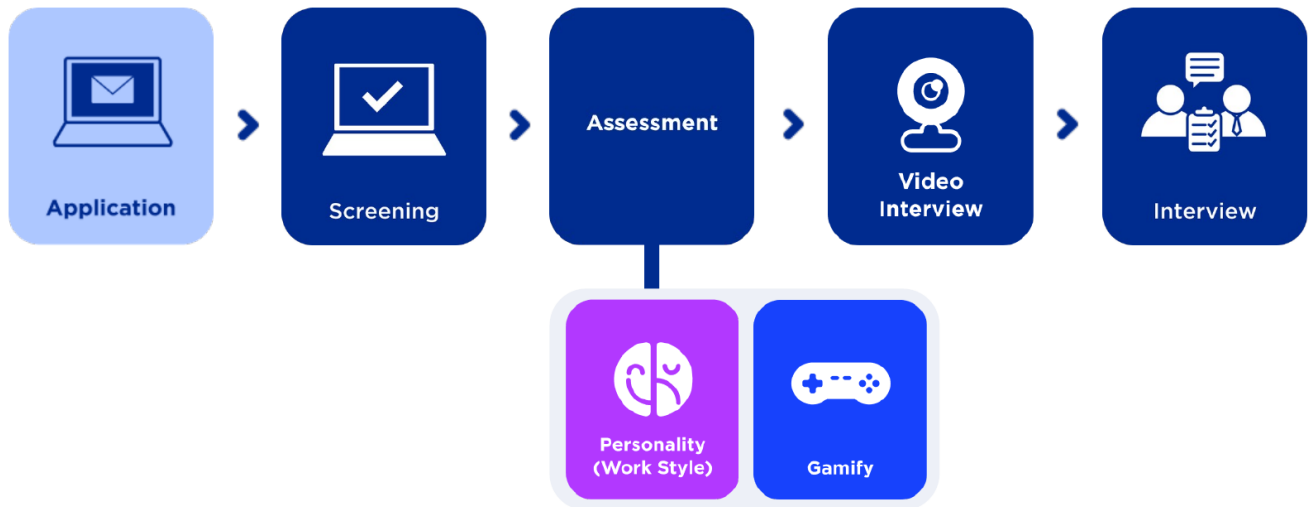




Talegent Approach to the
Candidate Journey

What is a Candidate Experience Review?



Talegent Reviews the Journey Your Candidates Take

- Talegent experts review your current candidate experience and map it against relevant industry and best practice metrics, stage by stage, from how candidates find the role to what they hear after the decision.
- The review combines an interview with your recruitment team, campaign data from the Talegent platform, and a review of what your assessment is configured to measure.
- It also checks that you are getting the full value of your licence: which reports are being generated, and which features you are entitled to but not yet using.
- Findings become specific recommendations, each tied to something in your own campaign data rather than to best practice in the abstract.
- It needs no performance data and no additional candidate time, which makes it the quickest of Talegent's consulting services to commission.

