



## WHAT GOOD AND PROPER PEOPLE CAN EXPECT FROM ASSESSMENTS

At Santam, we know that our people are the greatest contributors to our success. We are a business that recognises that our strength lies in our people and the ultimate purpose of safeguarding what is precious to our clients. It's for this reason that assessments form part of making the match!

Certain jobs require a specific skill and set of behaviours these are called competencies. We measure these 'competencies' in our assessments by way of psychometric appraisals, interviews and other evaluations.

**When there's a good competency match  
good performance is inevitable!**

Remember, the selection is a **two-way process** where both you and the organisation reach a decision – **that decision should be favourable for both parties.**

## WHAT, HOW AND WHY?

The Candidate Journey takes you on a course that defines the expectations we have for each other. This stage of the journey is designed to clearly assess your ability to do the job which you have applied for.

### You may encounter the following methods of assessment:

- CV and application form.
- Ability Tests could include verbal or numerical reasoning tests. These tests may be online or written and are timed. The type of test will depend on the position you are applying for.
- Personality questionnaires are self-assessments, which provide insight into your natural style or preference and how it is likely to impact your performance in that position.
- Situational judgement exercises are examples of job-related tasks. You can demonstrate your approach to tackling tasks.
- Interviews.

**// Our promise is that we'll always listen, study the finer details, apply careful consideration and work hard to fully understand your reality as a Santam employee, with the assurance that you, your performance, aspirations, development and wellbeing, are as important to us as they are to you. //**

## HOW DO I PREPARE?

Ascertain the type of assessment you will be doing, how much time you need to set aside, and whether you need to prepare or bring anything along.

### During the assessment:

- When completing assessments online, read through the instructions carefully and complete all practice and example questions.
- When doing face-to-face exercises, assessors will be looking at how well you understand and execute the instructions, so listen carefully. Don't be afraid to ask if you are unsure about what you must do. If you try to guess what the assessors are looking for, you may be wrong. It is best to be yourself and respond honestly.
- Remember, you want to show your genuine desire and ability to do the job that you are applying for. If the assessment involves interviews, team exercises, or role-play, pay attention to your non-verbal signals, such as eye contact, facial expression and gestures. If you feel you have performed poorly in one exercise, don't give up. Your overall performance is considered.

### After the assessment:

- You may request feedback irrespective of the outcome. This may give insight into your strengths and areas for improvement as well as your future development.