



**County of Santa Clara**  
Employee Services Agency  
Human Resources - Policy/Procedure

**Original Date:** 6/12/18

**Revision:** \_\_\_\_\_

**POLICY NAME** - Examination Policy

**POLICY DESCRIPTION**

This policy describes the types of examinations that Human Resources (HR) uses to establish eligible lists.

**POLICY**

HR will maintain a fair and impartial examination process. The examination process may consist of one or more of the following: application appraisal, competitive rating, performance examination, written examination, oral examination, and/or any combination thereof. The examination is based on the knowledge and abilities required to successfully perform the job.

The examination process appropriate for the classification depends on various factors. Some factors that are considered include the following:

- number of vacancies
- number of qualified candidates
- the level of the classification
- the knowledge and abilities required

**EXAM TYPES**

**Application Appraisal**

An Application Appraisal is an evaluation method used when there are the same or fewer qualified candidates than the number allowed for referral by Merit System. Candidates do not receive a score, but instead are rated pass/fail based on the employment standards for the classification. (See the Application Appraisal Policy for more information.)

**Competitive Rating**

A Competitive Rating uses pre-determined evaluation criteria based on the knowledge and abilities described in the job specification. Subject Matter Experts (SMEs) not involved in the hiring process evaluate and score the candidates responses to the supplemental questions in the job announcement.

**Written Examination**

Written Examinations are multiple choice examinations that test a candidate's knowledge and abilities for the job based on the job specification.

**Oral Examination**

An Oral Board Examination consists of scenario-based (hypothetical) questions that test a candidates' responses using predetermined rating guidelines. The oral board panel should

consist of diverse and impartial raters. The candidates are evaluated based on whether their responses demonstrate the job-related knowledge and abilities being tested.

### **Performance Examination**

Performance Examinations are used for classifications where manual dexterity, physical agility, and/or other performance competencies are required. This type of exam requires a panel of raters who score the candidates based on pre-determined criteria that assesses the knowledge and abilities on the job specification.

#### **WRITTEN AUTHORITY FOR POLICY**

- Merit System Rule A25-140
- Merit System Rule A25-141
- Human Resources Practices Manual