

HSBC Assessments: Supporting Your Application

We pride ourselves on our inclusive application process, and there are lots of ways that HSBC will support you to perform at your best, particularly if you need adjustments.

We understand that you might have some questions whilst you're completing your application. If you do, you can ask Stitt, our chat bot, who can help with many common queries like how to reset your password or tell you more about the process.

You'll find it in the bottom right-hand corner of your application form. Stitt is available 24 seven.

After you've completed your application, we'll send you details of how to register to our Candidate Hub. The Hub provides you with information at every stage of the process, so you can get more detail about what to expect, how to prepare, and find out more about working at HSBC.

At every stage of the process we'll email you a feedback report that will give you more information about your performance. This will help you understand where you've done well, as well as areas you may want to focus on.

Whether you continue through the application process or not.

When I applied, around six months ago, I thought it was very intuitive, very simple to follow. A lot of the Candidate Portal has little articles with tips and tricks on how to prepare for your interviews. Like I said, it's certainly a lengthy process. and you do have to prepare a lot on your own, but the resources are provided to you by HSBC. It was overall a wonderful experience for me.

I think one piece of really good advice that you should take away is using the feedback reports to the best of your advantage. Use the advice and feedback that they give you to support you in the rest of your application season.

It really provides a lot of clarity and enables you to be the best you can be. And where I might not have performed so well in one section, it meant I could come back and do even better in the next stage.

Feedback reports also helped me identify my preferred style of learning, which helped me tailor way I learned and applied new things in my role at HSBC.

If you have a disability, are neurodiverse, or you have a long-term health condition which may affect your ability to complete our assessments to your fullest potential, we may be able to offer you adjustments during the application process.

There are several features we have already included in our assessments that support accessibility and common adjustment needs. These include; being able to use more screen readers and assistive software to navigate through our assessments, video and audio content that has closed captions and transcripts.

If you need to review a chart or graph these are clearly labelled, so you don't need to distinguish between colours.

Our online assessments are not timed, but you can ask for additional time during any of the interview stages.

My advice for applicants who require adjustments is to be honest about what you need, and not to be worried about being perceived as unreasonable.

I had some accessibility needs going into the assessment, and HSBC was very keen to support me with these, being neurodivergent. Sometimes I need extra time to think about a question, process the question and also think about how I'm coming across with my answer it. So having extra time and being offered this without judgement was really, really helpful and vital in giving me the opportunity to succeed.

I was put in contact with a member of the team, Soraya, who did an amazing job in making me feel super-comfortable. And everything I needed was straight-away provided. And I really felt like, you know, it was a very inclusive culture before I even joined the firm.

If you need a different adjustment to support you, you can indicate this in your application form or you can reach out to your local recruitment team.

Either way, we'll be more than happy to discuss your needs so that you can perform at your best.