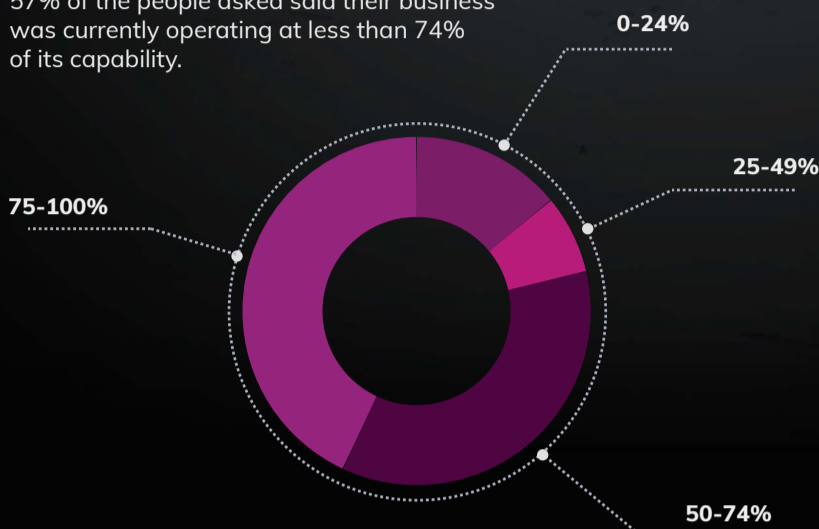


# THE STATE OF THE INDUSTRY



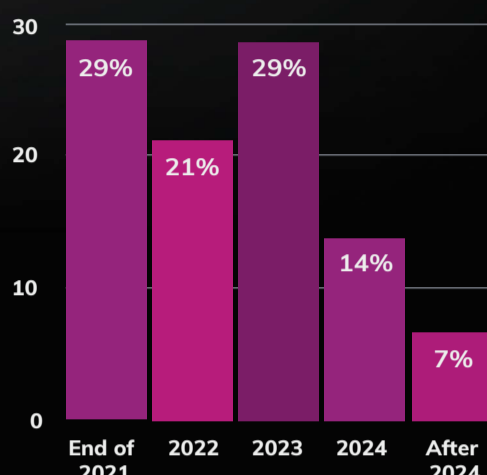
## What is your current operating capability?

57% of the people asked said their business was currently operating at less than 74% of its capability.



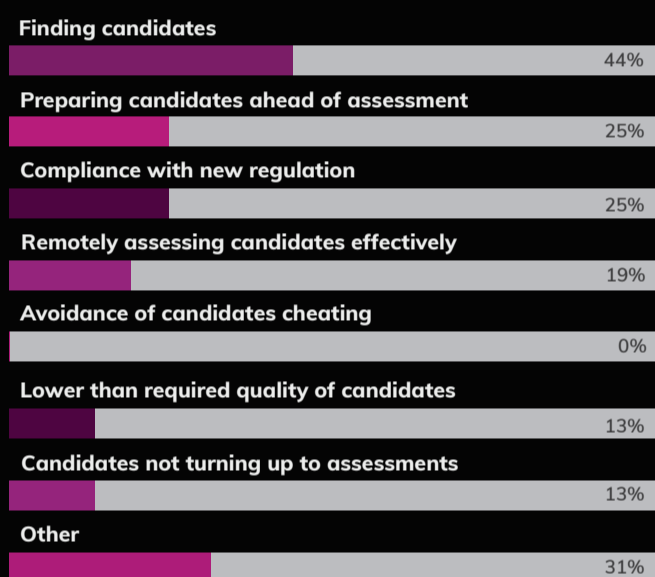
## When are you expecting a full recovery for your business?

Less than 30% of the clients we spoke to anticipated a full recovery before the end of 2021 with over 20% not expecting to fully recover until 2024 or later.



## What assessment-related challenges have you experienced in the last 12 months?

Finding candidates has been the biggest struggle for our clients in the last 12 months with 44% of the people we asked having seen this as a challenge.



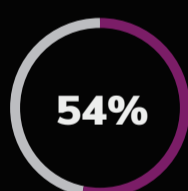
## What are things you consider to be an assessment-related challenge for the next 12 months?

Getting cadets to the exam and reviewing the assessments well.

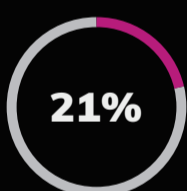
Candidates not finishing their assessment examinations because of travel restrictions with changes in community quarantine policies in the country.

