

**Psych***Press*

Your Online Talent Assessment Partner



# Human Capital Catalogue

**Psych Press**

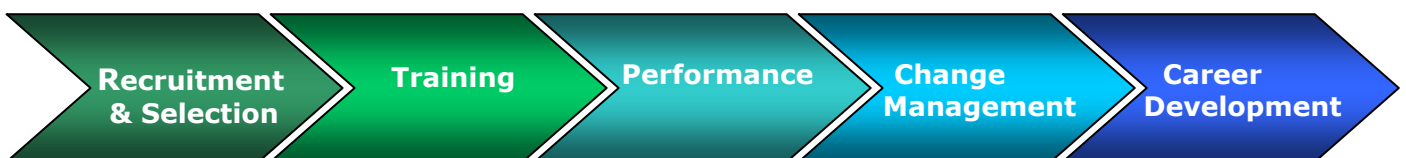
**2006**

# Welcome to **Psych**Press

At Psych Press, we pride ourselves on providing exceptional solutions to assist people and businesses reach their potential. Our extensive Human Capital catalogue features a range of psychometric instruments which can be used by employers, HR professionals, psychologists, educators, and individuals for assessment of abilities, personality, and skills. With a greater understanding of ourselves and others, our choices concerning performance improvement, business risks, successful job placement, effective training programs, career paths, and effective organisational learning become more informed. In today's fast paced world, making decisions quickly and accurately is crucial to achieve business success.

Psych Press is dedicated to maintaining the highest standard of customer service, providing personal attention and service to meet the individual needs of every customer at all times. We realise that different industries have different requirements and we endeavour to tailor products to meet specific needs.

Psych Press offers a wide range of advanced tailored people assessment solutions to address the challenges of achieving high Human Capital performance. Psych Press has successfully integrated expertise in the area of psychometric testing with innovations in online functionality. Our online assessment platform, CareerAhead, can be used to effectively address Human Capital challenges in screening out candidates as well as improve training and development outcomes and other human capital activities across the entire occupational lifecycle.



Psych Press offers cost-effective, time-efficient and objective people assessment solutions for **high volume, entry or graduate level positions** (i.e. sales staff, call centre personnel, clerical and administrative staff etc.) as well as for **management and executive positions**.

Psych Press' team strives to deliver only the highest value to you. As part of our special high value offering, we are excited to offer you a **suit of customised reports** accompanied with each assessment. You have the choice between basic written reports, written and verbal reports or fully customised reports.

We are excited by the prospect of assist individuals and businesses reach their potential and find success. We look forward to meeting your professional needs and encourage you to contact us with any thoughts or ideas you may have regarding our current products, or suggestions for the future by e-mailing us via **info@psychpress.com.au** or speaking to one of our consultants directly on **03 9670 0590**.



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# Recruitment

Cost-effective and accurate industry specific pre-hire screening tools are the key to providing a long-term, sustainable recruitment strategy that actually works. Psych Press have successfully integrated expertise in the area of assessment testing with business acumen to tailor effective industry specific assessment solutions as well as general ability assessment solutions.

Many companies understand that deciphering the fact and fiction within resumes as well as conducting interviews with candidates is only a small part of the recruitment solution. Even the use of general ability assessment tools and resume tracking tools do not deliver the desired recruitment outcomes. Instead, achieving successful recruitment is about selecting and hiring candidates which have the specific industry abilities to create value.

Psych Press' online as well as paper & pencil (P&P) recruitment solutions provide you with a mix of tailored tools that address your people performance challenges. We only deliver scientifically proven, cost-effective, time-efficient and accurate solutions that assist recruiters in finding and selecting candidates that have the right blend of competencies, abilities and styles ideal for your company.

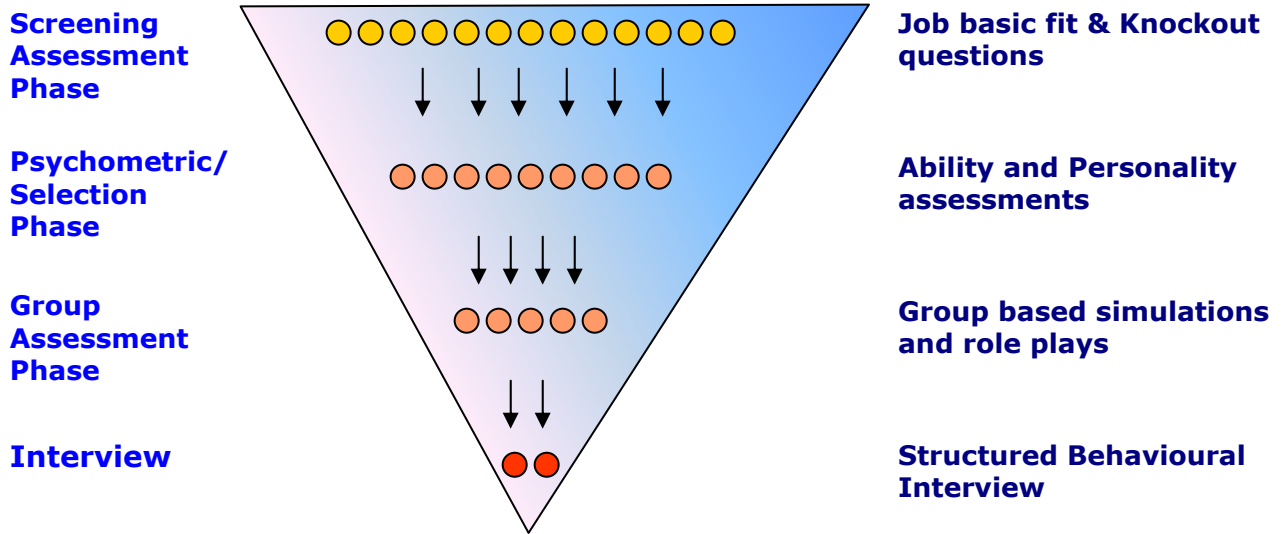
## **Psych Press' multi-phase approach to Assessment Based Recruitment**

Psych Press' recruitment assessment solutions match candidate's abilities, traits, values, interests and motivations to the demand of the job and the organisation. Using our unique multi-phase approach you can get a clear and accurate picture of who will fit, who will perform and who will stay for all jobs at all levels while incurring minimal costs and achieving high time efficiency.

Psych Press' screening and psychometric solutions can be used separately or for best results use together as a complete integrated solution.

We believe that you do not require having all your candidates performing high costs and time consuming psychometric assessments. Therefore, we developed a multi-phase recruitment model which requires all candidates to initially perform a screening assessment, measuring the extent to which the candidate has the basic fit with the organisation and job. Only those who successfully pass the initial phase will be required to undergo a suite of ability and personality assessments. Those who successfully passed this stage will then undergo group assessments. Individual written reports are provided upon completion of ability, personality and group assessments and are used as the base to conduct a structured behavioural interview.

**Our Multi-Phase Recruitment Model**



The multi-phase model ensures that you receive the most accurate picture regarding each candidate's abilities, personality, skills and potential while incurring minimal costs and highest time efficiency.

## **Screening Solutions vs. Psychometric Assessment Solutions**

Screening solutions are an innovative approach in addressing the challenge of selecting the right candidates in volume recruitment. The use of a screening solution offers companies a fast, low cost and objective method in achieving a short list of suitable candidates without the need to read thousands of resumes and interview candidates. Screening solutions reduce costs and are faster than traditional psychological assessment solutions.

### **Some of Psych Press' Screening Solutions:**

<b>Industry Focused Screening Solutions</b>			
<b>Product</b>	<b>Duration</b>	<b>Target</b>	<b>Admin</b>
<b>Sales Screening Suite</b>			
Sales Attitude Survey (SAS)	15-20 min	Mid Level Sales position	Online
Retail/Hospitality Sales Predictor (RSP)	15-20 min	Entry/Graduate position	Online
Pharmaceutical Sales Performance Predictor (PSPP)	15-20 min	Entry/Graduate position	Online
<b>Call Centre Screening</b>			
Contact Centre Questionnaire (CCQ)	20 min	Entry/Graduate position	Online
<b>Financial Service Screening</b>			
Financial Planner, Para Planner, Financial Admin screening solutions (ORS)	20-30 min	Entry position	Online
<b>Work Safety Behaviour Screening</b>			
Measuring work safety personality & ability attributes to identify individuals with high work safety risks	30-40 min	Entry and operator positions in the resources industry	Online
<b>Customer Service Screening</b>			
Suitable for banking, transportation, retail etc (CSP)	20-30 min	Entry position	Online

Psych Press' expertise is in developing tailored screening solutions that identify the best suitable candidates using assessments that incorporate your special key performance competencies, cultural values and company terminology and context.

All Psych Press' assessment solutions include a comprehensive report on candidate performance relative to group norms. Report turnaround time is within minutes for online assessment solutions and one business day for paper & pencil assessment solutions.

## Recruitment

### Ability Solutions vs. Aptitude Solutions

**Ability tests** measure *potential and reasoning ability*. These measures are generally broad and include measures such as general intelligence, verbal reasoning ability, numerical reasoning ability, emotional reasoning ability and mechanical skills, etc.

**Aptitude tests** measure employment related *skills which the candidate already possesses*.

#### Psych Press Ability and Aptitude Screening Solutions:

Product	Duration	Target	Admin
<b>Ability Measures</b>			
Conceptual/Abstract Reasoning - Culture Fair Intelligence Test (CFIT)	12 min	Entry to High Level	Online/P&P
Abstract Reasoning	12 min	Entry to High Level	Online/P&P
Verbal Reasoning	15-20 min	Entry to High Level	Online/P&P
Numerical Reasoning	15-20 min	Entry to High Level	Online/P&P
Emotional Reasoning (ERQ)	20-30 min	Entry to High Level	Online/P&P
Mechanical Reasoning	15-20 min	Entry to Mid Level	Online/P&P

Product	Duration	Target	Admin
<b>Aptitude Measures</b>			
Abstract Reasoning	20 min	Entry to High Level	Online/P&P
Verbal Reasoning	15-20 min	Entry to High Level	Online/P&P
Numerical Reasoning	15-20 min	Entry to High Level	Online/P&P
Spatial Reasoning	15-20 min	Entry to Mid Level	Online/P&P

All Psych Press assessment solutions include a comprehensive report on candidate performance relative to group norms. The turnaround time is within minutes for online assessment solutions and one business day for paper & pencil assessment solutions.

We believe in tailoring the solution to your needs. Therefore, we regard the above described solutions as merely a demonstration of our capabilities and not a product list of assessment tests.

# Selection

Psych Press' in-depth psychometric and non-psychometric assessment solutions assist organisations in identifying the best and most suitable people to each position by measuring the alignment between the individual's capabilities, work related personality attributes, values and interests and those attributes required for a particular role. Our detailed analysis ensures that you achieve best value and minimise the exposure of your business to risks associated with the selection process.

Psych Press solutions are specifically designed to match all occupation levels and types - from managerial positions to technical and administration positions. We have gained extensive experience in providing superb assessment solutions for both senior management positions and volume recruitment challenges such as entry sales positions, entry finance positions etc. Our expertise is in delivering the best online solution for you however Psych Press also provides paper & pencil based assessments if required.

## Psych Press Selection Assessment Solutions:

Solution	Duration	Admin
<b>Recommended generic battery for Administrative or Technical Positions</b>		
<b>Aptitude/Ability Measures</b>		
<b>Conceptual Reasoning</b>		
❖ Culture Fair Intelligence Test	12 min	Online/P&P
❖ Abstract Reasoning test – APTS	20 min	Online/P&P
❖ Abstract Reasoning – Team Focus (level 2)	12 min	Online/P&P
<b>Verbal Reasoning</b>	12 Min	Online/P&P
❖ Verbal Reasoning – APTS (Section 1 & 2)		
❖ Word Knowledge – PST		
❖ Verbal Reasoning – ACER (ML)		
❖ Verbal Reasoning – Team Focus (Level 2)		
<b>Numerical Reasoning</b>	12 Min	Online/P&P
❖ Quantitative Reasoning – APTS (Section 1 & 2)		
❖ Numerical Reasoning – PST		
❖ Numerical Reasoning – ACER (ML)		
❖ Numerical Reasoning – Team Focus (Level 2)		
<b>Spatial Reasoning</b>	12 Min	Online/P&P
❖ Spatial Reasoning – PST		
❖ Spatial Reasoning – APTS		
<b>Personality and Behaviour Style Profiling</b>		
Business Personality Profile – Psych Press	10-15 min	Online/P&P
<b>Skills Measures</b>		
Modern Occupational Skills Test (MOST)	15 min	P&P
<b>Mechanical Reasoning</b>		
Mechanical Reasoning – ACER (Technical roles)	20 min	Online/P&P

## Selection

Product	Duration	Admin
<b>Recommended generic battery for Professional &amp; Graduate Positions</b>		
<b>Ability Measures</b>		
<b>Conceptual Reasoning</b> <ul style="list-style-type: none"> <li>❖ Culture Fair Intelligence Test</li> <li>❖ Abstract Reasoning – Team Focus (Level 3)</li> </ul>	12 min 12 min	Online/P&P Online/P&P
<b>Verbal Reasoning</b> <ul style="list-style-type: none"> <li>❖ Verbal Reasoning – ACER (AL)</li> <li>❖ Verbal Reasoning – Team Focus (Level 3)</li> </ul>	12 Min 12 Min	Online/P&P Online/P&P
<b>Numerical Reasoning</b> <ul style="list-style-type: none"> <li>❖ Numerical Reasoning – ACER (AQ)</li> <li>❖ Numerical Reasoning – Team Focus (Level 3)</li> </ul>	12 Min 12 Min	Online/P&P Online/P&P
<b>Emotional Reasoning</b> Emotional Reasoning Questionnaire (ERQ)- Psych Press	30-40 min	Online/P&P
<b>Personality and Behaviour Style Profiling</b>		
<ul style="list-style-type: none"> <li>❖ Business Personality Profile using BPP</li> <li>❖ Basic Profile or Basic Narrative Reports using 15FQ+ (Based on Cattell's work)</li> <li>❖ Interpretive or BASIS Reports using Hogan Personality Assessment (HPI)</li> <li>❖ Long or Short Report using NEO PI-R</li> <li>❖ Jackson Personality Inventory (JPI) – (for overseas clients)</li> </ul>	30-40 min	Online/P&P
<b>Values &amp; Interests</b>		
Motives, Values & Preferences Inventory MVPI	30-45 min	Online/P&P
<b>Skills Measures</b>		
Customer Service Performance (CSP)	15-20 min	Online/P&P
Sales Achievement Predictor (SalesAP)	20-30 min	Online/P&P