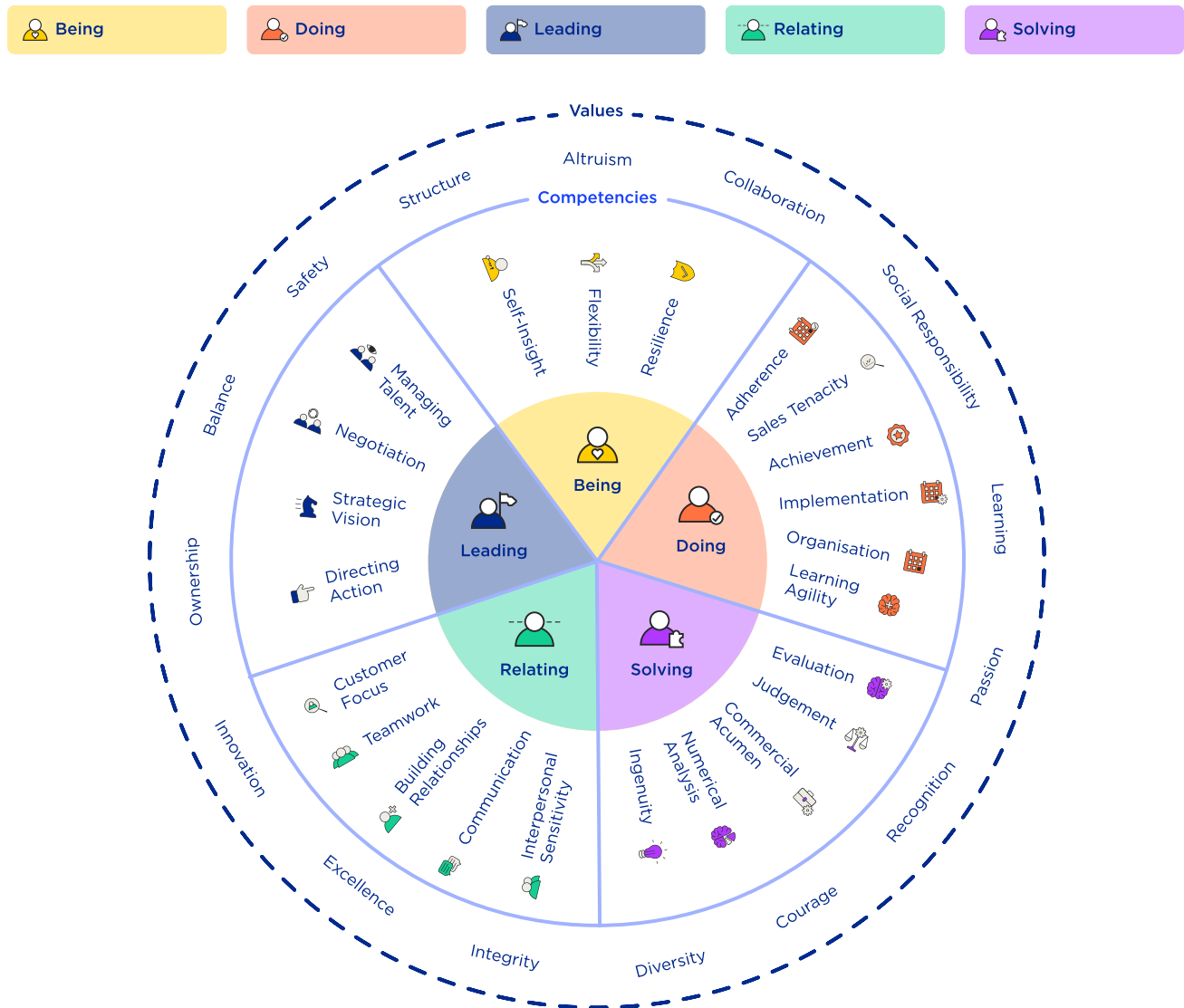
Every Stage is Analysed

Each stage is examined on its own terms: what it contributes to the decision, what it asks of the candidate, and whether it earns its place. Reviews commonly find a stage that could be resequenced, one that duplicates what an earlier step already established, and a Talegent feature that would do the same work with less effort. The report sets out what to change, in what order, and what each change would cost.

Talegent Competency Model and Cards

The Talegent competency model underlies Talegent's Talent Assessments and comprises of a comprehensive set of 23 competencies, grouped into 5 key clusters. Competencies are selected for role-specific assessments to identify top talent across employment levels and industries. The model provides a logical, practical, and consistent approach to communicating and interpreting candidates' results.

Talegent's Competency Model contains 23 competencies across 5 clusters:



The **Talegent Competency Cards** are designed to help you identify the key competencies that are important for success in a particular role. Once selected, they can be used to build your psychometric assessment. These cards describe the key behavioral competencies employees need to do their job effectively.

TALEGENT.

Utilising your Candidate Experience Review

The report examines the process a candidate moves through: whether the stages are the right ones in the right order, whether the assessment measures what the role demands, and whether you are using the tools your licence already includes.

ONE

The shape of the process

How many stages a candidate passes through, in what order, and what each one contributes. Reviews often recommend resequencing or removing a stage.

TWO

What you are measuring

The competencies and assessments the campaign is configured to score, checked against what the role demands, plus anything relevant that is not being measured.

