an accommodation to be made to their assessment process. This could be enabling the opportunity to raise any requests for an accommodation as part of their application via the relevant technology platform. We recommend that you define the process for reviewing and responding to any requests at the start of any recruitment campaign, so you are prepared for what steps to take. We can support with discussions about what accommodations may be suitable, as required.

Share details of the hiring process

Making candidates aware of the specific hiring process, as well as providing the opportunity to practice the assessments, will create a positive experience for all candidates. Our [preparation hub](#) enables candidates to learn more about our assessments and complete example questions. This can reduce anxiety and provide candidates with the opportunity to advise whether they are able to complete such questions fairly as part of an assessment.

Be flexible

Accommodations may be unique to individual needs; in particular Neurodiversity presents itself in a variety of forms, so an accommodation for one candidate may not be suitable for all candidates. Outlining the support available and discussing accommodations with each candidate will help to understand how to achieve a fair and inclusive assessment. This could include having extra time to complete an assessment, removing time limits altogether, access to comfort breaks throughout the assessment process, and interacting with the same assessors throughout the process. While being flexible to individual needs is important, we recommend a consistent process in the review of alternative accommodation requests.

Provide support throughout the process

Having a consistent person that the candidate can engage with throughout their process with any questions (generally or about accommodations) will help candidates to feel supported during the assessment process. We recommend that this individual is someone knowledgeable about your assessment process, understands neurodiversity and other disabilities, and will be available as a point of contact throughout.

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Business education

From hiring managers to HR personnel, it is good practice to educate and inform those involved in the assessment process about different candidate needs and neurodiversity. As neurodiversity is often misunderstood, a little education can go a long way to tackle common misconceptions and unintentional adverse impact. For example, a candidate with autism might not hold eye contact, this does not mean they are disinterested or disengaged in your process. Supporting a business understanding of neurodiversity as well as a consistent approach to responding to any accommodation requests for any disability is recommended.

