

## Frequently Asked Questions Tri-Agency Compliance Examination

- Q. Candidate is going through the application process and receives an error message. When trying to log back into the system, they continue to receive the same message.**
- A. If the error message says "Insufficient Resources, or 'Timed Out" please try to log back into the application. The system may be having difficulty trying to handle the quantity of candidates accessing the system at one time. If there is a different error message, contact the State Personnel Board at (916) 653-1502.
- Q. Candidate does not remember their password.**
- A. Refer candidate to the State Personnel Board at (916) 653-1502

### ***ELIGIBILITY FOR TAKING THE EXAMINATION***

- Q. Do I have to be a State Employee to take an open examination?**
- A. No, this examination is open to all candidates who meet the minimum qualifications.
- Q: Do I have to have legal residency in California to take this examination?**
- A: You must have a legal right to work in the United States, as well as meet the minimum qualifications to take this examination.
- Q: Do I qualify to take this examination?**
- A: Carefully read the minimum qualifications sections on the bulletin to ensure you are eligible to take this examination. If you do not meet the minimum qualifications, you can't take the examination.
- Q: I want to ensure that I understand the minimum qualifications; can I contact someone by phone or email to discuss my qualifications?**
- A. Carefully read the minimum qualifications sections on bulletin to ensure you are eligible to participate in this examination.

### ***TAKING THE EXAMINATION***

- Q: I am confused about the online process and want the process explained to me.**
- A: The online process has help screens throughout the system to aid you in completing your application.
- Q: I received an error message when I typed my application.**
- A: The online process has help screens throughout the system to aid you in completing your application.
- Q: Since I self-certify my experience and education online, does anyone else review my qualifications?**
- A: Yes. You are required to submit copies of your transcripts to each agency within 2 weeks of taking the online examination. In addition, before a job offer is made, the hiring department will confirm that you possess the minimum qualifications required. Reference checks will be conducted and you will be requested to provide proof of the educational requirements.
- Q: If I pass the examination but it is discovered that I do not meet the minimum qualifications do I remain on the list?**
- A: No. If you do not possess the minimum qualifications, your name will be removed from the list.

**Q: Are veterans' preference credits granted and who receives them?**

A: Veterans' preference credits will be added to the final score of all competitors who are successful in this examination, and who qualify for and have requested them. Due to law changes effective January 1, 1996, veterans' credits will not be awarded once a veteran achieves permanent civil service status. Veterans' preference credits can create additional ranks on the eligible list.

**Q: How do I know if my score includes Veteran's preferences points?**

A: Your examination results will indicate whether or not Veteran's preference points were added to your final score.

It is your responsibility to submit your letter to the testing department indicating that you are approved for Veteran's preference points and how many points you qualify to receive.

You must provide your proof of eligibility for Veteran's preference points to the testing department within 30 days after the eligible list is established.

If you need to obtain a copy of the form and instructions for applying for Veteran's preference points, you can obtain this information from form [SPB1093](#) or contact the State Personnel Board at (916) 653-1502 or TTY Line For Hearing Impaired Persons at (916) 654-6336.

***AFTER THE EXAMINATION***

**Q: What is an eligible list?**

A: An eligible list consists of applicants who have passed the examination and can be considered for employment based on their score. Generally the top three ranks (highest scores) are considered immediately employable and will be contacted first.

**Q: How do I know what rank I'm in?**

A: When you receive your notice of examination results, it will indicate your total score and the rank on the list this score represents. If you are in Rank 1, 2, or 3, you can immediately begin looking for job openings/vacancies. However, even if you are in lower ranks, you could become reachable as hires are made, and employment preferences for individual positions are not selected by persons in higher ranks.

If you receive an employment contact letter from a State department, that means your name was certified on the eligible list and you are probably reachable for consideration for that position. Again, due to employment preferences, you may be contacted as reachable for one position and not be reachable for another position. To obtain point-in-time information regarding your ranking on an employment list, you can utilize the [eligibility list disclosure](#) information on the SPB Web site.

**Q: How long will I remain on the eligible list?**

A: Your eligibility is valid for 12 months provided your eligibility status remains active. To remain in active status you must respond timely to all contacts or correspondence for a vacancy and do not waive interest in employment more than 2 times. At the end of the 12 months eligibility, you must re-take and successfully pass the examination to continue to be eligible for employment.

**Q: Can I apply for a position if I do not receive an Employment Inquiry letter?**

A: Yes, you may apply for vacant positions for the classification that you have eligibility for, however, you must be in the top three reachable ranks to be hired.

**Q: How soon can I expect to be contacted for a position?**

A. As vacancies occur, eligible candidates may be contacted for hiring interviews based on their placement on the list with those with the highest scores being contacted first. It is not a requirement to contact all eligible candidates before a selection is made, and therefore it is not possible to predict when an eligible may be contacted or selected. These vacancies are advertised on the State Personnel Board's website at:

[http://www.spb.ca.gov/employment/wvpos\\_index.htm](http://www.spb.ca.gov/employment/wvpos_index.htm). Once you locate a vacancy in which you are interested in applying, you must submit a completed Standard State Application (STD. Form 678) to the address indicated on the vacancy notice.

**Q: How will I know when a vacant position exists?**

A: You may receive an Employment Inquiry letter from a State department, indicating a vacancy exists for the classification. In addition, you may also visit the State Personnel Boards website at [http://www.spb.ca.gov/employment/wvpos\\_index.htm](http://www.spb.ca.gov/employment/wvpos_index.htm) to search for vacant positions. You may apply directly for the positions advertised by sending your completed Standard State Application (STD. Form 678) to the contact person in the vacancy ad.

**Q: If I indicate I am not interested in a certain position, will my name be removed from the list?**

A: You may reply “not interested” two times before your name is removed from the open eligible list.

**Q: As appointments are made from the list, my ranking on the list will change. How do I obtain current information regarding my ranking on the list?**

A: To obtain current ranking information, please access the State Personnel Board’s website at [www.spb.ca.gov/employment](http://www.spb.ca.gov/employment) and click on Eligible List Disclosure. Please note that you will need your candidate identification number to determine your ranking on the list. This number can be found on your final results letter.

**Q: If I have eligibility on one list, does that mean I am eligible for any job with the state of California?**

A: No. If you take an examination for a specific classification administered by a specific department your list eligibility will be for positions in that specific job classification for department in which the list was established.

**Q: What if I am not listed in the top three ranks (and as a result not yet eligible), how long will it take before I can be considered for a position?**

A: Unfortunately, there isn’t a way to determine when a candidate will move up to the top three ranks. If you are interested in a vacant position you should still apply.

**Q: How do I get my candidate identification number?**

A: Your Candidate ID number is displayed on your final results letter. This number is unique to you and your examination, and cannot be provided by State Personnel Board staff. Please be sure to keep a copy of your results information. If you do not have your results letter/notice, please contact the department for which you have list eligibility.

**Q: What happens if I am contacted and respond that I am interested, but do not receive an appointment for a hiring interview?**

A: You may be contacted to determine if you are interested in a vacancy. If you are not contacted to establish a definite appointment for a hiring interview within approximately two months, you should consider the vacancy filled by another candidate. Your name will remain on the list for future consideration. Also, appearing for a hiring interview does not guarantee that you will be the person chosen to fill the vacant position.

**Q: How do I change my information on an eligible list?**

A: You can make updates online at this link: [https://exams.spb.ca.gov/exams/exam\\_start.cfm](https://exams.spb.ca.gov/exams/exam_start.cfm)