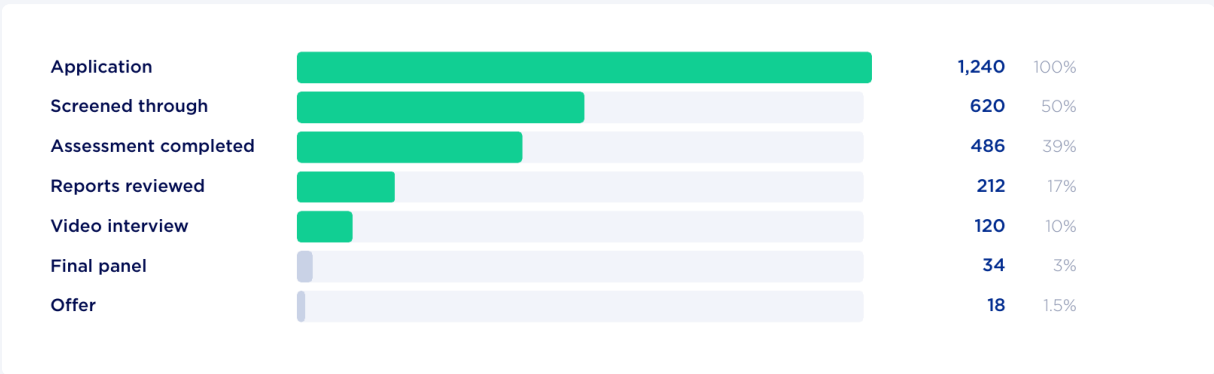
THREE

What your licence delivers

Which reports are being generated, and which are included in your licence but never switched on. Clients are often paying for tools they have not used.

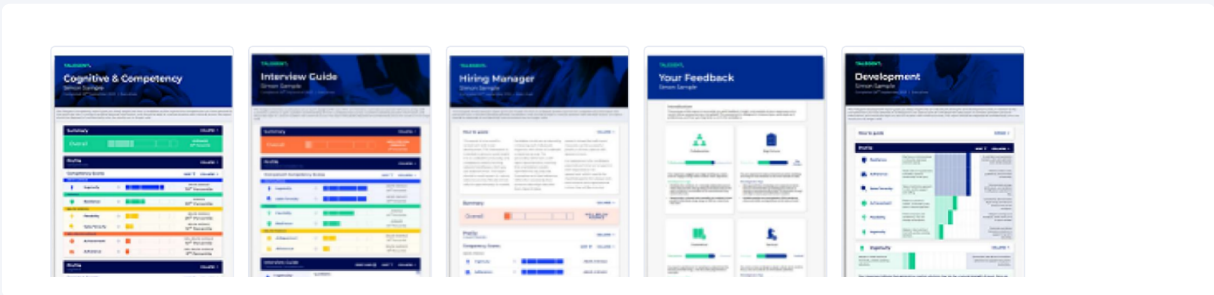
Every stage, counted

Each stage on a single axis, so you can see what the process actually does: where the largest cuts fall, and whether they fall at the stages carrying the most information.



What your licence is generating

Reports in use, and reports included in your licence that were never switched on. In this example, two of the five cost nothing to enable.



Figures shown are from a sample Candidate Experience Review report.

Talegent Candidate Experience Review

Talegent experts review your current candidate experience and map it against relevant industry and best practice metrics. The review covers every stage a candidate passes through, what your assessment measures and why, and how much of your licence you are actually using.

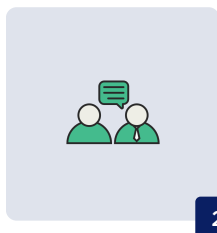
It is the lightest of Talegent's consulting services to commission. There is no assessment to configure, no performance data to gather and no additional candidate time, so the only call on your team is a single interview.

Process



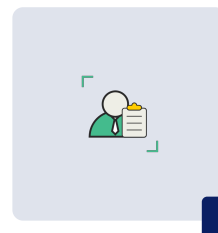
Service Request

Your Client Success rep confirms the campaign to be reviewed and arranges a time with your recruitment team.



Interview

A structured interview covering each stage of your process, alongside a review of your campaign data and configuration.



Report Delivery

Talegent presents the findings and the recommended changes, in order of impact against effort.



Pricing

ONE-OFF COST

\$500 NZD

Timeframe

INDICATIVE TURNAROUND

2-3 weeks

What you receive

- Your candidate journey mapped stage by stage, with volumes
- A review of what your assessment measures
- An audit of the reports your licence generates, and those it does not
- Recommendations ordered by impact against effort
- Findings presented by the Talegent Consulting team

TALEGENT CONSULTING SERVICES

Candidate Experience Review

Graduate Programme

Prepared for Globex



TALEGENT.

