SP-04 – Bilingual Taxpayer Services Agent

**Requisition: 56167973**

**Locally Developed Tool (LDT) – Conditions and Guidelines**

**Conditions**

* Please note that due to the COVID-19 situation, Microsoft Teams is being used for staffing activities that may have previously been conducted in person. Although the Canada Revenue Agency (CRA) network has security measures in place, the use of video conference technology involves increased risks, as sensitive information could be intercepted by a third party. While every effort will be made to disclose as little personal information as possible during the meeting, the CRA cannot guarantee the security of information exchanged during this meeting.

To maintain confidentiality, you agree not to distribute, disclose or otherwise share the information discussed during this meeting. Confidential information should not be discussed in a public or common space. Recording of meetings (audio or video) is strictly prohibited by all attendees.

Please indicate YES for each condition:

|  |  |
| --- | --- |
| Yes | 1. You are able to clearly hear me. |
| Yes | 1. You are set up in a quiet location where you will not be interrupted during the assessment. |
| Yes | 1. Your computer has access to the internet. |
| Yes | 1. You are equipped to take notes during the test using an appropriate tool of your choice. Pen and paper, Microsoft Word, or Windows Notepad, are three examples of tools that can be used to take notes. |
| Yes | 1. You have a clock or timer to track your time during the test. |
| Yes | 1. You will remain visible on camera during entire duration of the test period. |
| Yes | 1. Do you understand your responsibilities and agree to maintain Confidential Information? |
| Yes | 1. Do you understand the risk of video conferencing and agree to participate in the meeting? |

**Guidelines**

Please note the following guidelines to adhere to:

* To maintain the confidentiality and fairness in this staffing process, **do not** discuss the questions or your answers with anyone until the results of the staffing process are published.
* If you need to use the washroom during the assessment session, you must leave all testing material behind. Please note that no additional time will be given to compensate.
* Other than for the purpose of the assessment, the use of cellular phones, smartphones, digital cameras or any other type of recording, data storage, or information retrieval device is not permitted.
* Reference material such as dictionaries are not permitted.
* The Code of Integrity and Professional Conduct highlights for all CRA employees the expected standard of conduct and the required adherence to CRA policy instruments. Impersonation and other fraudulent practices are offences under the [Criminal Code](http://laws-lois.justice.gc.ca/eng/acts/C-46/). The offender could be subject to disciplinary measures in accordance with the [Discipline Policy](http://infozone/english/r2732472/ec-ce/dirpol/directives/drctv_dscpln-e.asp).
* If, before or during the assessment session, you experience physical or psychological indisposition of sufficient severity to interfere with your performance, or if you have a disability that could impede your performance on this assessment, it is **your** responsibility to inform us that you cannot undertake or continue the assessment. If you already sent an accommodation request but no one has contacted you yet, please let us know now. If you choose to undertake or continue the assessment despite your indisposition or disability, you must accept the assessment results. Are you ok to proceed?
* If you choose to end the assessment prior to its natural end for reasons other than physical/psychological indisposition, we must consider you to be withdrawing from the staffing process. In this case, please send an email to the [TNBWRecruit@cra-arc.gc.ca](mailto:TNBWRecruit@cra-arc.gc.ca) mailbox, confirmingthat you are withdrawing from the staffing process. Please confirm if you would like us to provide that email address to you now. (IF NEEDED: [TNBWRecruit@cra-arc.gc.ca](mailto:TNBWRecruit@cra-arc.gc.ca))
* The assessment questions, notes, rough paper, and any extra sheets are to be destroyed at the end of the session. Please note that only what is submitted to the Staffing Board on the provided assessment answer document and sent to the Staffing Board through email by the time allotted for the assessment will be evaluated.
* Only responses submitted by the end of the allotted 25 minutes test period will be accepted, late submission will not be considered.

Please sign to acknowledge the above conditions and guidelines of this testing session. Please send back both pages to [TNBWRecruit@cra-arc.gc.ca](mailto:TNBWRecruit@cra-arc.gc.ca)

Signature: \_\_\_CHRISTIANE MBIANDA TAMEN\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_