

What they ask

The AKG Canada employment services assessment — what one person was asked, and what you are not required to answer

Nobody publishes what is in this assessment. People go in with no idea what will be asked, and the assessor cannot see the questions until the client is in the room and the government portal is open. So the only way anyone finds out is from someone who has been through it.

This is drawn from a written account of one assessment carried out by **AKG Canada** on August 7, 2026, recorded by the person who was there. It is one appointment, one assessor, one day. Yours may be worded differently or ordered differently. Treat this as preparation, not prediction.

This is AKG Canada only. We do not know whether Serco, or any other contracted provider, uses the same questions. If you have been referred to a different provider, some of this may still be useful, but do not assume the questions will match.

The most important thing in this document

Naming your diagnosis is voluntary. You do not have to disclose it.

In the assessment this record comes from, the client was told directly that she did not have to share her official diagnosis if she was not comfortable doing so. She declined to name it. The assessor recorded that she was medically diagnosed but had not given the official name, and the assessment continued.

You can confirm that a condition is medically diagnosed without naming it. You can decline to hand over diagnostic reports and assessments. This was not a fight. It was a sentence, and it was accepted.

If you are told otherwise on the day, ask for that to be put in writing.

Before the day

A consent form arrives by email, and it may arrive late. In this case it came shortly before the appointment. Read it before you sign it. If it turns up an hour beforehand and you have not had time to read it, say so and ask for time.

Accommodations can be arranged at short notice. The assessor confirmed that last-minute accommodation requests were fine. Scent-free, a quiet room, breaks, someone with you. Ask, and ask in writing so it is on record before you arrive.

It runs about an hour and a half, and it can be split. It does not have to be done in one sitting. The assessment this record comes from was adjourned partway through and continued later. If you need to stop, stop.

In person, by phone, or remotely. All three are offered. Choose whichever you do best in, not whichever is easiest to arrange.

The questions

Grouped roughly as they came. The wording here is close to what was recorded on the day.

Who you are

- Name, date of birth, citizenship. Are you a Canadian citizen?
- Best phone number and email address.
- Do you have a spouse or partner?

Where and how you live

- Your living accommodations. Is rent paid? How much? Is it a stable situation? How long have you lived there?
- What transportation do you use? Do you use public transportation?

- What support network do you have?
- What regular supports do you access, for example a food bank or a community support group?
- Do you have access to the internet? Do you have a mobile phone?

Your days

- What is your daily routine? Describe a good day and a bad day.
- How many good days versus bad days? (*asked again after the first break*)
- How would you describe your overall personal health? (*good days and bad days revisited a third time*)

Education and skills

- What education have you completed, and when?
- Do you have any other education planned or upcoming? Any other certificates?
- What is your financial literacy? Do you manage your own day-to-day finances? Can you reach out for help if you need it, for example to the bank on a bad day?
- How are your communication skills? Do you have any self-identified barriers?
- How are your digital and computer skills?
- What is your level of motivation?
- What helps and supports you to learn?
- How are your essential skills, for example reading? How are your writing skills?
- How is your English? What is your preferred method of communication?
- How are your problem-solving skills?

Health and disability

- Type of disability or health condition affecting day-to-day functioning. Select all that apply: physical, sensory or neurological / mental / developmental / other.
- Have you had any specialized assessments? Do you have access to the medical care, medication and mental health supports you need? How well is it working? Any barriers, or needs not being met?
- What supports and accommodations have helped in the past, or might work in future? For example work schedule, work environment supports, task and memory supports, job coaching or workplace support.
- How do you manage your mental health and cope with your physical symptoms? Are you depressed? Have you had any therapy or counselling?
- Any concerns about the health of your family?
- What is the name of the disability or health condition you would like to talk about first? (*this is the point where disclosure is voluntary*)
- Do you have any documented assessments related to this condition that you want to share? (*you may pass*)
- Functional impacts. How does your condition affect your day-to-day life, for example memory and concentration?

Answering about your days

Good days and bad days came up three times in one assessment. Not to catch anyone out. It is how the form is built, and your answer should be the same each time because it is true.

The thing people get wrong is describing their best day to a stranger who seems kind. It happens almost every time, and it happens because most of us have spent years being told not to make a fuss.

Describe your worst days and how often they come. If it varies, say it varies, and say what the bad ones look like from the inside. Unpredictability is the thing that matters most and it is the thing people leave out.

The same applies to the skills questions. Motivation, problem solving, communication, managing your own money. These sound like a job interview and the instinct is to sound capable. Answer for the day you cannot get out of bed, not the day you are filling in a form.

What we still do not know

What happens if you decline a question other than the diagnosis one. Nobody has been able to tell us. If you are worried about a particular question, ask before the appointment, in writing, what happens when a client declines to answer.

What is done with the answers afterwards, who sees them, and how long they are kept.

Whether Serco or any other contracted provider asks the same questions. This record is from AKG Canada only, and nobody has told us whether the providers use a common assessment or their own. If you have been through an assessment with a different provider, that is the gap we need filled most.

If you go through one of these, write down what you were asked and send it in. This document exists because one person did exactly that.

THE ALBERTA DISABILITY SYSTEM BREAKDOWN

Built from a member's own record of an AKG Canada assessment on August 7, 2026. Free to read, free to print, free to share.
albertadisabilitysystembreakdown.netlify.app