Report date 18 February 2027

Version 1.0

Prepared by Talegent Client Success

Contents

What's in this report

This report describes the Globex Graduate Programme recruitment process as a candidate experiences it, and recommends where it can be improved.

01	Overview — purpose and method	3
02	The current experience — stage by stage	4
03	What is being measured — competencies and assessments	5
04	Reports in use — what is generated and how it is used	6
05	Candidate feedback — closing the loop	7
06	Recommendations — what to change, and when	8
A	Appendix A — interview record	10
B	Appendix B — method, privacy and standards	11

01 Overview

Purpose and method

Purpose

A Candidate Experience Review examines your recruitment process from the perspective of the people going through it. It sets out what a candidate encounters at each stage, what is being measured and why, and where the experience can be improved without weakening the selection decision.

It also checks that you are getting the full value of your Talegent licence: which products are configured, which reports are being generated, and which available features are not yet switched on.

Method

The review draws on three sources. A structured interview with the Globex recruitment team covering each stage of the process and the decisions made at it. Campaign data from the Talegent platform, covering volumes, completion rates and elapsed time between stages. And a review of the competency configuration against the demands of the role.

Where this report recommends a change, it says what the change is expected to improve and what it would cost to make. Recommendations are drawn from current practice across Talegent's client base rather than from theory.

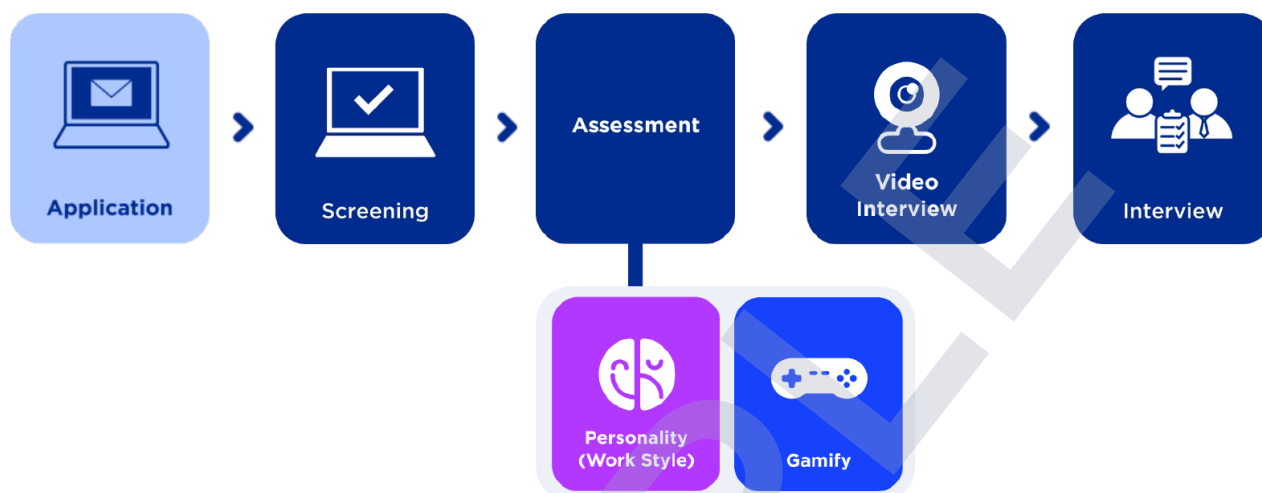
At a glance

Campaign reviewed	Graduate Programme, 2026 intake
Organisation	Globex
Service	Candidate Experience Review
Basis	Recruitment team interview · campaign data · configuration review
Interview held	4 February 2027
Campaign period	March – November 2026
Recommendations	5, in order of expected impact

02 The current experience

Stage by stage

Candidates find the programme through Seek, university careers fairs and the Globex careers site, and apply through a single form integrated with your applicant tracking system. From there the process runs in five stages.



Candidate volumes

Application		1,240	100%
Screened through		620	50%
Assessment completed		486	39%
Reports reviewed		212	17%
Video interview		120	10%
Final panel		34	3%
Offer		18	1.5%

Application and screening

Applications are screened against three criteria: a B grade average or higher, a relevant degree, and the right to work in New Zealand. Half the applicant pool progresses. Screening is manual and takes the team roughly four minutes per application.

Assessment

The 620 screened candidates are invited to complete the Talegent assessment, comprising the PATH Personality Questionnaire and three cognitive measures. **486 completed it, a 78% completion rate**, which is healthy for a graduate assessment of this length. Median completion time was 41 minutes against a configured expectation of 38.

