Annex 2 – Recruitment and Selection Test Team

2.1 Introduction

This document explains what a good testteam looks like: who can be part of it, how you can find members and what you can do if not everyone is available. We also explain how you can recruit people for the testteam. Sometimes you will need to adapt the approach to the situation in your region. Before explaining how to set up a testteam and recruit people, we explain the difference between experience, experiential knowledge and experiential expertise.

2.2 Difference between experience, experiential knowledge and experiential expertise

Imagine you lose your sight in an accident or due to illness, or you develop another disability. Does that automatically make you an expert by experience? Many people think so, but that is not entirely correct.

Experience and experiential knowledge

Someone who has just acquired a disability often does not yet know what this means for their daily life. That person has experience, but not yet experiential knowledge. Experiential knowledge only comes after a while. You first have to learn to deal with the new situation. That takes time. Often, this also involves grief (mourning). When someone accepts their situation and can explain what others with the same disability need, that person has experiential knowledge. Someone with experiential knowledge does not only speak about themselves, but also on behalf of others with the same disability. For example: "Wheelchair users cannot climb stairs. There must be a lift, and the buttons must be at the right height."

Experiential expert

An experience expert can also speak on behalf of people with other disabilities. In practice, people are quick to call themselves experience experts, but usually they 'only' have experiential knowledge. By participating in a testteam, you learn what people with other disabilities need. This will enable you to become a true experience expert in the long run.

Profile and motivation for becoming a member of a test team

When you become a member of a test team, you not only learn to stand up for people with the same disability as you, but also to think from the perspective of people with other disabilities. Not everyone feels called to represent the interests of others, especially people with disabilities other than their own. So think carefully about whether this is right for you. The test team must consist of members who have at least some experience: people who understand their own situation and can speak on behalf of their group.

2.2.1. Setting up a test team

When setting up a test team, make sure that it consists of members with different disabilities. Offer these members training based on the various templates.

2.2.2. Ideal test team

A good test team is diverse: there is a difference in gender, disability and experience. An expert by experience coordinates the team.

An ideal test team includes:

- An experienced coordinator
- A member with an auditory disability (e.g. deaf or hard of hearing)
- A member with a motor disability (e.g. wheelchair user)
- A member with a visual impairment (e.g. blind or visually impaired)
- A member with an intellectual disability
- A member with autism

2.2.3. Non-ideal test team

Sometimes it is not possible to put together such a complete team. That is not a problem, but please indicate this in the test and in the advice. If the coordinator is not an expert by experience but, for example, a staff member, it is also advisable to mention this.

The team members must also be able to think on behalf of people who are not present. They must therefore know what people with other disabilities need.

All team members must therefore be familiar with the relevant information and documents, particularly Appendix 3, which explains the test method for each disability. This will enable them to test more effectively on behalf of the absent groups. However, always indicate if a particular disability is not represented.

2.3 Step-by-step plan for setting up a testteam

What do you want to achieve with the testteam? You want to know whether a location is accessible to people with disabilities and you want to be able to give good advice if this is not the case.

Step 1: Purpose of the testteam

You want to check whether the test location is accessible to people with disabilities. You then want to be able to make accurate statements about inaccessible situations for this group. Finally, you want to be able to advise the test location appropriately.

Step 2: Profile of test team members

You are looking for people who speak not only from their own experience, but also on behalf of others with the same or a different disability. People who have just acquired a disability and are still getting used to it or coming to terms with it are not yet suitable. You are therefore looking for people with experiential knowledge who want to participate in a testteam as advocates.

Step 3 Motivation

The main motivation for members of the testteam is, of course, to stand up for people with disabilities. There may also be other reasons for participating in a testteam:

- Learning to write a recommendation
- Becoming an expert through experience (speaking on behalf of other people with disabilities)
- Have a useful leisure activity (e.g. meeting people)
- Possibly receive compensation

Step 4 Recruitment and selection
First, see if you can collaborate with local or regional groups (e.g. advisory councils). This will make recruitment easier.
Use a recruitment circle to determine where and how you can recruit people. When selecting candidates, pay attention to their profile: you want a diverse team of people with experiential knowledge who can eventually become experts by experience. Discuss the candidate's motivation and see if they fit in with the team.

With the recruitment circle, you look for new volunteers for your organization. You follow five steps:

1. The goal: What do I want to achieve with the recruitment?
2. The target group: Who do I want to reach?
3. The message: What am I asking for? What do I have to offer a volunteer?
4. The medium: Which method can I use to reach my target group?
5. The organization/budget: How do I organize the recruitment campaign? Who does it and when? How much may it cost?



Step 5 The new testteam
Introduce new members to the Testteams4all toolkit. Provide training in which they learn how to test, write advice and present their findings.

2.4 Additional information

If you are going to recruit people, first consider what resources you have at your disposal. Think about:

- Your own website
- Newsletters
- Social
- The press
- Your own network

Choose the tools that suit you best and tailor your message accordingly. If necessary, draw up a communication plan with a schedule. Before you actually start recruiting, first determine what your goal is and who exactly you are looking for. Use the recruitment circle for this and think about the possible motivations of future team members.

2.5 Knowledge questions

Based on the above information, there are a number of knowledge questions that will ensure that you have understood the content.

What is the difference between someone with experiential knowledge and an expert by experience?
What is the ideal composition of a test team?
What are the steps involved in setting up a test team?

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