Product	Duration	Admin
<b>Recommended generic battery for Management Positions</b>		
<b>Ability Measures</b>		
<b>Conceptual Reasoning</b> <ul style="list-style-type: none"> <li>❖ Culture Fair Intelligence Test</li> <li>❖ Abstract Reasoning – Team Focus (Level 4)</li> </ul>	12 min 12 min	Online/P&P Online/P&P
<b>Verbal Reasoning</b> <ul style="list-style-type: none"> <li>❖ Verbal Reasoning – ACER (AL)</li> <li>❖ Verbal Reasoning – Team Focus (Level 4)</li> </ul>	12 Min 12 Min	Online/P&P Online/P&P
<b>Numerical Reasoning</b> <ul style="list-style-type: none"> <li>❖ Numerical Reasoning – ACER (AQ)</li> <li>❖ Numerical Reasoning – Team Focus (Level 4)</li> </ul>	12 Min 12 Min	Online/P&P Online/P&P
<b>Emotional Reasoning</b> Emotional Reasoning Questionnaire (ERQ) – Psych Press	30-40 min	Online/P&P
<b>Personality and Behaviour Style Profiling</b>		
<ul style="list-style-type: none"> <li>❖ Business Selection &amp; Development Report using 15FQ+ (Based on Cattell's work)</li> <li>❖ Interpretive, BASIS or Leadership Series Reports using Hogan Personality Assessment (HPI) &amp; Hogan Development Survey (HDS)</li> <li>❖ Long version report using NEO PI-R</li> <li>❖ Jackson personality inventory (JPI) – for overseas clients</li> </ul>	30-40 min  40 min  35-45 min	Online/P&P
<b>Values &amp; Interests</b>		
Motives, Values & Preferences Inventory MVPI	30-45 min	Online/P&P
<b>Skills Measures</b>		
Sales Achievement Predictor (SalesAP)	20-30 min	Online/P&P
Sales Predictor Questionnaire (SPQ- Gold)	20-30 min	Online

All Psych Press assessment solutions include a comprehensive report on candidate's performance relative to the group norms. The turnaround time is within minutes for online assessment solutions and one business day for paper & pencil assessment solution

# Assessment & Development Centres

Psych Press offers an integrative assessment centre solution as part of the entire recruitment and selection process. Our assessment centre exercises can be customised to all organisational levels and are used worldwide. To provide the best solution to the Australian market, we customised exercises to accommodate the Australian culture and specific challenges of domestic businesses and Human Capital. Our wide range of assessment centre exercises is grouped into five categories and measure the following skills and traits:

➤ **Individual Traits**

Stress Tolerance, Flexibility, Adaptability, Tenacity, Independence, Integrity, Attention to Detail etc.

➤ **Managerial Skills**

Planning & Organising, Management Control, Delegation, Leadership, Subordinate Development, Organisational Sensitivity etc.

➤ **Decision Making Skills**

Judgment, Problem Analysis, Decisiveness, Creativity, Numerical Analysis, Commercial Awareness, Risk Taking etc.

➤ **Interpersonal Skills**

Listening, Persuasive Oral Communication, Written Communication, Interpersonal Sensitivity, Impact, Sociability, Team-Work etc.

➤ **Motivational Behaviours**

Initiative, Resilience, Energy, Work Standards, Commitment, Work Motivation, Customer Service etc.

Each of our exercises addresses a particular combination of performance criteria and are selected for use based on the types of competencies you wish to assess. Exercises are made up of the following components:

- Administrator's Instructions
- Instructions for the Participant + Participant Report Form
- Instructions for the Role-player or Resource Person
- Role-player Report Form
- Guide for Assessors

Three types of exercises are available:



**Individual Exercises** are designed as situations where individuals have to work alone on a task and make a decision on a certain issue based on the information given.



**One-to-One Exercises** involve one candidate working with a role-player to assess the interactions within the pair.



**Group Exercises** are designed around a group discussion assessing the candidates ability to work together to make decisions about work-related situations.

# Training

Psych Press' experienced Organisational Psychologists specialise in development and delivery of tailored training solutions on a wide range of management and personal development areas. We also provide advanced solutions to improve effectiveness of existing training programs.

A recent example for Psych Press' contribution to improve learning capabilities of employees is the Learning Styles Questionnaire (LSQ). The LSQ is an effective solution to trainers, educators and development advisers. It enables learners to increase awareness of their learning style preferences. Trainers and learners can choose the most effective and economical mix of activities that achieve the highest success.

## **Psych Press Training Solutions:**

<b>Product</b>	<b>Duration</b>	<b>Target</b>	<b>Admin</b>
<a href="#">Learning Styles Questionnaire (LSQ)</a>	15 min	Learners/trainees	Online/P &P
<a href="#">Emotional Intelligence training kit</a>	n/a	Trainers in EI assessment courses	Disc/P&P

We believe in tailoring the solution to your needs. Therefore, we regard the above described solutions as merely a demonstration of our capabilities and not a product list.

# Performance

A key factor to successfully achieve defined business strategy objectives is by monitoring and assessing individual, team and organisational performance. At Psych Press, we believe that the best way to achieve high performance is to tailor a solution that incorporates several key elements:

- Deriving performance objectives from the organisation's business strategy.
- Identifying the skills and knowledge required to achieve performance objectives.
- Implementing a 90 or 360 degree feedback process that enables obtainment of an objective and comprehensive assessment of performance.
- Implementing a performance management culture throughout the entire organisation.

Our team of Organisational Psychologists and Change Management consultants will work closely with you to tailor the best solution to addresses your performance challenges and implement these solutions into the entire organisation.

## Psych Press Performance Management Solutions:

Product	Duration	Target	Admin
360 Degree Feedback	n/a	All occupational positions and levels	Disc
Management by Objective (MBO) based 360 degree performance management system including implementation	n/a	All occupational positions and levels	P&P

We believe in tailoring the solution to your needs. Therefore, we regard the above described solutions as merely a demonstration of our capabilities and not a product list.

# Change Management

An increasing number of organisations find themselves in a process of business or technological transformation. Many HR professionals and business managers find that a major part of their activities is allocated to leading and managing change. The main challenge becomes managing these changes so they will actually achieve their business objectives.

Psych Press offers effective solutions to support change implementation. Our team of experienced Organisational Psychologists have developed a structured method to manage change, focusing on three key factors – Stakeholders management, Communication strategy and Training & Organisational Development strategies. We also offer advanced solutions that assess the key success factors to achieve positive change - leadership skills and team work capabilities. Psych Press offers a wide range of leadership and effective team work assessment solutions that will assist you in measuring the success potential of a change management project.

## Psych Press Change Management Solutions:

Solution	Duration	Target	Admin
<b>Leadership &amp; Coping with Change Assessment</b>			
<a href="#">Business Selection &amp; Development Report</a> using 15FQ+ to identify Change Leadership Skills, Influencing Style, Team Work Skills etc	35-40 min	Mid to high level change managers and change agents	Online/P&P
<a href="#">Motives, Values &amp; Preferences Inventory</a> using Hogan MVPI to identify effective change implementation strategies	45-60 min	Mid to high level change managers, change agents and stakeholders	Online/P&P
<a href="#">Leadership Forecast Series</a> using Hogan HPI to assess assigned change leaders or coach change leaders	45-60 min	Mid to high level & change managers	Online/P&P
<a href="#">Emotional Intelligence</a> using ERQ – Psych Press	20 min	Mid to high level managers and change agents	Online/P&P
<a href="#">Leadership and Managerial work style</a>	15-20 min	Mid to high level managers and change agents	Disc
<a href="#">Praxis for managers</a>	15-20 min	Mid and high level managers	Disc
<a href="#">Team work style</a>	15-20 min	Mid to high level managers and change agents	Disc
<b>Designing Effective Training Workshops</b>			
<a href="#">Learning Styles Questionnaire (LSQ)</a>	15 min	Learners and trainees	Online/P&P
<b>Change Feedback Mechanism</b>			
<a href="#">360 degree Feedback</a>	unlimited	All occupational positions and levels	Disc/P&P

We believe in tailoring the solution to your needs. Therefore, we regard the above described solutions as merely a demonstration of our capabilities and not a product list.

To learn more about the Psych Press’s tailored assessment solutions to your change management challenges please contact one of our dedicated consultants on **(03) 9670 0590** or email us at **info@psychpress.com.au**

# Career Development

We at Psych Press understand the importance of developing and implementing a cost effective and time efficient career development program in large organisations. The first step to achieve an effective career development program is to accurately identify the current abilities and potential of employee's. To address this challenge our team at Psych Press have developed an array of objective, accurate, cost effective and time efficient solutions to assess an individual's abilities. Each solution's outcome is a written comprehensive report on the employee.

We believe that a key factor to achieve high performance is for an employee to take a proactive approach over ones career development. Under this approach, our experienced team of Organisational Psychologists have developed advanced online and P&P solutions to career development, allocating an active part to the employee. The solutions are designed to guide the employee through the necessary steps from developing career goals to achieving the defined goals. Our dedicated team of change management consultants will assist you throughout the entire implementation process.

## 15FQ+

The 15FQ+ reports enable you to accurately identify the individual's potential and work related personality attributes leading to effective guidance in a personal career development project. The reports profile any individual based on key factors that were found to be crucial to effectively direct the course and growth of a career:

- Leadership Style as well as Influencing Style
- Thinking Style - Problem solving resources
- Social Skills - Interpersonal Style and Team Work Style
- Coping Style - Patterns for coping with stressful conditions such as change, deadlines etc.
- Career activity interests

We believe that a key factor to achieve high performance is for an employee to take a proactive approach over ones career development. Under this approach, our experienced team of Organisational Psychologists have developed advanced online and P&P solutions to career development, allocating an active part to the employee. The solutions are designed to guide the employee through the necessary steps from developing career goals to achieving the defined goals. Our dedicated team of change management consultants will assist you throughout the entire implementation process.

## Hogan Assessments

The Hogan Development reports put the power of personality assessment in the hands of those using the inventories. They have been specially crafted to minimise the need for expert involvement in understanding the results of our inventories, and provide important insights for anyone interested in developing to their full career potential.

**1. Performance Management** - This series includes the Career Builder, Management Builder, and Career Compass reports. They provide high-impact development information on the behavioural tendencies likely to

## Career Development

affect job performance. Career Builder uses Hogan Personality Inventory results to identify strengths, shortcomings, and includes detailed developmental tips. Management Builder also uses Hogan Personality Inventory results to highlight the most effective techniques for managing an employee. Career Compass uses Motives, Values, Preferences Inventory results to outline the occupational significance of a person's core values and to provide effective career planning information. Combined, these reports are the fastest, most cost-effective tools available for "on-boarding" new employees or assisting current employees with their development.

**2. Leadership Forecast.** This series is ideal for developing leaders and is an essential ingredient in identifying and growing future leaders. It provides an in-depth evaluation of leadership competencies, potential career derailers, and individual values. The Potential Report outlines an individual's day-to-day leadership style including behavioural descriptions, leadership competencies, and comprehensive development recommendations. The Challenge Report predicts career-derailing behaviours that can be the result of high stress or challenging work situations. The Values Report explores a person's core values and goals which ultimately dictate a leader's emphasis on working with others and the type of environment a leader will create. The report predicts individual fit with a career, team, and organization. The Coaching Report is a self-guided, comprehensive development planning tool. It integrates the information from the Potential, Challenge, and Values Reports into a five-step planning process. By completing this process, a person produces a powerful, personal development plan designed to foster professional growth.

### Psych Press Career Development Solutions:

Solution	Duration	Target	Admin
<b>Career Development Reports</b>			
Business Selection & Development Report using 15FQ+	35-40 min	Mid to high level managers	Online/ P&P
Leadership Forecast Series Report (a set of 3 mini reports - Potential, Challenges, Values and Coaching) using Hogan Assessments – HPI, HDS & MVPI	45-60 min	Mid to high level managers	Online/ P&P
Performance Management Series (a set of 3 mini reports - Career Builder, Management Builder and Career Compass) using Hogan Assessments – HPI, HDS & MVPI	45-60 min	Mid to high level managers	Online/ P&P
Emotional Intelligence using ERQ –Psych Press	20 min	Mid to high level managers	Online
<b>Effective Career Development Workshops</b>			
An individual's or group's effective learning style using the Learning Style Questionnaire (LSQ)	15 min	All levels	Online/ P&P
360 degree Feedback	unlimited	All occupational positions and levels	Disc/P&P

We believe in tailoring the solution to your needs. Therefore, we regard the above described solutions as merely a demonstration of our capabilities and not a product list.

To learn more about the Psych Press's tailored assessment solutions to your career development challenge please contact one of our dedicated consultants on **(03) 9670 0590** or email us at **info@psychpress.com.au**

# **Psych Press' Exceptional Reporting Service**

## **Express Reporting Services**

Our Express service is the most affordable solution for you if you are interested in receiving generic structured expert reports which are based on objective shelf assessment solutions. This solution is cost effective to you when private labelled and tailored reports are not of high value you expect the annual volume of completed assessments to be low.