Shortlisting

The team works down the stack rank and opens the Cognitive & Competency report for the top 212 candidates. From that group, 120 are invited to a one-way video interview.

Video interview and final panel

Thirty-four candidates attend a panel interview and give a short presentation. Eighteen offers were made.

03 What is being measured

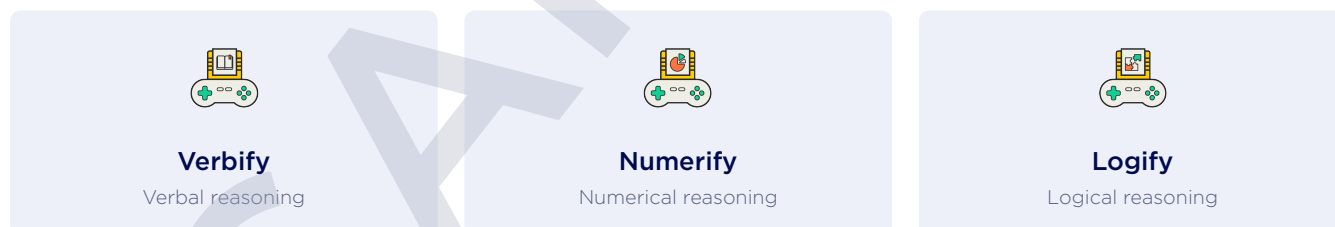
Competencies and assessments

Candidates are assessed against seven competencies from the Talegent competency model, plus three cognitive measures. This is the configuration a candidate is scored on.



Cognitive assessments

Reasoning is measured through Talegent's gamified assessments, which candidates consistently rate as a better experience than conventional timed tests.



Why these competencies

The selection reflects what a rotational graduate programme demands: the ability to get up to speed in unfamiliar work, to contribute in project teams, and to stay steady while doing both. Learning Agility and Teamwork in particular map directly onto how the programme is structured.

The selection was made at configuration from the position description and Talegent's graduate benchmark. It has not been tested against how Globex graduates actually perform, which is the subject of a recommendation in section 06.

What is not being measured

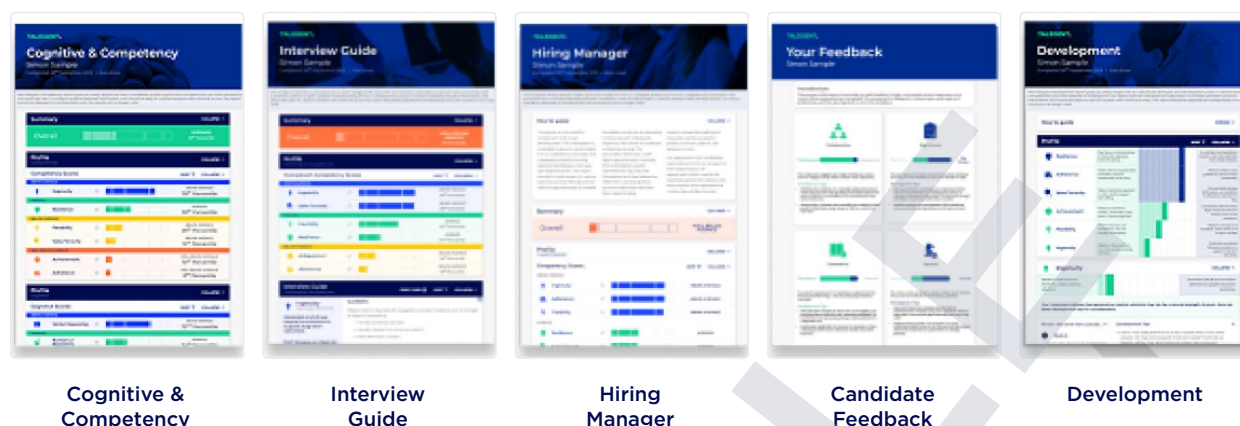
Values and culture fit. Globex has a defined values framework but it is not assessed. Talegent's values model can be mapped to it and added to the existing assessment as a configuration change, adding roughly four minutes of candidate time.

This is flagged as available rather than recommended, because the case for it depends on how Globex wants to use values in selection.

04 Reports in use

What is generated, and how it is used

Your licence includes a range of reports. This is what the Graduate Programme campaign generated over the period, and what the team does with each.