Virtual Assessment

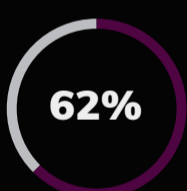
## What do you perceive to be your main assessment-related challenge in the next 12 months?



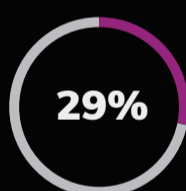
**Finding candidates**  
54% of the people asked ranked finding candidates as their main challenge for the next 12 months.



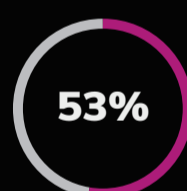
**Preparing candidates**  
21% of the people ranked preparing candidates as the biggest challenge, but 21% also ranked it as the smallest.



**Compliance with new regulation**  
62% of people think that compliance with new regulations will be a challenge in the next 12 months.

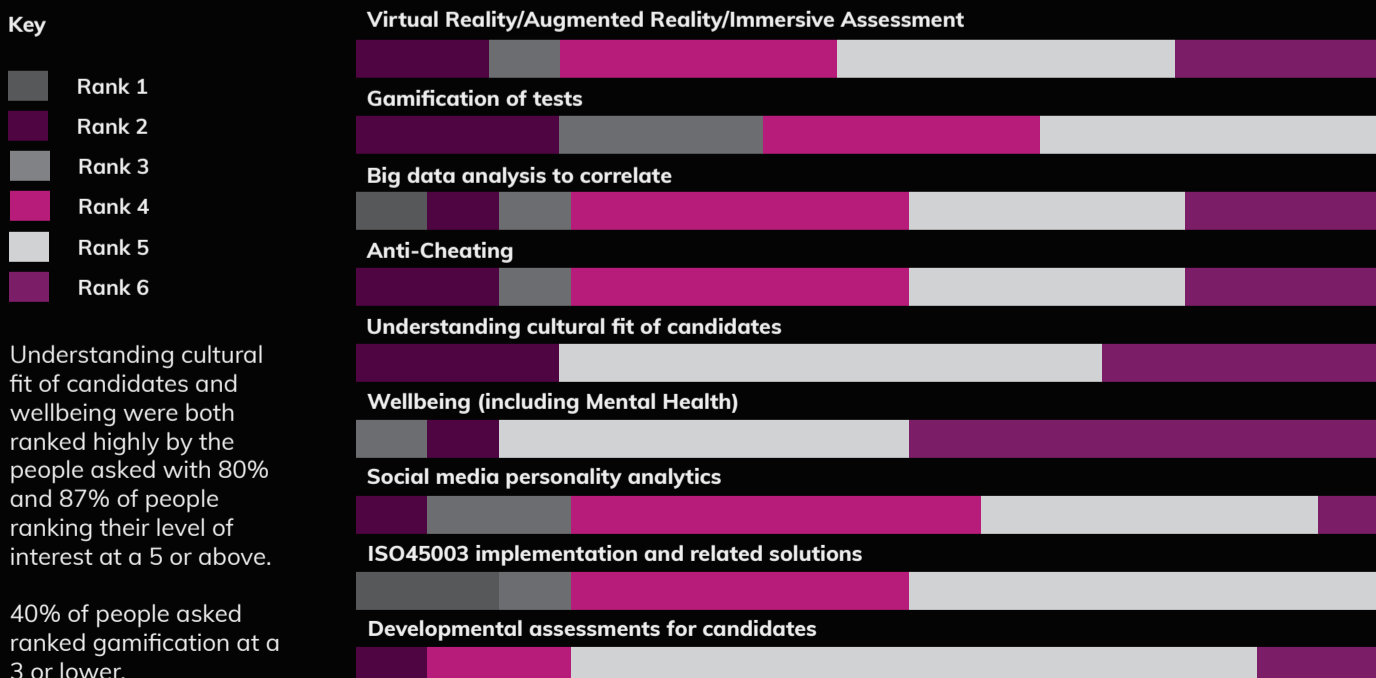


**Avoidance of candidates cheating**  
29% of people ranked the avoidance of cheating as the smallest challenge for the next 12 months.



**Changing expectations**  
53% of the people asked didn't see changing expectations of candidates wanting to be assessed / trained remotely as a main challenge for the next 12 months.

## On a scale of 1 to 6 (1 being not interested at all and 6 being very interested), how interested are you to see these options as the focus of future assessments?



Understanding cultural fit of candidates and wellbeing were both ranked highly by the people asked with 80% and 87% of people ranking their level of interest at a 5 or above.

40% of people asked ranked gamification at a 3 or lower.