Psych Press' expert reports are written by organisational psychologists based on the individual's results on the battery of assessments. Psych Press offers a wide range of advanced online as well as paper & pencil (P&P) assessment solutions which are simple, fast, effective and low cost. Our dedicated customer service and IT team can setup an online battery of assessments within minutes to enable your candidate to complete the set of tests from any internet connected PC.

The comprehensive written report can be accessed on our website or sent to your email account within seconds after assessment completion. The reports can include a graphical and written narratives interpreting the candidate's performance, potential, work related personality traits and skills as well as the suitability of the candidate to the specific role and company.

If you are more interested in conducting a paper and pencil assessment, our dedicated customer care team can deliver any solution from our wide range of advanced, scientific assessment solutions to your doorstep within the same day or several days depending on the urgency. Upon receiving the completed assessments' answer sheets, we can generate for you expert written reports identical to those generated using the online administration.

Our dedicated customer care team are delighted to give you or your candidate on-the-spot technical as well as administrative and interpretive support, overcoming any technical difficulties or queries one may have whilst undertaking our online or paper and pencil assessment solutions.

## **The Benefits of Using Psych Press' Express Reporting Service**

- ❖ Generating comprehensive reports written by organisational psychologists interpreting the candidates' performance and potential as well as role and company suitability. The reports can be generated within one business day.
- ❖ Access to advanced, objective, accurate and cost-effective assessment solutions developed by our expert product development team as well as world leading developers. These include the Psychological Assessment Resources Inc. (PAR), Western Psychological Services (WPS), AD&C etc.
- ❖ Immediate and simple online access to our assessments.
- ❖ Delivery within the same business day for urgent p&p assessment solutions.
- ❖ No major technology requirement or investment from your end. All that is required is a dial-up or broad band internet connection.
- ❖ High quality processes.

## **Advanced Reporting and Verbal Feedback Services**

Psych Press's advanced service is the ideal solution for you when you desire a more tailored expert report, tailored assessments or consulting services to assist you in identifying the best solutions for your needs.

As a valued client, we are delighted to offer you expert reports that are tailored to your specific needs. The reports are written by organisational psychologists with an extensive experience in both psychometric

## **Psych Press Service**

assessments and business management. The reports are not only written using your company terminology but also branded to your company or your end client. The reports are generated upon assessment completion and include comprehensive narratives which interpret the candidate's performance, potential, work related personality attributes and skills. The report can be accessed or sent to your email account within seconds after assessment completion. Each report is accompanied by verbal feedback, which is provided by an organisational psychologist. The verbal feedback is designed to assist you to extract the maximum out of the assessments' results and to allow you to fully understand the candidates' suitability to a specific position or career development opportunity.

In addition, we are delighted to offer you our experienced onsite organisational consulting services to identify key competencies as well as the best assessment battery to address your recruitment, career development, performance management, training or other organisational challenge. Our team of expert Organisational Psychologists will meet with you one-on-one to identify your needs and recommend the best solutions to those needs. All our Organisational Psychologists are not only experts in psychological assessment solutions but also business management and change management. We assist you throughout the entire process of implementing these solutions in your company.

The mix of solutions can be either selected from Psych Press' large range of advanced online and paper & pencil solutions which are simple, quick and cost-effective or developed especially for you.

Our dedicated customer care team are delighted to give you and your candidate on-the-spot technical as well as administrative and interpretive support, overcoming any technical difficulties or queries you may have whilst undertaking our online or paper and pencil assessment solutions.

### **The Benefits of Using Psych Press' Advanced Reporting and Feedback Service**

- ❖ Tailored expert reports generated within one business day. The report is written using your company terminology and branded with your logo and company colours.
- ❖ Each report is accompanied by a verbal feedback provided by an experienced organisational psychologist. The verbal feedback enables you to fully utilise the assessments' results to achieve your objectives.
- ❖ Assessing individuals using special developed assessments which incorporate your specific culture and organisational terminology as well as company norms.
- ❖ Personal assistance through the entire process.
- ❖ Immediate simple online access to our solutions.
- ❖ Access to advanced, objective, accurate and cost-effective assessment solutions developed by our expert product development team as well as leading American assessment development institutions, including Psychological Assessment Resources Inc. (PAR), Western Psychological Services (WPS) etc.
- ❖ Delivery within the same business day for urgent paper and pencil assessment solutions.

### **Fully Customised Reporting Services**

Psych Press' fully customised service is the most suitable solution for you when you desire a fully customised tailored report and/or fully customised assessments including consultancy services throughout the entire process of development and implementation. This option provides you with excellent value when dealing with a medium to large volume of psychometric assessments.

The fully tailored expert reports are written by organisational psychologists based on their personal knowledge of the specific role and company. The service includes a personal meeting with the company representatives to

better understand the specific role and company requirements. The fully customised reports can either focus on the candidate's suitability to the specific role and company or on the candidate's strengths and weaknesses as part of a career development program.

Every report include a comprehensive graphic and narrative interpretation of the candidate's abilities, work related personality attributes and skills as well as address the specific suitability of the individual to the job and company. Each report is accompanied by a comprehensive verbal feedback provided by one of our senior organisational psychologists. The feedback can be provided telephonically or one-on-one. The report is not only written using the company's terminology but also branded with your company logos and colours.

Psych Press' experienced onsite consultants will assist you to identify the key people assessment challenges and tailor or develop the most effective people assessment solution which is normed to your organisation. Consulting services are provided by one of our expert Organisational Psychologists who will meet with you one-to-one to identify your specific needs and recommend the best solutions that will address your key challenges. Our Organisational Psychologists are not only experts in psychometric assessment solutions but also business acumen. Our technical consultants, in collaboration with our research & development team, will design a customised assessment solution system based on the accepted objectives. Our Change Management consultants will fully support you in the entire implementation process.

Our online solutions are designed to be setup within minutes and enable your candidates to complete the assessment tests from any internet connected terminal (dial-up or broadband). A comprehensive report will be available or sent to your email account within seconds of assessment completion.

Our dedicated customer care team are delighted to give you and your candidate on-the-spot technical as well as administrative and interpretive support, overcoming any technical difficulties or queries one may have whilst undertaking our online or paper and pencil assessment solutions.

### **The Benefits of Using Psych Press' Fully Customised Reporting Service**

- ❖ Fully customised written report including graphic and narrative interpretations of the individual's abilities, work related personality and behavioural style, skills as well as suitability to the specific role and company. The report is based on the knowledge gained from meeting the relevant company representative and company written material.
- ❖ The report is accompanied by a comprehensive verbal report provided by one of Psych Press' senior organisational psychologists. The feedback can be provided telephonically or one-on-one.
- ❖ Fully customised assessment solutions, which were developed for the company. The development and store of benchmarking information about your company (organisational norms) are part of the assessment development deliverables.
- ❖ Access to advanced, objective, accurate and cost-effective assessment solutions developed by our expert product development team as well as leading American assessment development institutions, including Psychological Assessment Resources Inc (PAR), Western Psychological Services (WPS) etc.
- ❖ We design and assist in implementing the new solution as well as provide ongoing assistance and dedicated support.
- ❖ Immediate online access to our solutions
- ❖ Delivery within the same business day for urgent paper and pencil assessment solutions
- ❖ No major technology requirement or investment from your end. All that is required is a dial-up or broad band internet connection.
- ❖ Flexible service packages including technical, administrative and interpretive support

# Customer Care

Here at Psych Press we believe that success comes from providing a complete solution to all our customers. In keeping with this belief, we are dedicated to providing world class customer service that spans our whole team from technical support to our research and development team of consultants.

We look forward to assisting you in anyway we can. Please contact us at the following addresses:

**Customer Service Team:** [info@psychpress.com.au](mailto:info@psychpress.com.au)

**Technical Service Team:** [techsupport@psychpress.com.au](mailto:techsupport@psychpress.com.au)

**Research and Development Service Team:** [development@psychpress.com.au](mailto:development@psychpress.com.au)

Or call us at **+61 3 9670 0590** (between 8:30am and 5:30pm Monday to Friday).

You can also Fax us at **+61 3 9642 3577** (24hrs a day).

## **Our Customer Service Team**

The Psych Press customer service team is committed to assist you with any queries you may encounter when using our online or P&P solutions. We pride ourselves on being knowledgeable, friendly, courteous and dedicated to answering your enquiries as quickly and efficiently as possible. We place great importance towards ongoing education and learning on the latest tests, books and products so that we can share this knowledge and help you achieve success.

We at Psych Press try to accommodate your special needs by providing you the best service through a highly competent and experienced team of Organisational Psychologists and business acumen consultants. Our Organisational Psychologists are more than happy to assist you with interpreting reports, managing the relationship between you and the candidate and any other inquiry you may have.

## **Our Technical Service Team**

Our Psych Press technical service team is committed to supporting you with any technical queries or challenge you may encounter when using our online solutions. We pride ourselves on providing the highest level of service as we are knowledgeable, friendly, courteous, and dedicated to providing answers as quickly and efficiently as possible. We continually educate ourselves about the latest test and technologies so that we can share this knowledge and help you achieve success.

We make our highest efforts to provide you the safest, simplest, easiest to use and friendliest online solutions. All we require of you is an internet connection (dial-up or broadband). We make the challenge of providing you perfect connectivity our highest priority.

## **International support:**

As we understand the importance of providing the highest service to each of our clients, we are delighted to offer to our international clients a local IT support. To find out more on our international IT support service please contact our Technical Support team in Australia.

**Our Research and Development Service Team**

Psych Press is committed to developing and delivering cutting edge assessment solutions. We aim to provide the best solutions by having a team of leading experience Organisational Psychologists, partnering with leading world renowned assessment research centres like the US Psychological Assessment Resources (PAR) and Western Psychological Services (WPS) and partnering with leading academic institutes across Australia.

We see ourselves as not only experts in people assessment but also in business management. Being experts in both areas enables us to not only better understand your challenges but also develop creative and innovative solutions tailored to your specific business needs.

Psych Press knows how crucial it is to achieve high people performance in a competitive industry. Each industry has its own unique features and challenges that influence a person’s performance. To provide you with the highest service levels we have gained expertise in specific industries like retail, hospitality and banking and have developed screening and psychometric assessment solutions that are tailored to each unique industry.

**Some of PsychPress’ satisfied local and international customers:**

Human Capital arena	Clinical arena
Adcorp Melbourne and NSW	Adelaide & South Coast Psych
Advertising Energy	Aitkenvale Psych Clinic
Australian Institute of Management (AIM)	Central Sydney Area Health
Air Services Australia	Commonwealth Rehabilitation Service
Assessment Edge	Compassion Connection
BDO Chartered Accountants	Department of Corrective Services- Victoria
Candle Australia – Alliance Recruitment	John Redman
Career People	Monash University
Colgate-Palmolive	Melbourne University
Commonwealth Bank	Mercy Health & Aged Care Group
D Jeromel – Singapore	QLD Health Dept
Ernst & Young Australia	QLD Police Service
Holden-GM Australia	QLD University
Livingstones Australia	Phoenix Psychological Services
Moore Stephens HF	
Personnel Decision International (PDI) - Australia	
Personnel Decision International (PDI) – Hong Kong	
Slade Group	
SACS Executive	
Television New Zealand	
Westaff	

We at Psych Press intend to continue building and maintaining long term business relations with our clients and partners and to actively research, develop and deliver advanced tailored people assessment solutions to the benefit of all.



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# Personality Assessments

## Fifteen Factor Personality Questionnaire Plus (15FQ+)



**Suitable for:** Adults

**Time:** Un-timed, approximately 40 minutes.

**Norms:** Australian norms for Management or General population.

### Description:

The 15FQ+ is a normative, trichotomous response, personality test that has been developed as an update to the original 15FQ. The 15FQ is based on 15 of the 16 core personality dimensions that were first developed by Cattell and his colleagues in 1946. The 15FQ applies Cattell's personality dimensions directly to the workplace. This provides a more occupational orientated personality test as an alternative to Cattell's 'Sixteen Personality Factors' series of tests which are traditionally more clinically based. Since its development in 1991 the 15FQ has been used widely throughout the world and enhances its reputation as one of the most well researched assessments of normal personality available today.

The 15FQ+ incorporates the same 15 core personality factors as in the 15FQ as well as a number of recent psychometric innovations. The 15FQ+ includes the additional measure of Factor B (intelligence) which was originally excluded from the first edition of the 15FQ.

### The Primary Factors in the 15FQ+ include:

- Empathy
- Enthusiasm
- Trustworthy
- Conventional
- Intelligence
- Conscientiousness
- Concrete
- Group-orientated
- Emotional Stability
- Socially-bold
- Direct
- Self disciplined
- Accommodating
- Tender-minded
- Confident
- Composed

### The Global Factors, which correspond to the 'Big 5' in the 15FQ+ include:

- Extraversion
- Neurotic
- Openness
- Agreeableness
- Conscientiousness

### In addition the 15FQ+ assesses a number of Occupational Specific Factors:

- Emotional Intelligence
- Management and Subordinate Styles
- Team Role
- Counter-Productive Work Behaviour

Furthermore, the 15FQ+ now incorporates an extensive range of response style indicators that include a dedicated social desirability scale, non-dedicated faking good and faking bad scale, and measures of central tendency and frequency. Besides producing a standard length test, which contains 12 items per scale (200 items in total), the latest version produced a short form, which contained six items per scale (100 items in total).

\* The 'Sixteen Personality Factors' tests are published by IPAT.



## Applications

As with the original 15FQ, the 15FQ+ can be used to predict a wide range of behaviours in a variety of settings. The 15FQ+ has been fully revised to make it suitable for use in the international business environment.

