



Talenscio

Service Definition

Document

Assessment Centre Platform



1. Service Overview

The Talenscio Assessment Centre Platform provides organisations with an online environment for delivering assessment centre activities. The service supports scheduling, candidate communication, assessor access, real time activity management and recording of outcomes. It is delivered as a cloud hosted software as a service solution.

The service is charged on a per campaign or annual basis. Clients select a minimum candidate volume band. The full value of the minimum commitment for the selected band is invoiced at the start of the 12-month period.

This listing covers the Assessment Centre Platform only. Video Interview capability is available under a separate G-Cloud service listing.

2. Service Features

- Virtual assessment centres with full activity and scoring control
- Custom scoring frameworks with weighted criteria and structured evidence
- Automated agendas for candidates, assessors and observers in real time
- Personalised branding across centres, activities, emails and journeys
- Accessibility toolkit with WCAG support and built in adjustments
- Role based access with tailored views for each participant
- UK data hosting with MFA, encryption and GDPR compliance
- Fast setup using templates for tasks, activities and scoring
- Configurable agendas and activities
- Candidate scheduling and communication tools
- Candidate attendance tracking
- Digital scoring forms
- Document sharing for candidates and assessors
- Reporting and data export functions
- Optional add-on for asynchronous Video Interview module
- Audit logs for system access and key events

3. Technical Architecture

The platform is hosted in UK data centres on Microsoft Azure. It uses a scalable cloud architecture that adjusts to usage levels and provides resilience for peak assessment activity. All data is stored in the UK. Data is encrypted in transit and at rest.

4. Onboarding and Setup

Talenscio provides initial setup for administrators, guidance for assessment centre configuration and documentation for platform use. Onboarding typically takes one to two weeks depending on requirements. No local installation is required.

5. Service Levels and Support

The service is monitored throughout the day with automated alerts. Standard support is available during business hours for:

- Platform access issues
- Candidate and assessor access assistance
- Guidance on configuration
- Investigation and resolution of issues

Response times are provided in the Support Schedule.

6. Data Management

Client data remains in the UK. Access is controlled using role based permissions. Attendance and scoring data is generated only for candidates who attend an assessment. Data exports are available to administrators. At contract end, clients may request data export prior to account closure. Retention and deletion follow Talenscio's data retention policy.

7. Security

The service operates within an information security management system aligned to ISO 27001. Controls include:

- Role based access
- Multi factor authentication for administrators
- Encryption of data in transit and at rest
- Vulnerability assessment
- Change control processes
- System access and event logging

Further detail is provided in the Security Annex.

8. Backup and Disaster Recovery

Backups are taken in line with Talenscio's backup policy. Azure redundancy features provide resilience. Disaster recovery procedures support restoration in the event of service interruption.

9. Pricing Model

The Assessment Centre Platform is provided on a per campaign, or annual basis. Clients select a minimum candidate volume band. The full value of the minimum commitment for the selected band is invoiced at the start of the period.

A fixed per candidate rate applies to all candidates within the selected band. If the number of candidates attending an assessment centre exceeds the minimum commitment, the additional candidates are charged at the same per candidate rate as the selected band.

Candidates who do not attend are not billed at the per candidate rate. Any unused places remain available for reassignment for up to 12 months from the campaign start date. Unused places are not refundable and form part of the agreed minimum commitment.

All prices are exclusive of VAT.

10. Exclusions

The following are not included in this service:

- Video interview capability
- Custom integrations
- Bespoke reporting
- Consultancy beyond standard onboarding
- On site assessment support

These may be available separately.

11. Termination

Termination follows the terms of the call off contract. Minimum commitments apply for the full 12-month period and cannot be transferred or rolled over.

12. Dependencies

The service requires internet access and compatible devices for candidates, assessors and administrators.

13. Ordering and Invoicing

Orders are placed through the G-Cloud framework. The minimum commitment for the selected pricing band is invoiced at the start of the campaign period. Any candidates above the minimum commitment are invoiced monthly, after they attend their assessment centre.

Unused places may be reassigned to other candidates within the same 12-month period. Unused places are not refundable and remain part of the minimum commitment. Minimum commitments cannot be transferred to future periods.