Report	Generated	How it is used
Cognitive & Competency	212	Opened for the top of the stack rank when shortlisting for the video interview.
Interview Guide	34	Generated for final panel candidates. Panel members report using it selectively.
Hiring Manager	18	Generated at offer stage and passed to the receiving manager.
Candidate Feedback	0	Included in your licence. Not currently switched on.
Development	0	Included in your licence. Not used for this campaign.

How the shortlist is made

The team works from the stack rank table for the full field of 486, then opens the Cognitive & Competency report for the top 212 candidates before deciding who goes through to the video interview. Reports are generated when they are opened, which is why 212 rather than 486 appear above.

The team estimates roughly six minutes per report at this stage, or around 21 hours across the campaign.

TWO REPORTS YOU ARE PAYING FOR AND NOT USING

Candidate Feedback and **Development** reports are included in your current licence at no additional cost. Neither was generated during the campaign. The first of these is the subject of a recommendation in section 06.

05 Candidate feedback

Closing the loop

486 candidates completed a full psychometric assessment for Globex. Eighteen received an offer. None of the 486 received any feedback on what they had just spent 41 minutes doing.

Why this matters for a graduate campaign

Graduate candidates are early in their careers and apply widely. They talk to each other, and they will encounter Globex again — as applicants to other roles, as customers, and in some cases as candidates you want to attract in two or three years.

A candidate who invests 41 minutes and receives nothing but a form rejection draws a reasonable conclusion about how the organisation treats people. A candidate who receives a short report explaining their strengths draws a different one, and the cost difference to Globex is nil.

What the report contains

- **Strengths.** Where the candidate scored most highly, in plain language rather than percentiles.
- **Development tips.** Practical suggestions for the areas they scored lower on, framed as what to work on next.
- **No comparison** to other candidates and no indication of why they were unsuccessful, so it carries no risk of being read as a reason for the decision.

Availability

Candidate Feedback reports are included in your current licence at no additional cost. Switching them on is a configuration change and adds nothing to the candidate's time.

ON THE RISK OF GIVING FEEDBACK

The common concern is that feedback invites challenge to the decision. In practice the report describes the candidate's own results and never references the hiring outcome or other applicants. Across Taleagent's client base, organisations issuing these reports do not report an increase in queries about decisions.



A Candidate Feedback report. Results are described in words, with development tips for each area.

06 Recommendations

What to change, and when

Five changes, in order of expected impact against effort. The first four improve the candidate's experience without altering how the selection decision is made. The fifth strengthens the decision itself.

RECOMMENDATION 1 · NOW

Switch on Candidate Feedback reports

Issue a Candidate Feedback report to every candidate who completes the assessment, regardless of outcome. All **486 completions** this campaign would have been eligible. It is included in your licence, requires a configuration change rather than a purchase, and adds nothing to the candidate's time.

Expected benefit — every assessed candidate receives something of value from their application. Strongest effect on a graduate pool, where candidates reapply and talk to their cohort.

RECOMMENDATION 2 · NOW

Stay in contact through the shortlisting period

Candidates currently hear nothing between completing the assessment and learning the outcome, a median of 19 days. A short acknowledgement at completion, setting out what happens next and when, keeps the relationship warm through the longest gap in the process.

A second touchpoint partway through — even a brief note that shortlisting is under way — costs nothing and signals that the candidate is still in mind.

Expected benefit — candidates tolerate waiting far better than not knowing. Fewer status-chase emails, and less attrition among strong candidates weighing competing offers.

RECOMMENDATION 3 · NEXT

Introduce an employer branding video before the assessment

Candidates are invited to a 41-minute assessment having seen little of Globex beyond a job advertisement. A short video on the invitation page — the programme, the work, and people who have been through it — gives them a reason to start and something to hold onto while they do.

Expected benefit — addresses the drop-out concentrated in the first five minutes, where candidates decide whether the assessment is worth their time. Also puts Globex in front of the 134 invited candidates who never started.

06 Recommendations · continued

RECOMMENDATION 4 · NEXT

Deliver the video interview questions on video

Questions at the video interview stage are currently presented as text on screen. Recording a member of the team asking each question turns a form into a conversation, and is the first point in the process where a candidate sees a Globex face.

It also improves the answers. Candidates respond to a person more naturally than to a written prompt, and tone of voice carries emphasis that text cannot.