The 15FQ+ was designed for use in industrial and organisational settings. Human resource professionals will find the 15FQ+ an invaluable part of test batteries used in personnel recruitment and selection.

## Key Benefits

Many of the items have been significantly revised and updated in the 15FQ+. The 15FQ+ has been written in simple, clear and concise international 'business' English. The language has been updated to remove race and gender bias. In addition, the test materials have been carefully designed to make them quicker and easier to complete, score and profile. An advantage of the 15FQ+ is that it is supported by an expert system.

## Technical Information

### Norms

Australian norms for the 15FQ+ have been developed based on a large sample of 3700 individuals with specific norms for Management or General population. The norms are stratified for age (in the range of 16-64, with a mean of 31.49), gender, race and educational background.

### Reliability and Validity

The new 15FQ+ has significant improvements in the psychometric properties in comparison to the 15FQ. The internal consistency of all scales demonstrates good levels of internal consistency. The reliability of the personality assessments remains high at 0.75. Overall, the 15FQ+ demonstrated good construct validity that appears to measure the same source traits as those discovered by Cattell

### Correlations of the 15FQ+ factors with those of Cattell's 'Sixteen Personality Factors- 5'

15FQ+ Factors	Cattell's 'Sixteen Personality Factors-5' 16 Primary Factors	Correlation
fA	A	.70
fB	B	-
fC	C	1
fE	E	1
fF	F	1
fG	G	.75
fH	H	1
fI	I	.56

15FQ+ Factors	Cattell's 'Sixteen Personality Factors-5' 16 Primary Factors	Correlation
fL	L	.79
fM	M	1
fN	N	.31
fO	O	1
fQ1	Q1	.84
fQ2	Q2	1
fQ3	Q3	1
fQ4	Q4	.89

\* Cattell's 'Sixteen Personality Factors' tests are published by IPAT.



**Basic Profile Report (BPR)**

The Basic Profile is the most concise Australian norm 15FQ+ report. It features 16 primary personality factors as well as five global factors including Extraversion, Anxiety, Openness, Independence and Self-Control. In addition the report provides scores regarding Emotional Intelligence, Positive Work Attitude, Interpersonal Style, Thinking Style and Coping Style.

The Basic Profile provides a graphic presentation of the scores which you can use to interpret the test results as well as scores for Social Desirability, Central Tendency, Fake Good, Fake Bad and Infrequency.

**Basic Narrative Report (BNR)**

This is by far, our most popular report. The Basic Narrative Report is a multi-purpose interpretation of the 15FQ+. It includes the basic 16 personality scores, Global Factors and other information about characteristics relevant to personal and vocational counselling.

The report is divided up into 3 sections. The first section presents comprehensive interpretive statements regarding the individual's Interpersonal Style, Thinking Style and Coping Style including a graphic breakdown of the relevant scores on each factor. The second section presents information on how the client's personality relates to six vocational orientations, based on Holland's RIASEC (Realistic, Investigative, Artistic, Social, Entrepreneurial and Conventional) scale of vocational orientations. The third section presents a graphic presentation of the scores on the 16 primary personality factors as well as five global factors including Extraversion, Anxiety, Openness, Independence and Self-Control. In addition the report provides scores regarding Emotional Intelligence, Positive Work Attitude, Interpersonal Style, Thinking Style and Coping Style.

**Business Selection and Development Report (BSDR)**

In business and industrial/organisational counselling settings, the Business Selection and Development Report assess leadership and management potential, offers valuable support in management development decisions and serves as an effective training tool. 16 Primary Scales and scales related to the six management dimensions (Leadership Style, Subordinates Style, Influencing Style, Team Roles, Thinking Style and Ability to Cope with Stress or Change in the environment) are presented.

The report can be provided in two formats. The first is not restricted and directed to HR Professionals and Managers while the second format is restricted and directed to Psychologists. Both report formats offer professional and client-sharable narratives that forecasts an individual's performance in various management roles and analyses leadership style, team work skills and thinking style. It also assesses communication and interpersonal skills and addresses decision-making as well as problem-solving style. The BSDR report is particularly useful as the basis for a selection or development process for managers and may be shared with clients or employees at your discretion.

## Hogan's Personality Inventory (HPI)

*Hogan Assessments*

### Introduction:

The Hogan Personality Inventory (HPI) has a successful 25 year track record in predicting employee performance and assisting companies improve bottom-line business results such as reducing turnover, absenteeism, shrinkage, and poor customer service. The HPI was developed specifically for the business community and, through an ongoing program of research and development, the HPI continues to be one of the leading instruments in the industry.

### Key Benefits:

- Provides a comprehensive, business-based assessment of personality
- Designed specifically to predict occupational success
- Can be used for selection or development
- Results are available in a variety of selection and development report formats
- Developed exclusively on working adults
- Normed on more than 500,000 working adults worldwide
- Validated on more than 200 occupations covering all major industries
- No invasive or intrusive items
- Fully internet-enabled
- Available in multiple languages
- Based on the Five-Factor Model

**Assessment Scales:** The HPI contains seven *primary* scales and six *occupational* scales.

### Primary Scales -

1. **Adjustment** – self-confidence, self-esteem, and composure under pressure
2. **Ambition** – initiative, competitiveness, and the desire for leadership roles
3. **Sociability** – extraversion, gregariousness, and a need for social interaction
4. **Interpersonal Sensitivity** – warmth, charm, and the ability to maintain relationships
5. **Prudence** – being self-disciplined, responsible, and conscientious
6. **Inquisitive** – imagination, curiosity, vision, and creative potential
7. **Learning Approach** – enjoying learning, staying current on business and technical matter

### Occupational Scales -

1. **Service Orientation** – being attentive, pleasant, and courteous to customers
2. **Stress Tolerance** – being able to handle stress, even-tempered, calm under fire
3. **Reliability** – honesty, integrity, and positive organizational citizenship
4. **Clerical Potential** – following directions, attention to detail, and communicating clearly
5. **Sales Potential** – energy, social skills, and the ability to solve problems for customers
6. **Managerial Potential** – leadership ability, planning, and decision-making skills

**Technical Facts:**

The HPI contains 206 items that are keyed true and false. The items have been carefully reviewed for invasive or intrusive content and to ensure the inventory has no adverse impact on race/ethnicity or gender. The total completion time is 15 - 20 minutes with a 5th grade reading level.

The HPI was developed in the context of socio-analytic theory. Within this context, getting along with and getting ahead of others become dominant themes in social life. The seven scales of the HPI capture key behavioural tendencies relevant to these life themes. The scales are based on the Five-Factor Model of personality, but have been extended to create more robust measures of two factors: Surgency (Ambition and Sociability scales) and Openness (Inquisitive and Learning Approach scales).

Norms are available by group in sizes ranging up to 30,000 cases, and over 1,000,000 job applicants have been tested with the HPI. Data are available for virtually every major industry and job category in the economy.

HPI scores are stable over time test; retest reliabilities ranging from .74 to .86. The HPI has been used in over 400 validity studies and it successfully predicts occupational success in all major job categories. The HPI research archives date back to the mid 1970's and it continues to be one of the most widely accepted and used inventories for research on personality.

## **The Hogan Development Survey (HDS)**

*Hogan Assessments*

### **Introduction:**

The Hogan Development Survey (HDS) assesses 11 common dysfunctional dispositions that interfere with a person's ability to build relationships with others and create cohesive, goal oriented teams. The counterproductive behaviours associated with these dysfunctional dispositions negatively influence people's careers, relationship, and life satisfactions. Although the traits of the HPI can easily be seen in a person's day-to-day behaviours, the dysfunctional dispositions of the HDS will only be seen in situations where the person is not actively managing their public image. These situations might include those with high stress or change, multi-tasking, task saturation or accomplishment, poor person-job fit, or when a person feels comfortable enough with those they work with that they no longer manage their public image.

### **Key Benefits:**

- Studies using HPI and HDS indicated that traits assessed by the HDS were valid predictors of job performance.
- Several versions of the HDS have been developed. The current version was published in 1997 and consists of 11 primary scales and 168 items.
- Over 500 000 people have taken the HDS. Most of these individuals worked in sensitive individual contributor or leadership roles.
- There are no practical gender or ethnic differences in scale scores.
- There are three major types of reports, which include Suitability, Career, and Leadership Forecast Series reports.
- The HDS provides percentile scores for the 11 primary scales. These scores are based on general population, manager, or executive norms.

**Assessment Scales** - The HDS contains 11 Primary scales.

1. **Excitable:** Composure and ability under pressure, team work and interpersonal skills
2. **Sceptical:** Argumentative, critical thinking, interpersonal skills
3. **Cautious:** Decision making ability, ability to adapt, ability to take control
4. **Reserved:** Interpersonal, team work, and communication skill
5. **Leisurely:** Degree of assertiveness, ability to adapt, work ethic
6. **Bold:** Self confidence, arrogance, ability to take responsibility for actions
7. **Mischievous:** Intuitive, willingness to work within guidelines, risk taking, impulsive
8. **Colourful:** Attention seeking, listening skills, productivity, ability in crises, belief in self
9. **Imaginative:** Influencing and persuasive ability, ability to think laterally, foresight
10. **Diligent:** Attention to detail, ability to delegate, ability under pressure, decisiveness
11. **Dutiful:** Compliant, ability to conform, decision making ability, argumentative ability

### **Technical Facts:**

The HDS contains 168 items that are keyed true and false. The items have been carefully reviewed for invasive or intrusive content and to ensure the inventory has no adverse impact on race/ethnicity or gender. The total completion time is 15 - 20 minutes with a 5th grade reading level.

The HDS is often referred to as an inventory of the “dark side” of personality. It was developed to measure the domain of interpersonal behaviours existing between normal personality as measured by the Hogan Personality Inventory. The HDS scales focus on the ends of the distribution of normal personality characteristics. For example, people with high scores on the Five-Factor dimension of Conscientiousness may be at risk for the HDS derailment Diligent. Conversely, those with low scores may be at risk for the HDS derailment Mischievous.

The original norms for the inventory were based on the responses of 10 000 employed adults from a variety of industries including health care, banking and finance, food service, construction and transportation. More than 300 000 people have completed the HDS over the past 10 years and it continues to be the only inventory designed to measure leadership derailers.

HDS scores are stable over time with test-retest reliabilities ranging from .58 to .87. However, a focused development effort can reduce the risk associated with high scaled-scores. The HDS has been validated in over 50 organisations across a wide range of occupational categories. Most of the validation research has involved linking HDS scale-scores with ratings of managerial competencies.

### **Reports for the HPI and HDS:**

**The following reports are designed for selection projects -**

➤ **Graphic**

The Graphic Report is primarily used for selection decisions. The report includes a description of the seven primary scales and six occupational scales as well as numerical scores and graphic presentations.

➤ **Interpretive Report**

The Interpretive Report is primarily used for selection decisions. The report includes a description for each of the 15 scales as well as numerical scores and graphic presentations. In addition the report includes an interpretation of the behavioural implications for each scale.

➤ **Basis Report**

The Basis Report is primarily used for selection decisions. The report includes a description of each of the 15 scales as well as graphical and numerical scores. The report also includes a comparison with important job fit criteria as well as a comprehensive description of the candidate’s strength and areas of concern.

**The following reports are designed for development projects-**

**The Leadership Forecast Series** - *The series includes four reports which can be either provided as a battery or individually.*

➤ **Potential Report**

The potential report is primarily used for development decisions. The report includes a description of the 15 scales as well as graphical and numerical scores. The report also includes a comparison with the executives with similar profiles as well as detailed development recommendations.

➤ **Challenge Report**

The challenge report is primarily used for development decisions. The report includes a description of the 11 scales as well as graphical and numerical scores. The report also includes a comparison with the executives with similar profiles as well as detailed development recommendations.

➤ **Values Report**

The Values report uses the MVPI test to compare scores of executives with other similar profiles. The report provides graphical and numerical scores.

➤ **Coaching Report**

The Coaching Report is primarily used for development decisions. The report integrates the information from the Potential (HPI) Challenge (HDS) and Values (MVPI) reports. It builds a self-guided, comprehensive development planning tool as well as detailed recommendations.

**Performance Management Series Report:** *The Performance Management Series Report includes three separate reports and can be provided either as a battery or individually.*

➤ **Career Builder Report**

The Career Builder Report is primarily used for development decisions. The report includes a description of the 15 scales as well as graphical and numerical scores. The report identifies the strengths and shortcomings of the individual taking the assessment and also includes detailed developmental tips.

➤ **Management Builder**

The Management Builder Report includes a description of the 15 scales as well as graphical and numerical scores. The report highlights what the most effective techniques would be for managing the applicant if they were to join company team.

➤ **Career Compass**

The Career Compass Report includes an outline of the occupational significance of a person's core values and therefore provides effective career planning information.

## Motives, Values, Preferences Inventory (MVPI)

Hogan Assessments

### Key Benefits:

Great companies often point to their culture as a primary reason for their greatness. When you examine an organisation's culture, you will find that it is derived from the values of its leaders and members. This concept was central in the development of the Motives, Values, Preferences Inventory. It is the only inventory that assesses individual core values and compares them to the existing culture (values) of an organisation. The inventory also offers a variety of other unique features:

- Provides a comprehensive, business-based taxonomy of values
- Evaluates the fit between a person's values and an organisation's culture
- Designed to predict occupational success and satisfaction
- Can be used for selection or development
- Can also be used to describe the work environment a leader will create
- Results are available in a variety of selection and development report formats
- Based on a comprehensive theory of personality
- Developed exclusively on working adults
- Validated in over 100 organisations
- No invasive or intrusive items

### Scales:

The Motives, Values, Preferences Inventory (MVPI) reveals a person's core values. It identifies what a person wants to do rather than what a person may do in certain situations. These values are assessed on 10 scales:

1. **Recognition** – Value being known, recognised, appreciated, and famous
2. **Competition** – Value being in control, succeeding, and outperforming the competition
3. **Fun** – Value fun, variety, excitement, and pleasure
4. **Service** – Value helping, serving, and encouraging others
5. **Team** – Value frequent and varied social contact
6. **Tradition** – Value family, devotion to duty, hard work, and respect for authority
7. **Risk Tolerance** – Value predictability, structure, and order
8. **Finance** – Value money, reducing expenses, realising profits, and business opportunities
9. **Quality** – Value the look, feel, and design of work products and a dedication to quality
10. **Problem Solving** – Value science, technology, and making data-based decisions

### Technical Facts:

The MVPI contains 200 items that are keyed agree, uncertain, or disagree. The items have been carefully reviewed for invasive or intrusive content and to ensure the inventory has no adverse impact on race/ethnicity or gender. The total completion time is 15 to 20 minutes with a 5<sup>th</sup> grade reading level.

Each scale is composed of five themes: (a) Lifestyles, which concern the manner in which a person would like to live; (b) Beliefs, which involve "should", ideals, and ultimate life goals; (c) Occupational Preferences, which include the work an individual would like to do, what constitutes a good job, and preferred work materials; (d) Aversions, which reflect attitudes and behaviours that are either disliked or distressing; and (e) Preferred

Associates, which include the kind of persons desired as co-workers and friends. These themes form the foundation for understanding the value structure of an individual.

The initial norms for the inventory were based on the responses of 10,000 employed adults from a variety of industries including health care, banking and finance, food service, construction, and transportation. More than 200,000 people have completed the MVPI over the past 10 years and it continues to be used as the primary tool for assessing values in hundreds of organizations throughout the world.

MVPI scores are quite stable over time, with test-retest reliabilities ranging between .64 and .88 (mean = .79). More than 100 validation studies have been conducted on the MVPI with results indicating that the inventory is very effective in predicting job performance and outcome variables such as turnover. In particular, the data indicate that it is a robust predictor in sales and managerial positions where value orientations often strongly influence performance (e.g., high performing sales personnel often score high on the "Finance Scale" and that value is manifested on-the-job as a strong interest in the financial returns for their company and themselves).

## **Reports**

### ➤ **Interpretive Report**

The Interpretive Report is primarily used for selection decisions. The report includes a description for each of the 10 scales as well as numerical scores and graphic presentations. In addition the report includes an interpretation of the behavioural implications for each scale.

### ➤ **Basis Report**

The Basis Report is primarily used for selection decisions. The report includes a description of each of the 10 scales as well as graphical and numerical scores. The report also includes a comparison with important job fit criteria as well as a comprehensive description of the candidate's strength and areas of concern.

### ➤ **Leadership Forecast Series – Values**

The Leadership Forecast Series – Values is primarily used in a development context. The report provides an in-depth evaluation of potential career derailers and individual values. The report includes graphic and numerical scores of the individual as well as comprehensive narratives comparing the scores with Australian executives with similar profiles.

## Jackson Personality Inventory – Revised (JPI-R)

Douglas N. Jackson, Ph.D. © 1976, 1992, 1994, 1997

### Applications:

- In counselling and clinical settings with adults as well as senior high school and college students
- In business and industrial settings
- Psychological research, including studies in sport psychology and recreation

### Description:

The JPI-R assesses personality variables relevant to the functioning of a person in a wide range of settings such as those involving work, educational/organizational behaviour, or interpersonal situations. The JPI-R contains a total of 300 True/False items and takes about 45 minutes to administer. Revisions to the original JPI materials include (a) updated college norms, (b) entirely new norms for blue and white collar workers, (c) renaming of some scales to better reflect scale content, (d) scale organisation in terms of five higher-order dimensions, (e) removal of the Infrequency scale to facilitate use for employment screening, (f) coverage of extended distributional characteristics, (g) compilation of new research findings, (h) addition of scale-by-scale item lists to promote scale interpretation, (i) a glossary of technical terms to facilitate understanding of the often sophisticated procedures used in constructing the JPI and JPI-R.

The JPI-R's 15 scales are as follows, organised in terms of five higher-order clusters:

<b>Analytical:</b>	Complexity, Breadth of Interest, Innovation, Tolerance
<b>Extroverted:</b>	Sociability, Social Confidence, Energy Level
<b>Emotional:</b>	Empathy, Anxiety, Cooperativeness
<b>Opportunistic:</b>	Social Astuteness, Risk Taking
<b>Dependable:</b>	Organisation, Traditional Values, Responsibility

The statistical procedures employed in the construction of the JPI are among the most elaborate ever employed for a personality test. Starting with a very large item pool, two separate item analyses on separate samples were undertaken to further three general aims: to (a) maximise item content saturation in relation to desirability variance; (b) maximise scale reliabilities; and (c) minimise inter scale redundancy.

### Reliability and Validity:

The items on the JPI-R are the same as those included in the original JPI (with minor exceptions in the case of the Traditional Values scale). Accordingly, findings bearing on the JPI's psychometric properties are applicable to the JPI-R. In two studies, median internal consistency reliabilities (Bentler's Theta) were .90 and .93. Data on JPI validity include analyses of two multitrait-multi-method matrices employing adjective checklist, self rating, and peer ratings. Hundreds of correlations of JPI scales with a variety of criteria, ranging from occupational preferences to attitudes toward marijuana use, are reported in the manual.

### Reports:

The JPI-R Basic Report consists of a profile of the 15 JPI-R scale scores, descriptions of high and low scorers for each scale, a profile of the 5 JPI-R cluster scores, administrative indices and a table of raw responses.

### Qualifications:

The JPI-R is available to those individuals who have completed an advanced level university course in psychological testing at the Master's level, as well as training supervised by a qualified psychologist.

*(Available for clients outside of Australia)*

## NEO Personality Inventory-Revised (NEO PI-R)

- Purpose:** Personality assessment for recruitment or career development projects
- Suitable for:** Ages 17+
- Administration:** Individual or group
- Time:** Un-timed, approximately 35-45 minutes
- Qualification:** Psychologist restricted

The NEO PI-R provides a comprehensive and detailed assessment of adult personality based on the Five-Factor Model (FFM) of personality. The FFM is taxonomy of personality traits in terms of five broad dimensions (the "BIG FIVE"): Neuroticism, Extraversion, Openness to Experience, Agreeableness, and Conscientiousness. It offers a conceptually useful framework for understanding the structure and systems of Axis II personality disorders.

In only 35-45 minutes, the NEO PI-R provides a systematic assessment of emotional interpersonal, experiential, attitudinal, and motivational styles. The NEO PI-R is validated against other personality inventories, as well as projective assessments.

Each of the five domains of the NEO PI-R is represented by six specific scales that measure the facets of the domain.

<b>Domains and Facets Measured by the Revised NEO Personality Inventory</b>		
Domains		Facets
N: Neuroticism	N1: Anxiety N2: Angry, Hostility N3: Depression	N4: Self-consciousness N5: Impulsiveness N6: Vulnerability
E: Extraversion	E1: Warmth E2: Gregariousness E3: Assertiveness	E4: Activity E5: Excitement-seeking E6: Positive emotions
O: Openness	O1: Fantasy O2: Aesthetics O3: Feelings	O4: Action O5: Ideas O6: Values
A: Agreeableness	A1: Trust A2: Straightforwardness A3: Altruism	A4: Modesty A5: Modesty A6: Tender-mindedness
C: Conscientiousness	C1: Competence C2: Order C3: Dutifulness	C4: Achievement striving C5: Self-discipline C6: Deliberation

### NEO Domains and Facets:

The NEO PI-R is a concise measure of the five major domains of personality, as well as the six traits or facets that define each domain. Taken together, the five domain scales and 30 facet scales of the NEO PI-R, including the scales for the Agreeableness and the Conscientiousness domains, facilitate a comprehensive and detailed assessment of normal adult personality. The NEO PI-R has useful applications in counselling, clinical psychology, psychiatry, behavioural medicine and health psychology, vocational counselling and industrial/organisational psychology, and educational and personality research.

- **Neuroticism (N)** - refers to the chronic level of emotional adjustment and instability. High N identifies individuals who are prone to psychological distress.
- **Extraversion (E)** - refers to the quantity and intensity of preferred interpersonal interactions, activity level, need for stimulation, and capacity for joy. High E identifies individuals who tend to be sociable, active, talkative, person oriented, optimistic, fun loving, and affectionate
- **Openness to Experience (O)** - refers to the active seeking and appreciation of experiences for their own sake. High O identifies individuals who are curious, imaginative, and willing to entertain novel ideas and unconventional values
- **Agreeableness (A)** - refers to the kinds of interactions an individual prefers along a continuum from compassion to antagonism. High A identifies individuals who tend to be softhearted, good natured, trusting, helpful, forgiving, and altruistic
- **Conscientiousness (C)** - assesses the degree of organization, persistence, control, motivation in goal-directed behaviour. High C identifies individuals who tend to be organized, reliable, hard-working, self-directed, punctual, scrupulous, ambitious, and persevering.

### Administration & Scoring

The NEO PI-R is self-administered and is available in two parallel versions. Each version contains 240 items and 3 validity items, and requires a 6<sup>th</sup>-grade reading level.

- Form S (designed for self-reports) is appropriate for use with adult men and women, including individuals of uni age. Form R (designed for observer reports) is written in the third person for peer, spouse or expert ratings and used as an alternative measure or supplement to self-reports from adults
- Each item is rated on a 5-point scale
- 2-part carbonless Answer Sheet, usable with either form, eliminates the need for separate scoring keys or templates
- Self-carbon page of the Answer Sheet contains item values for rapid computation of scale raw scores
- Three profile forms ( adult self-reports, adult observer reports, and college students) facilitate score-plotting and conversion to T scores
- 1-page "Your NEO Summary" feedback sheet gives clients easy-to-understand information about the five domains of personality
- Internal consistency coefficients for both Forms R and S range from .86-.95 for domain scales and from .56-.90 for facet scales
- The NEO PI-R is validated against other personality inventories as well as projective techniques

### Professional Manual:

The 101-page NEO PI-R Professional Manual provides comprehensive information about the following:

- Test materials and use
- Administration and scoring procedures, including missing responses and three validity checks (Acquiescence, Nay-Saying, Random Responding).
- Conceptualization and interpretation of domain and facet scores
- Interpretation of profiles
- Test development and validation
- Applications and directions for future research
- Although both forms of the instrument are normed by sex, T scores can be calculated for combined-sex norms using the normative data contained in the Manual.

# Ability Assessments

*Conceptual, Verbal, Numerical, Mechanical, Spatial & Emotional*

## Objective:

To assess general intellectual ability as demonstrated by the ability to integrate information, form concepts, see relationships and solve problems in verbal and numerical material, as well as display emotional intelligence.

## 1. CONCEPTUAL REASONING

Tests of Conceptual Reasoning provide a valid measure of generalised intellectual functioning and correlates most highly with other tests of generalised or natural problem solving capacity. The test itself requires the candidate to work with ambiguous, novel and highly complex information. The ability to grasp complex conceptual relationships and to operate without a basis of prior knowledge are some of the aptitudes found to be measured by this test. Job competencies relevant to this measure include the capacity for flexible and creative thought, technical problem solving, the capacity to acquire information quickly and an aptitude for adapting existing knowledge to new situations.

### Cultural Fair Intelligence Test



The CFIT is a timed Conceptual Reasoning test of only 12 minutes. The CFIT measures intelligence in a manner designed to reduce the influence of verbal fluency, cultural climate and educational level. The test is non-verbal and requires only that participants be able to perceive relationships in shapes and figures.

## Key Benefits:

The CFIT can be used in situations where it is important to:

- Predict skill acquisition, problem solving, decision-making and other performance related competencies
- Discover if the achievement of an individual is what would be expected from his or her intelligence
- Assess potential to perform job-relevant tasks that involve cognitive ability
- Increase the effectiveness of career development decisions

## Target population:

- General population, Graduates or Management.

## Technical & Research Information:

- The CFIT was normed on the Australian general population.
- The CFIT has high validity and reliability, which are described in the assessment's technical report.

## Administration:

- The CFIT can be administered using Paper & Pencil materials or online.
- The online CFIT requires only a basic internet connection.
- The CFIT is a timed test that takes 12 minutes to complete.
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## **Abstract Reasoning by Profiling for Success**

The **Profiling for Success** Reasoning Tests offer a new level of sophistication in the assessment of Abstract Reasoning together with all the advantages of computer-based delivery, scoring and reporting. Using a common item format, four levels of each test are available, providing assessments suitable for a wide range of abilities; from those at secondary school level through to postgraduates and experienced professionals.

The assessment is based around a categorisation task. Candidates are shown two sets of shapes, labelled 'Set A' and 'Set B'. All the shapes in Set A share a common feature or features, as do the shapes in Set B. Candidates have to identify the theme linking the shapes in each set and then decide whether further shapes belong to Set A, Set B or neither set.

### **Difficulty Levels Available:**

<b>Reasoning Test Level</b>	<b>Relevant Norm Group</b>
Level 1	Secondary School Qualifications
Level 2	General Population
Level 3	Graduate Level
Level 4	Management Level

### **Key Benefits:**

➤ **Flexible Delivery Options:**

Paper and computer based tests allow for traditional group administration, while internet delivery allows remote testing and the possibility of including tests as part of initial screening programmes.

➤ **Wide Ability Range:**

Ability levels ranges from general to management levels.

➤ **Common Test Formats:**

Abstract Reasoning tests span a wide range of ability levels all using common test formats.

➤ **Detailed Reports & Analysis:**

Reporting features and sophisticated analysis support you in the decision-making process, providing analysis of response style, interview prompts and development suggestions tailored to each test taker.