Expected benefit — a warmer experience at the 120-candidate stage, and richer responses for the panel to work from. One recording session, reusable across intakes.

RECOMMENDATION 5 · LATER

Commission a Solution Verification study

Two questions this review cannot answer are worth answering with data. First, there is no established pass threshold: the team works down the stack rank and stops at roughly 212, which is a volume decision rather than a score-based one. Second, the seven competencies were selected at configuration and have never been tested against how Globex graduates actually perform.

A **Concurrent Solution Verification** would answer both. Current programme members complete the assessment, their managers rate their performance, and the two are correlated competency by competency. That establishes which competencies predict performance here, supports a defensible threshold, and produces recommended weightings.

Expected benefit — a selection decision founded on evidence from your own people rather than on configuration defaults, and a documented basis for the threshold if it is ever questioned.

Appendix A

Interview record

Structured interview with the Globex graduate recruitment team, 4 February 2027. Responses are recorded as given, lightly edited for length.

Goals and current solution

What is Globex seeking to improve, and why?

Conversion at the later stages, mainly. We are competing for the same graduates as the big four and the banks, and they move faster than we do. Twice last year we got to offer and the candidate had already accepted somewhere else.

Does the current testing solution need reviewing?

We are happy with it as an assessment. What I could not tell you is whether the seven competencies are the right seven for us specifically. They were set up when we first configured the campaign and nobody has been back to them since.

How do you decide who progresses past the assessment?

We sort by overall score and work down the list. We open reports for roughly the top 200 and then pick the 120 we want to see on video. There is no fixed pass mark; it is really driven by how many we can interview.

The candidate experience

How do candidates find your roles?

Seek, careers fairs at the universities, and our own careers site. At the fairs we use a QR code straight to the application page, which works well for capturing people on the day.

What do candidates see of Globex before they sit the assessment?

Honestly, not much. They see the job ad and then they get an email inviting them to the assessment. We do not have anything that tells them what the programme is actually like or who they would be working with.

How does the team review assessment results?

We work off the stack rank table for the whole field, then open individual reports for the top group. It is about six minutes a report, which adds up. We do not open reports for everyone who completes.

How long from first contact to offer?

About forty-seven days end to end. The longest single gap is between someone finishing the assessment and hearing whether they are through, which is around nineteen days. We batch the shortlist review, so nothing happens in between.

How does the video interview stage work?

Candidates get a set of questions on screen and record an answer to each one. The questions are typed out as text. It does the job, but a few candidates have said it feels impersonal, and we have wondered whether we get their best answers that way.

Do candidates drop out at particular stages?

Some never start the assessment after being invited, and that is the biggest single loss. A smaller number withdraw while they are waiting for the shortlist decision, and those are usually the ones we most wanted.

Anything else on the candidate experience?

We have wanted to give unsuccessful candidates something back for a long time. It always seemed unfair that they spend forty minutes on an assessment and get a two-line rejection. We understood it needed a paid add-on, so we never pursued it.

Appendix B

Method, privacy and standards

What was done

A structured interview was held with the Globex graduate recruitment team covering each stage of the process, the decisions made at each, and the team's own view of what is working. Campaign data was drawn from the Talegent platform for the period March to November 2026: volumes by stage, completion rates, elapsed time between stages, and reports generated. The competency configuration was reviewed against the role.

Limitations

- **One perspective.** The interview captures the recruitment team's view of the process. Candidates themselves were not surveyed. Where a candidate survey is available, it is the stronger evidence of experience.
- **Not a validity study.** Nothing here tests whether the assessment predicts performance. That question is answered by a Solution Verification study.
- **Single campaign.** Findings describe the 2026 graduate intake. Volumes and timings for other roles may differ.
- **Estimated effort.** Time spent screening and reviewing is the team's own estimate rather than a measured figure.

Privacy and security

Candidate data referenced in this report is aggregate. No individual candidate is identified. Talegent's Privacy Policy, Information Security Policy and GDPR Compliance Policy are available from your Client Success representative and govern the handling of all assessment data.

WHERE THIS SITS AMONG TALEAGENT'S SERVICES

A Candidate Experience Review examines the process a candidate goes through and how well your licence is being used. It is a Client Success service rather than a psychometric study.

Where you need evidence that the assessment predicts performance, a **Solution Verification** study measures it. Where you are building a competency profile from scratch, **Success Profiling** establishes it.