### **Administration:**

Online delivery and scoring and paper-and-pencil options are available. Computer-generated reports are also available with the paper-based tests. Total administration time varies between 12 and 15 minutes, depending on test level.

## Abstract Reasoning by Aptitude Profile Test Series (APTS)

The Abstract Reasoning test measures the candidate's ability to grasp complex conceptual relationships and to operate without a basis of prior knowledge.

### For the General Population

#### Technical & Research Information:

- The assessment was normed to the Australian general population.
- The assessment has high validity and reliability, as described in the AR technical report.

#### Administration:

- The assessment is administered online and requires only a basic internet connection.
- It takes about 15 minutes to complete.
- Comprehensive interpretive reports are generated within minutes of assessment completion

### For Graduate and Management Populations

#### Technical & Research Information:

- The assessment was normed to the Australian management population.
- The assessment has high validity and reliability, as described in the technical report.

#### Administration:

- The assessment is administered online and requires only a basic internet connection.
- It takes about 15 minutes to complete.
- Comprehensive interpretive reports are generated within minutes of assessment completion.

## 2. VERBAL REASONING

Tests of Verbal Reasoning measure the ability to communicate in English, written communication skills, the ability to understand written instructions and the ability to convey information in a clear and understandable format such as presentations to individuals and groups.

### Verbal Reasoning by Profiling for Success

The assessment consists of passages of information, with each passage being followed by a number of statements. Candidates have to judge whether each of the statements is true or false on the basis of the information in the passage, or whether there is insufficient information in the passage to determine whether the statement is true or false.

#### Difficulty Levels Available:

Reasoning Test Level	Relevant Norm Group
Level 1	Secondary School Qualifications
Level 2	General Population
Level 3	Graduate Level
Level 4	Management Level

## Product List

### Key Benefits:

➤ **Flexible Delivery Options:**

Paper and computer based tests allow for traditional group administration, while internet delivery allows remote testing and the possibility of including tests as part of initial screening programmes.

➤ **Wide Ability Range:**

Ability levels ranges from general to management levels.

➤ **Common Test Formats:**

Abstract Reasoning tests span a wide range of ability levels all using common test formats.

➤ **Details reports and analysis:**

Reporting features and sophisticated analysis support you in the decision-making process, providing analysis of response style, interview prompts and development suggestions tailored to each test taker.

### Administration:

Online delivery and scoring and paper and pencil options are available. Computer-generated reports are also available with the paper-based tests. Total administration time varies between 12 and 15 minutes, depending on test level.

## General Adult Verbal Reasoning Assessment by ACER

The assessment is comprised of 34 items, including verbal analogies, vocabulary, similarities and verbal reasoning.

### Target population:

- General population.

### Technical/research Information:

- The assessment was normed to the Australian general population.
- The assessment has high validity and reliability, which are described in the assessment's technical report.

### Administration:

- The assessment is administered online and requires only a basic internet connection.
- It takes approximately 15 to 20 minutes to complete.
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## Graduate and Management Verbal Reasoning Assessment by ACER

The assessment is comprised of 34 items, including verbal analogies, vocabulary, similarities and verbal reasoning.

### Target population:

- Graduates and Managers

### Technical & Research Information:

- The assessment was normed to the Australian graduate and management population.
- The assessment has high validity and reliability, which are described in the assessment's technical report.

### Administration:

- The assessment is administered online and requires only a basic internet connection.
- It takes approximately 15 to 20 minutes to complete.
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## Verbal Reasoning by Aptitude Profile Test Series (APTS)

**Purpose:** Assess reasoning skills as indicators of a person's potential.

**For:** Adults, 14 years +

**Duration:** Approximately 30 minutes per test

**Norms:** Australian Norms

The Aptitude Profile Test Series (APTS) was designed to yield measures of verbal reasoning and quantitative reasoning as a measure of a person's potential for growth and development in the workplace.

The Verbal Reasoning module tests two kinds of verbal analogy (e.g. matching words which best describe a feeling or concept, and matching pairs of words). These are semantic comprehension (e.g. linking similar meanings in proverbs or sayings) and vocabulary (e.g. linking words that are the closest in meaning).

**Part 1:** Vocabulary & Synonyms (9 mins)

**Part 2:** Literacy Analogies (6 mins)

**Part 3:** Analogies, Identifying relationships between pairs of words (9 mins)

**Part 4:** Sentence Comprehension & Identification of sentences with similar meanings (9 mins)

## Verbal Reasoning by Personnel Selection Test (PST)

The Personnel Selection Test (PST) consists of three scales: Word Knowledge, Numeracy and Spatial Reasoning.

For each scale there are two forms, which are selected for use according to the desired level of difficulty.

These scales were developed from a model of work-tasks in which performance is influenced by combinations of specific abilities. Accordingly, the PST was designed to assess an individual's ability to deal with data, ideas and things.

The scales can be used independently or in any combination depending on the skills and competencies being assessed. Following is a table that outlines which scales are appropriate for the assessment of various work tasks, skills and competencies.

## Product List

WORK TASKS	Data	Ideas	Things
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Informing</li> <li>• Computing</li> <li>• Registering</li> <li>• Answering</li> <li>• Reading</li> <li>• Filing</li> <li>• Calculating</li> </ul>	<ul style="list-style-type: none"> <li>• Speaking</li> <li>• Researching</li> <li>• Initiating</li> <li>• Conceiving</li> <li>• Abstracting</li> <li>• Solving</li> <li>• Communicating</li> </ul>	<ul style="list-style-type: none"> <li>• Observing</li> <li>• Controlling</li> <li>• Perceiving</li> <li>• Handling</li> <li>• Measuring</li> <li>• Drawing</li> <li>• Adapting</li> </ul>
<b>KEY COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Collecting, analysing and organising information;</li> <li>• Planning and organising activities;</li> <li>• Using mathematical ideas and techniques;</li> <li>• Solving problems;</li> <li>• Using technology.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicating ideas and information;</li> <li>• Planning and organising activities;</li> <li>• Using mathematical ideas and techniques;</li> <li>• Solving problems;</li> <li>• Using technology.</li> </ul>	<ul style="list-style-type: none"> <li>• Using mathematical ideas and techniques;</li> <li>• Planning and organising activities;</li> <li>• Solving problems;</li> <li>• Using technology</li> </ul>
<b>SCALE(S)</b>	Literacy & Numeracy	Literacy & Numeracy	Spatial Reasoning & Numeracy

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## 3. NUMERICAL REASONING

The test of Numerical Reasoning measures basic arithmetic agility, understanding and use of numbers as a reasoning tool and quantitative reasoning. Competencies relevant to this measure include numerical and financial calculations and basic statistical calculations.

### Numerical Reasoning by Profiling for Success

The assessment presents candidates with numerical information and asks them to solve problems using that information. Some of the harder questions introduce additional information which also has to be used to solve the problem. Numerical items require only basic mathematical knowledge to solve them.

#### Difficulty Levels Available:

Reasoning Test Level	Relevant Norm Group
Level 1	Secondary School Qualifications
Level 2	General Population
Level 3	Graduate Level
Level 4	Management Level

#### Key Benefits:

➤ **Flexible Delivery Options:**

Paper and computer based tests allow for traditional group administration, while internet delivery allows remote testing and the possibility of including tests as part of initial screening programmes.

➤ **Wide Ability Range:**

Ability levels ranges from general to management levels.

➤ **Common Test Formats:**

Abstract Reasoning tests span a wide range of ability levels all using common test formats.

➤ **Details reports and analysis:**

Reporting features and sophisticated analysis support you in the decision-making process, providing analysis of response style, interview prompts and development suggestions tailored to each test taker.

**Administration:**

Online delivery and scoring and paper and pencil options are available. Computer-generated reports are also available with the paper-based tests. Total administration time varies between 15 and 25 minutes, depending on test level.

### **General Adult Numerical Reasoning Assessment by ACER**

The assessment contains 34 items, including number series, number matrices and arithmetical reasoning.

**Target population:**

- General population

**Technical & Research Information:**

- The assessment was normed to the Australian general population
- The assessment has high validity and reliability, which are described in the assessment's technical report.

**Administration:**

- The assessment is administered online and requires only a basic internet connection.
- It takes approximately 15 to 20 minutes to complete.
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

### **Graduate & Management Numerical Reasoning Assessment by ACER**

The assessment is comprised of 34 items, including number series, number matrices and arithmetical reasoning.

**Target population:**

- Graduates and managers.

**Technical & Research Information:**

- The assessment was normed to the Australian graduate and management population.
- The assessment has high validity and reliability, which are described in the assessment's technical report.

**Administration:**

- The assessment is administered online and requires only a basic internet connection.
- It takes approximately 15 to 20 minutes to complete.
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## **Numerical Reasoning by Aptitude Profile Test Series (APTS)**

**Purpose:** Assess reasoning skills as indicators of a person's potential.

**For:** Adult, 14 years +

**Duration:** Approximately 30 minutes per test

**Norms:** Australian Norms

The Quantitative Reasoning module tests three areas: abstract numerical (e.g. fractions, percentages, etc.), short word problems, and problems that require more extensive reading, comprehension and processing of information to find the correct solution.

**Part 1:** Numerical Calculation (10 mins)

**Part 2:** Quantitative word problems (12 mins)

**Part 3:** More complex, real-life mathematical problems (8 mins)

## **Numerical Reasoning by Personnel Selection Test (PST)**

This scale is a 20-minute timed test that consists of 20 computation questions. Decimals, fractions, numbers and measures are used to assess the candidate's ability to perform mathematical operations accurately. The level of difficulty used in the scale ranges from junior to middle secondary school level. Candidates are not permitted to use calculators or other technical aides to assist them in this test.

The Numeracy scale is not prone to cultural bias and it will reflect exposure to mathematics. Applicants from financial, scientific, technical and engineering backgrounds will generally perform better on this scale than those from humanities backgrounds.

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## **4. MECHANICAL REASONING**

The Mechanical Reasoning assessment has been designed to assess applicants for technical and trade positions whether as a direct recruitment tool, in career counselling for school leavers or for those wishing to change careers and seeking occupations requiring mechanical reasoning ability. Mechanical reasoning assesses the ability to understand very basic principles of physics and in particular, mechanics, to visualise the movement of objects through space and the cause-effect relationships between mechanical components.

The Mechanical Reasoning test includes a wide range of content including wheels, gears, clamps, levers, sliding rods, shafts, pulleys, weights, conveyor belts, fixed and non-fixed pivots, crowbars and springs.

**Suitable for:**

- General population

**Technical & Research Information:**

- The assessment was normed to the Australian general population.
- The assessment has high validity and reliability, which are described in the assessment's technical report.

**Administration:**

- The assessment is administered online and requires only a basic internet connection.
- It takes approximately 10 to 15 minutes to complete
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## 5. SPATIAL REASONING

### Spatial Reasoning by Aptitude Profile Test Series (APTS)

The Spatial-Visual module of the APTS involves three kinds of questions: two dimensional objects/ pattern flipping, three-dimensional objects involving maps and side views, and nets of cubes. These test a person's ability to manipulate objects in their mind and to imagine how they would look from different perspectives.

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## 6. EMOTIONAL REASONING

### Emotional Reasoning Questionnaire



*Jarred Laughin & Psych Press*

The ERQ is a popular screening solution used to provide a quick, reliable measurement of a person's emotional reasoning. The ERQ will assist you to:

- *Identify effective and talented candidates/employees in roles where emotional reasoning is a useful ability, such as customer service roles, sales roles or team work environment.*
- *Improve external and internal sales by using talented relationship builders.*
- *Save costs of recruitment and training.*

#### **What does the ERQ measure?**

The ERQ includes two complementary scales, both of which measure emotional reasoning. The first scale includes items which require respondents to identify feelings people have as a result of a described situation. The second scale includes items which ask people to identify which situations will produce a specified emotional response. The use of these complementary scales allows for cross-checking of people's responses, and adds to overall reliability. The ERQ produces an independent measure of a candidate's ability – it is not a personality test.

#### **Suitable for:**

- General population

#### **Technical & Research information:**

- Correct ERQ scores were determined using a consensus of Australian experts who are knowledgeable in this area, chiefly psychologists. Using expert scores allows for identification of a candidate's ability relative to an Australian normative group.

#### **Administration:**

- The assessment can be administered using Paper & Pencil materials or online.
- The online solution requires only a basic internet connection.
- It takes approximately 10 to 15 minutes to complete 20 items
- Comprehensive individual interpretive reports are generated within minutes of assessment completion.

## Learning Styles Questionnaire (LSQ)

*Peter Honey and Alan Mumford*

The Learning Styles Questionnaire was developed to determine an individual's preferred Learning Style: Activist, Reflector, Theorist or Pragmatist.

### Key Benefits:

- Identify individual learning style as a method to improve individual & group performance
- Improve training programs' effectiveness by tailoring them to the individual or group learning style
- Reduce training costs

Most people develop preferences for certain learning styles over others. These preferences lead to a distortion of the learning process so that greater emphasis is placed on some styles to the detriment of others. Learning Styles provide a key to understanding these different preferences. Learning Styles, just like any other behaviour, are learned as people repeat strategies and tactics that are successful and discontinue those that are not. In this way, preferences for different behavioural patterns develop and become habitual.

Knowledge of learning styles enables the tailoring of education and training programs to suit the individual or group. By establishing the preferred learning style of the individual, it is possible to identify particular forms of learning to which individuals respond. This makes training and development courses as well as general learning activities much more worthwhile and less cumbersome. Time and money can be saved by identifying strengths and weaknesses and offering appropriate learning opportunities based on these.

### Suitable for:

- All levels of participants in training and development programs

### What does the LSQ measure?

The LSQ provides an interpretive report on the individual's effective learning style. The 80 items in the LSQ incorporate several key learning styles that were found to be dominant in the work environment:

- Activist
- Reflectors
- Theorists
- Pragmatists

### Technical & Research Information:

- Validated against many similar instruments.
- Normed on the general Australian population
- Used by several leading Australian recruitment agencies, HR managers and Educational institutes

### Administration:

- The LSQ can be administered using paper & pencil materials or online using a simple internet connection (dial up or broad band).
- It takes approximately 15 to 20 minutes to complete.
- A comprehensive 10 page interpretive report is generated within minutes of online assessment completion or receiving the completed questionnaire via fax or email.
- Reports can be sent via fax or email
- Assistance in report interpretation is provided by Psych Press consultants.

## Modern Occupational Skills Test (MOST)

The Modern Occupational Skills Test (MOST) battery is a fast and reliable assessment tool designed for the recruitment, selection and development of staff. The MOST assesses various skills required when undertaking clerical work and shop and office related positions. The MOST consists of nine different assessments, grouped into three levels of task complexity to cater for different literacy and numeracy requirements.

### Level One – Lowest Test Levels

**Verbal Checking:** Designed to give a measure of the ability to detect quickly and accurately errors in text of various sorts. The test content is intended to be as similar to real items of work as possible and is applicable in selection for any occupation where it is important for documents to be checked and corrected before being sent out. This includes secretaries, typists, most clerks, warehouseman, data inputters, library assistants, proof readers, research assistance, etc.

**Numerical Checking:** Designed to give a measure of the ability to detect quickly and accurately, errors in various sorts of numerical data. The test is applicable in selection for any occupation where care has to be taken to ensure that the numerical content of documents or files is correct. This includes data processors, clerks, typists, proof reader, etc.

**Filing:** Designed as a measure of ability to put records in the correct place in files organised using a variety of systems. The test is applicable in selection of staff for occupations involving filing and registry tasks.

### Level Two – Medium Test Levels

**Numerical Awareness:** This test is designed to test arithmetical skills in various work settings and requires the detection of computational errors. The test is applicable in selection for any occupation where simple calculations are involved, but particularly for accounts clerks, bank clerks, stock controllers, cashiers, etc.

**Spelling and Grammar:** Designed to measure the ability to detect errors of spelling and grammar embedded in text. The test is applicable in selection for any occupation which involves the production and checking of documents. This includes secretaries, typists, many types of clerks, proof readers, etc.

**Word Meanings:** Designed to measure language comprehension and word choice and is applicable in selection for occupations where staff have to read and understand documents or write documents themselves. This includes secretaries, typists, clerks, office supervisors, office managers, salespeople, etc.

### Level Three – Highest Test Levels

**Numerical Estimation:** Designed as a measure of the ability to make quick and rough approximations to complex calculations. The test is applicable in selection for any occupation where customers may be offered quick estimate, where planning of quantities is necessary or where staff need to be able to spot when complex calculations have gone wrong. This includes insurance clerks, salesman, secretaries, office managers, etc.

**Technical Checking:** Designed to measure the ability to detect errors when information has been changed from one form, for example numerical, into another form, for example verbal. The test is applicable in selection for any occupation where it is necessary to ensure consistency of information presented in different forms. This includes bank clerks, research assistants, proof readers of technical reports and instruction leaflets, etc.

**Decision Making:** This test is designed to assess the ability to understand and apply rules, regulations and criteria in choosing between two options. The test is applicable in selection of occupations such as insurance and claims clerks, office supervisors, junior office managers and higher level secretaries.



# Assessment & Development Centres

Psych Press has an extensive range of assessment centre materials which have been designed specifically for selection and development purposes. Exercises appropriate for all employment levels are available, from non-management through to senior and executive management, designed according to the following business functions and industry sectors:

**Business Functions**

- Administration
- Customer Service
- Finance
- General Management
- Management
- Personnel/HR
- Production/Manufacturing
- Purchasing/Procurement
- Sales

**Industry Sectors**

- Engineering/Construction
- Financial Services/Insurance/Banking
- Health
- Hotel/Catering
- IT/Telecoms
- Manufacturing/Production
- Warehousing/Publishing etc
- Public Sector/Local Government
- Retail
- Professional Services

A broad range of Criteria and Competencies can be assessed using these assessment centre materials and are categorised into 5 key areas. The Criteria/Competency table is outlined below:

<b>Individual Traits</b>	<b>Managerial Skills</b>	<b>Decision Making Skills</b>	<b>Interpersonal Skills</b>	<b>Motivational Behaviours</b>
Stress Tolerance	Planning & Organising	Judgement	Listening	Initiative
Flexibility	Management Control	Problem Analysis	Persuasive Oral Communication	Resilience
Adaptability	Delegation	Decisiveness	Written Communication	Energy
Tenacity	Leadership	Creativity	Interpersonal Sensitivity	Work Standards
Independence	Subordinate Development	Numerical Awareness	Impact	Commitment
Integrity	Organisational Sensitivity	Commercial Awareness	Sociability	Self Motivation
Attention to Detail		Risk Taking	Teamwork	Customer Service

There are several different types of exercises which fall into the following three categories:

## 1. Working in Groups

This includes Group Discussion Exercises, where participants work together to make decisions about work-related situations or scenarios.

There are two types of Group Discussion:

- Non-Assigned Role (NAR) Group Discussions
- Assigned Role (AR) Group Discussions

The nature of your target role environment and work tasks will determine the most appropriate Group Discussion for your Centre.



## 2. One-to-One

The exercises within this working situation see the Participant working with one other person. There are three types of one-to-one situations which can cover a variety of different scenarios:

- Interview Simulations (IS)
- Fact Find Exercises (FF)
- Oral Presentation Exercises (OP)

The first two involve the Participant working with a Role-player or Resource Person and thus two briefs are provided. The exercise you choose should reflect the nature of your target role and you should therefore identify those one-to-one scenarios that typically occur within this role.

## 3. Working Alone

Situations where individuals have to work alone can also take a variety of forms.

- In-Basket/Inbox Exercises (INB)
- Analysis Exercises (AE)
- Scheduling Exercises (SE)

# Screening Solutions

## Contact Centre Questionnaire (CCQ)

Psych Press

### Key Benefits:

The CCQ is a popular, low cost and objective screening solution used by Australian Call Centres to identify successful employees. The main advantages are:

- **Fast Acquisition of the Best Talent for Your Contact Centre**
  - Candidates dedicated to customer service
  - Candidates dedicated to effectively solve customer problems
  - Candidates who take an outgoing and gregarious approach
  - Candidates who enjoy establishing close working relationships
  - Candidates who go beyond the call of duty to achieve sales success
- **Reduce Costs**
  - Minimise lost sales and customer turnover associated with regrettable hiring decisions
  - Minimise training and turnover costs
  - Eliminate the need of deciphering lengthy resumes

### What does the CCQ measure?

The CCQ has five key scales that measure a candidate's potential to succeed in a call centre position:

#### 1. Problem Solving

This scale measures the tendency to use creative initiative when dealing with difficult or complex situations. High scorers on this scale are likely to be perceived as inventive and resourceful. Low scorers will be more likely to seek input from others in an effort to deal with problems.

#### 2. Motivation & Personal Drive

This scale measures an individual's emotional commitment and internal desire to achieve and be successful. High scorers on this scale are likely to have significant levels of energy, optimism and activity. Low scorers will be more likely to leave things to chance and will probably be perceived as casual in their approach.

#### 3. Social Boldness

This scale measures an individual's level of self-confidence in social situations and preference for dealing with new people and situations. High scorers generally take an outward and gregarious approach and will be perceived by others as outgoing and self-assured. Low scorers will shy away from being the centre of attention and are likely to feel more comfortable in familiar surroundings and small groups, and will probably not be focused on self-promotion.

#### 4. Achievement

This scale measures a person's tendency toward completing tasks and their ability to follow through on projects. High scorers are likely to respond well to having specific targets and will be motivated by having clear goals. Low scorers are likely to work with an unstructured approach and may be easily distracted resulting in a lack of task completion.

#### 5. Personal Resolve

This scale measures an individual's view of themselves and level of self-confidence. High scorers will generally have confidence in their abilities and are likely to be emotionally robust. Low scorers may be more vulnerable to knock-backs and criticisms and are likely to be comforted by the approval of others.

**Suitable for:**

- Entry call centre positions

**Technical & Research information:**

- The CCQ was developed by researching the competencies identified as crucial for call centre success as well as conducting focus groups with call centre employees to identify any other competencies considered relevant and/or necessary for on the job success.
- The CCQ was developed and normed on Australian call centre staff.
- Research conducted on the CCQ found the instrument to have high reliability and validity.

**Administration:**

- The CCQ is administered online using a simple internet connection (dial up or broad band).
- It takes approximately 10 to 15 minutes to complete.
- Interpretive reports are generated within minutes of assessment completion
- Reports can be sent via fax or email
- Assistance in report interpretation is provided by Psych Press consultants.

**Interpretive Reports:**

- Reports are provided upon test completion with candidate's raw scores and percentiles relative to the group norms. A comprehensive written report is generated immediately on candidate's abilities and suitability to perform the specific job based on the raw scores and percentiles.

## Financial Services Industry Recruitment Screening

*Psych Press*

This Financial Services Industry Recruitment Screening tool was developed to reliably assess applicants via a convenient, well-researched and technologically advanced screening system. The CFS includes specific assessments for financial planners, para-planners and office administrators.

### Key Benefits:

- **Fast Acquisition of Best Talent** - No collecting or sorting of CVs
- **Reduce Costs** - No administrative hassle
- **Scores and ranks applicants for you**

### What does the Financial Services Industry Recruitment Screening offer?

From the moment candidates start applying, you have immediate and unlimited access to the results and all details are provided in a ranked order, from the most suitable and competent candidate to the least suitable. All demographics, education and employment history are outlined in full (as per a typical C.V.) plus the following credentials and competencies are assessed and ranked:

<b>Paraplanners</b>	<b>Financial Planners</b>	<b>Administration Staff</b>
Specific Paraplanner qualifications, e.g., DFP, CFP.	Focus on getting financial planning solutions and sales results quickly and efficiently.	The likelihood of this person staying with your organisation.
Amount of Paraplanning experience (including previous employment details).	Level of service orientation and problem solving ability.	Level of organisation, problem solving ability & technical skills.
Industry knowledge of competitor products and Financial Advisory Services.	Proven sales success in previous employment roles and expected salary.	Customer Service Focus
Extent of specific work done in plan preparation, customer sales and technical queries.	Measure of attitudes which lead to success	Commercial Acumen

- This solution is customised to specific client needs and requirements.

# Sales Assessments

## Retail Sales Predictor (RSP)

- Time:** Approximately 15 minutes requiring only a simple internet connection.  
**Norms:** Australian Retail Population norms.  
**Reports:** Short-List and Individual Reports generated within minutes.

The **Retail Sales Predictor (RSP)** is an advanced online solution which was developed by Psych Press to assist you in identifying the right staff for your particular sales environment. The RSP is an effective and efficient way to reduce the volume of applicants by omitting unsuitable candidates within fifteen minutes at **low cost**.

The RSP is an effective solution which was **developed and validated through the assistance of a leading Australian retailer**. The questionnaire is focused on measuring a candidate’s sales skills in a retail environment. The RSP includes three components:

- **Sales related Situational Judgment Questions**
- **Sales related Personality Questions**
- **Sales Attitude Questions**

The RSP assesses a candidate’s knowledge, experience, attitude and skills in sales as well as the way in which they apply them, thus ensuring that the candidate is suitable for the position and will maximise productivity in their role.

### What does the RSP measure?

The RSP provides a detailed interpretive report on the candidate’s sales potential. The 36 items in the RSP are divided into three groups that address key components associated with successful sales performance, components which may not be apparent during an interview or on a resume.

<b>Solution sale approach</b>	<b>Self-Confidence</b>	<b>Initiative</b>
<b>Service orientation</b>	<b>Patience</b>	<b>Verbal ability</b>
<b>Assertiveness</b>	<b>Relaxed Style</b>	<b>Planning</b>
<b>Interpersonal skills</b>	<b>Goal Orientation</b>	
<b>Achievement</b>	<b>Cooperativeness</b>	

### Example Items:

The Questionnaire consists of multiple choice questions, such as the following:

***"You are busy unpacking stock on the shop floor when you notice a new customer in the area. You should:"***

The question measures service orientation

***"A customer wants to return a product they deem faulty. You should:"***

The question measures the candidate’s ability to take initiative in customer service.

**Suitable for:**

- Entry & Temporary Retail Sales Candidates

**Technical & Research Information:**

- The RSP incorporates multiple sources to determine salesperson performance.
- The RSP is used by several leading Australian recruitment agencies and HR managers.
- The RSP was validated against actual Australian sales performance of successful sales people.
- The RSP was normed specifically on the Australian retail population

**Administration:**

- The RSP is administered online using a simple internet connection (dial up or broad band).
- It takes approximately 15 minutes to complete.
- Interpretive reports are generated within minutes of assessment completion.
- Reports can be sent via email or fax.
- Assistance in report interpretation is provided by Psych Press consultants.

## Sales Achievement Predictor (SalesAP)

By Jotham Friedland, Ph.D., Sander Marcus, Ph.D., and Harvey Mandel, Ph.D.

### Key Benefits:

The Sales Achievement Predictor (SalesAP) is a popular, low cost and fair online tool used by Australian Recruiters, HR professionals, Sales Managers and Business Owners to objectively identify successful sales people and train your sales force.

### The SalesAP will assist you to:

- Identify effective and talented salespeople before making hiring, placement, and training decisions.
- Increase company's sales by using talented and skilful sales people
- Reduce customer churn
- Save costs on recruitment and training

With the SalesAP, you no longer have to wait 6 months or longer to find out whether a new hire will succeed. This unique inventory measures traits that are critical to success in sales—and in related fields such as customer service, sales management, marketing, and public relations.

### What does the SalesAP measure?

The SalesAP provides a comprehensive interpretive report on key critical abilities to a successful sales person. These components may not be apparent during an interview or by reading a resume:

Sales Disposition	Managerial Style
Initiative/Cold Calling	Assertiveness
Sales Closing	Personal Diplomacy
Achievement	Extroversion
Motivation	Patience
Competitiveness	Cooperativeness
Planning	Self-Confidence
Initiative	Relaxed Style
Teamwork	Goal Orientation

### Suitable for:

- Mid level and high level Sales people and managers

### Technical & Research Information:

- The SalesAP was validated against actual sales performance of successful sales people.
- The SalesAP is used by several leading Australian recruitment agencies and HR managers.
- The SalesAP has validity scales that identify applicants who are exaggerating strengths or minimising weaknesses. Scores for those applicants are automatically adjusted.

### Administration:

- The SalesAP can be administered using Paper & Pencil materials, CD or Disc.
- It takes approximately 15 to 20 minutes to complete.
- Comprehensive individual Interpretive reports are generated within minutes of assessment completion
- Reports can be sent via fax or email

## **Sales Attitude Survey (SAS)**

*Identifying and Retaining the Best in Sales- Psych Press*

### **Key Benefits:**

The Sales Attitude Survey (SAS) has been developed by Psych Press to be used as an online screening tool to assess individual's sales related attitudes and beliefs in comparison to successful sales people.

### **The SAS assists you to:**

- *Reach high potential sales people quickly*
- *Increase company's sales using talented sales people*
- *Reduce customer turnover due to higher customer satisfaction*
- *Reduce training and recruitment expenditure*
- *Make the optimal people development decisions*
- *Shape a consistent company sale's philosophy*

With the Sales Attitude Survey, you no longer need to depend on your skills to decipher resumes and interview candidates as tools to find out whether a new hire will succeed. This unique screening tool measures sales potential by using an objective, scientific and low cost method.

### **What does the SAS measure?**

The SAS provides an interpretive report on the individual's sales potential. The 66 items in the SAS incorporate several key components that were found to be dominant in successful sales people. These components may not be apparent during an interview or by reading a resume:

Solution sale approach	Self-Confidence
Service orientation	Patience
Assertiveness	Relaxed Style
Interpersonal skills	Goal Orientation
Achievement	Cooperativeness
Initiative	Verbal ability
Planning	

### **Suitable for:**

- Mid level and graduate sales positions

### **Technical & Research information:**

- The SAS was validated against actual Australian sales performance of successful sales people.
- From the intensive research conducted on the SAS reliability coefficients were found to be high.
- The SAS was normed on the general Australian population
- The SAS is used by several leading Australian recruitment agencies and HR managers.

### **Administration:**

- SAS is administered online using a simple internet connection (dial up or broad band).
- It takes approximately 15 to 20 minutes to complete.
- Interpretive reports are generated within minutes of assessment completion
- Reports can be sent via fax or email
- Assistance in report interpretation is provided by Psych Press consultants.

Psych Press provides all the materials you need to understand, administer and score the Sales Attitude Survey.

## **Customer Service Profile (CSP)**

**Suitable for:** Candidates for customer service roles as well as current customer service providers.

**Time:** 10 to 15 minutes

**Norms:** Australian general population norms

The CSP is an efficient and cost-effective solution that predicts superior customer service performance based on values and personality enabling the “right” staff to be recruited. This ultimately improves company’s sales revenue, customer acquisition and retention as well as creates an excellent reputation for your business or company to bring you to the forefront of your competitors.

To achieving this, we partnered with the University of Central Queensland, to develop a scientific assessment solution that accurately predicts customer service performance. This is a unique solution, which was validated on approximately 10,000 customer service providers from the Australian retail, hospitality and finance sectors.

### **What does the CSP measure?**

The CSP uses 53 items to measure eight personality characteristics that are crucial for a successful customer service provider. The test is designed to minimise the impact of social desirability by compelling respondents to ‘trade-off’ between conflicting statements by making it difficult to identify the ‘social or correct response’.

The eight internal characteristics used by the CSP are:

- 1. Effectiveness Under Pressure:** A tendency to remain calm under pressure, maintain self-control and not get upset by other people, to take most things in ones stride, and to be even tempered.
- 2. Social Skills:** A tendency to behave in an outward going manner and enjoy being with and interacting with people.
- 3. Goal Orientation:** A tendency to work towards set goals and make decisions towards those goals on a consistent basis as well as show determination to complete a job properly.
- 4. Planning Skills:** A tendency to be an orderly person with well-organised work habits, keep things in their proper place, follow a systematic approach in doing things and to do things according to a schedule.
- 5. Interpersonal Skills:** A tendency to be interested, benevolent and considerate towards other people, to do favours for others, and to make friends quickly.
- 6. Variety Seeking:** A tendency to seek routine, rather than variety in work.
- 7. Personal Recognition:** A tendency to seek recognition for work performed and be well regarded by others as well as respected and perceived as important.
- 8. Leadership:** A tendency to not seek to become a leader, but be more comfortable being the member of a team or group.

**Key Benefits:**

The main benefits to users of the CSP are:

- The CSP is an objective and scientific solution to predict individual's customer service performance. The CSP was validated on approximately 10,000 Australian customer service providers
- CSP is a time efficient solution to recruitment or career development purposes
- CSP reduces the risks of a bad hire and training costs
- CSP can be completed in approximately 10 to 15 minutes
- Graphic and narrative reports are generated within minutes from assessment completion
- for current staff, the CSP can be used to identify 'weaknesses' in customer service personality attributes
- the web-based testing incorporates automatic, real-time scoring, so users do not have to score the test themselves.

**Technical Information****Norms:**

Australian norms for the CSP have been developed based on individuals in the retail, hospitality and financial service profession.

**Reliability and Validity:**

The CSP contains strong reliability and validity measures with a test-retest correlation of .78. The internal consistency among the eight characteristics is also high with an overall correlation of .85.

Additionally, the CSP has been validated against the object customers service measurements of 10,000 customer service providers.

**Reports****Basic Profile Report (BPR)**

The CSP provides an overall customer service performance index and a detailed breakdown of the eight characteristic score. These are also presented graphically with Australian norms and an ideal profile. A brief description of each characteristic is defined for interpretation of results.

**Basic Narrative Report (BNR)**

The CSP provides an overall customer service performance index and a detailed breakdown of the eight characteristic score. These are also presented graphically with Australian norms and an ideal profile. In addition, the report includes detailed implications of results for each characteristic and discusses the candidate's suitability for customer service positions.

## Price List for Online Assessment Solutions - 2005

<i>Please note all prices are GST inclusive</i>	Price	Australian Norms
<b>Ability &amp; Aptitude Assessments</b>		
<b>Conceptual/Abstract Reasoning Abilities</b>		
Profile for Success - Conceptual Reasoning & Report (level 1,2,3 or 4)	<b>\$38.50*</b>	Graduate or Management Norms
Aptitude Profile Test Series (APTS) - Abstract Reasoning.	<b>\$24.20</b>	General Population Norms
<b>Verbal Reasoning Abilities</b>		
ACER Advanced Tests AL, BL & Report	<b>\$33*</b>	Graduate or Management Norms
ACER Higher Test ML, PL & Report	<b>\$33*</b>	General Population Norms
Profile for Success - Verbal Reasoning & Report (level 1,2,3 or 4)	<b>\$33*</b>	Graduate or Management Norms
Personnel Selection Test (PST) – Word Knowledge Provides a measurement of Verbal Ability and Cultural Knowledge (levels A,B or C)	<b>\$19.80</b>	General Population or Graduate Norms
Aptitude Profile Test Series (APTS) – Verbal Reasoning  ✚ Section 1 (basic level) ✚ Section 1 & 2 (advanced level)	<b>\$24.20</b>	General population Norms
<b>Numerical/Quantitative Reasoning Abilities</b>		
ACER Advanced Test AQ & Report	<b>\$33*</b>	Graduate or Management Norms
ACER Higher Test MQ & Report	<b>\$33*</b>	General Population Norms
Profile for Success - Quantitative Reasoning & Report (level 1,2,3 or 4)	<b>\$33*</b>	Graduate or Management Norms
Personnel Selection Test (PST) – Numerical Reasoning (levels A,B or C)	<b>\$19.80</b>	General Population or Graduate Norms
Aptitude Profile Test Series (APTS) – Quantitative Reasoning  ✚ Section 1 (basic level) ✚ Section 1 & 2 (advanced level)	<b>\$24.20</b>	General Population Norms
<b>Mechanical Reasoning Abilities</b>		
ACER Mechanical Reasoning & Report	<b>\$35.75*</b>	General Population Norms
<b>Spatial Reasoning</b>		
PST – Spatial Reasoning test & Report	<b>\$19.80</b>	General Population Norms
Aptitude Profile Test Series (APTS) – Spatial Reasoning test	<b>\$27.50</b>	General Population, Graduate or Management Norms
<b>Emotional Intelligence Reasoning</b>		
Emotional Reasoning & Report Provides an interpretation of an individual's Emotional Intelligence.	<b>\$30.25</b>	General Population Norms

**Product List**

<b>Personality and Behaviour Style Assessments</b>		
<b>15FQ Plus (based on Cattell's 16 personality factors)</b>		
Basic Profile Report (BPR) Provides a graphical presentation of the scores which you can use to interpret the test results.	<b>\$46.20</b>	General or Management Norms
Basic Narrative Report (BNR) Provides a narrative report regarding an individual's Interpersonal Style, Thinking Style, Coping Style and how the individual's personality relates to six vocational orientations based on Holland's model.	<b>\$77</b>	General or Management Norms
Business Selection and Development Report (BSDR) Provides a comprehensive report regarding leadership and management styles, team-work skills, communication and interpersonal skills, influencing style and how the individual's personality relates to six vocational orientations based on Holland's model.	<b>\$110</b>	General or Management Norms
<b>Hogan Assessments for Selection (Hogan Personality Inventory, Hogan Development Survey &amp; Motives, Values Preferences Inventory)</b>		
Data File – Provides a single page data report.	<b>\$55</b>	General or Management Norms
Suitability Report – Provides a summary of performances.	<b>\$60.50</b>	General or Management Norms
Graphic Report – Provides results in a graphical format with scales descriptions.	<b>\$49.50</b>	General or Management Norms
Interpretive Report – Provides a description of the behavioural implications of each scale.	<b>\$82.50</b>	General or Management Norms
BASIS Report (HPI)	<b>\$165</b>	General Population, Management or Professionals Norms
BASIS Report (HPI/MVPI)	<b>\$275</b>	General Population, Management or Professionals Norms
BASIS Report (HPI/HDS/MVPI)	<b>\$440</b>	General Population, Management or Professionals Norms
<b>Hogan Assessment for Development (HPI, HDS, MVPI)</b>		
<b>Leadership Forecast Series-</b> set of 4 reports An evaluation of leadership competencies, potential career derailers and individual values.	<b>\$825</b>	General Population, Management or Professionals Norms
Potential Report	<b>\$275</b>	
Challenge Report	<b>\$275</b>	
Values Report	<b>\$275</b>	
Coaching Report	<b>\$825</b>	
<b>Performance Management Series-</b> set of 3 reports	<b>\$253</b>	
Career Builder Report	<b>\$93.50</b>	
Management Builder Report	<b>\$93.50</b>	
Career Compass Report	<b>\$93.50</b>	
<b>Business Personality Profile (BPP)</b>		
Basic Profile Report	<b>\$16.50</b>	General Population Norms
Basic Interpretive Report	<b>\$22</b>	General Population Norms

<b>NEO PI-R</b>		
Short graphic report	<b>\$35</b>	General Population Norms
Comprehensive Interpretive Report	<b>\$65</b>	General Population Norms
<b><i>Skills Assessments</i></b>		
<b>Sales Suite of Assessments</b>		
Sales Attitude Survey (SAS) & Report (suitable for entry level positions)	<b>\$22</b>	General Adult Norms
Sale Achievement Predictor (SalesAP) & Report Measures sales related personality attributes (suitable for mid and senior management positions)	<b>\$99.95</b>	General or Management Norms
Sales Preference Questionnaire (SPQ-Gold) & Report  (suitable for mid and senior management positions)	<b>\$175(short)</b> <b>\$275(long)</b>	General or Management Norms
Customer Service Predictor & Report  Measures extroversion, calmness, organised, goal orientation, kindness, variety seeking, recognition, and leadership	<b>TBD</b>	General Population Norms
<b><i>Effective Training Style Assessment</i></b>		
Learning Style Questionnaire (LSQ) & Report Identifies an individual's preferred and most effective learning style.	<b>\$25.30</b>	General Population Norms
<b><i>Screening Solutions</i></b>		
<b>Contact Centre Screening</b>		
Contact Centre Questionnaire (CCQ) & Report Identifies key competencies to a successful call centre employee - problem solving skills, motivation and personal drive, social boldness, achievement and personal resolve.	<b>\$19.80</b>	Contact Centre Norms
<b>Financial Services Screening</b>		
Customised screening solutions to identify best financial planners, para-planners or administration roles within the financial services sector.	<b>TBD with the client</b>	Company Norms are developed as part of the deliverables
<b>Work Safety Behaviour Screening</b>		
Customised screening solution to identify individual's with high work safety risk within the resource environment. The solution incorporates special personality and abilities measures.	<b>TBD with the client</b>	Company Norms are developed as part of the deliverables
<p><b>* Discounted price for the assessment without report.</b></p> <p><b>** Discounts are applied for bulk purchases.</b></p>		