



prevue[™]
learning + reasoning

Catalyst Training Services

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John Johnson
Customer Service Representative

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Report Design Options Selected for this Report

Report Family: Screening & Selection

Type: Learning & Reasoning Report

Scope: Abilities (WNS)

Format: Comprehensive (from choice of Comprehensive, Summary, or Graph)

Style: Customer Service (from choice of Management, Sales, Customer Service or Other)

Prevue Assessments presented in this report:

- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales

For more information about Prevue Assessments and design options for Prevue reports see www.prevuehr.com

Part 1 - Understanding this Report

Introduction

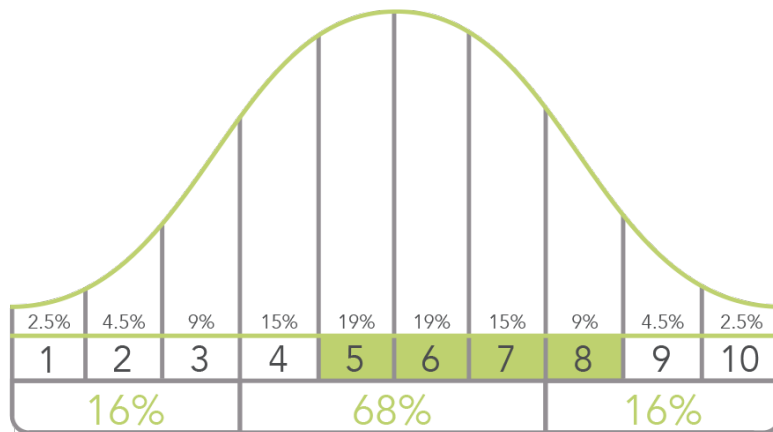
The Prevue Learning & Reasoning Report provides important information about an individual's capacity to learn and use information, develop skills, solve problems and understand instructions. It examines four cognitive dimensions: General Mental Ability, Working with Numbers, Working with Words and Working with Shapes.

The Prevue Benchmark for the Learning & Reasoning Report is a profile of the preferred levels of mental abilities for the Customer Service Representative position at Catalyst Training Services. This Benchmark has been scientifically designed with Prevue Assessment tools and customized by Catalyst Training Services management. The Benchmark shows the preferred range of score on the four mental abilities scales noted above.

Prevue Scores

The Prevue Results Graph on the next page shows John Johnson's 'sten' score on each of the Prevue Assessments scales considered in this report. A sten score is a candidate's score on a normal bell-shaped curve representing the general working population. The diagram below shows the normal bell curve divided into standard tenths ('standard tenths' is shortened to 'sten'). The diagram also shows the percentage of the general working population that will typically score in each sten.

Prevue Benchmark



The Prevue Benchmark shows the preferred characteristics of an employee for a particular position. These characteristics are displayed as a range of desired sten scores on each scale. This range is shaded and forms the benchmark for the scale. The candidate's assessment results are shown as circled numbers and compared to the shaded ranges. The Benchmark Suitability Score is derived from a formula analyzing the candidate's sten scores on the benchmark (circled score is inside the shaded range) versus those scores that are off the benchmark (circled score is outside the shaded range).

Example: The benchmark for the Diplomatic vs. Independent scale (shown above) is the shaded range of stens from 5 to 8. Scores 5,6,7 or 8 will be on the benchmark. Scores of 1,2,3,4,9 and 10 will be off the benchmark.

Part 2 - Learning & Reasoning Profile

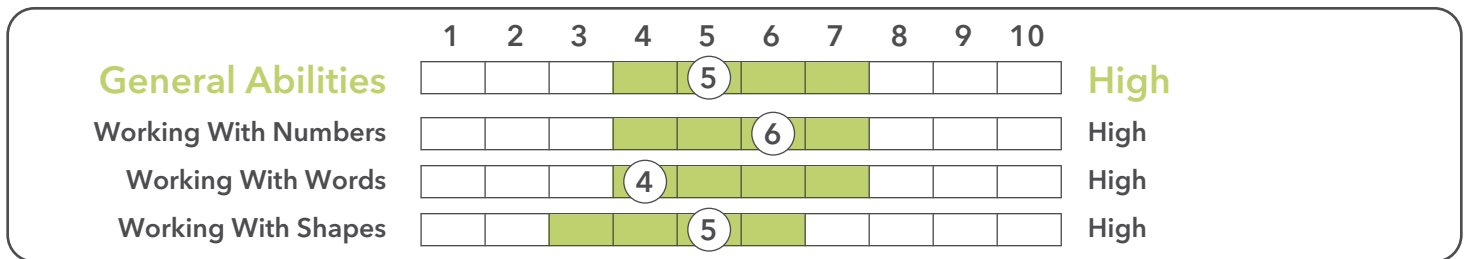
Overview

This overview is based on comparing the candidate's scores on the four abilities scales noted below to those of the general working population. This comparison puts John Johnson's scores in an international context without regard to gender, race, age, nationality, or ethnic origin.

Benchmark & Scores

The Prevue Benchmark illustrates the preferred level of abilities for the Customer Service Representative position at Catalyst Training Services. The shadowed areas shown below graphically represent the Benchmark for each scale. The circled numbers are John Johnson's actual scores. The Benchmark Suitability score (shown below) is the candidate's overall rating based on the candidate's match to the Benchmark for the Customer Service Representative position.

Abilities



Benchmark Suitability Score

The Benchmark Suitability Score quantifies John Johnson's overall fit to the benchmark for the Customer Service Representative position.

Note: John Johnson's Prevue Assessments results, including the Benchmark Suitability Score should comprise no more than one-third of the selection decision process. Refer to Best Practice Information for details.

100%

Interview Guide

Part 3 - Suggested Interview Questions

Planning the Interview

Planning the interview requires identifying concerns about the candidate's work history, references and scores off the Prevue Benchmark for the Customer Service Representative position. Use the available candidate information plus this report to structure the interview and make the best hiring decision.

This section provides suggested interview questions to address the following:

- ▶ First to examine those areas where John Johnson's score did not fall on the benchmark for the position.

You should customize the interview questions as needed for this position at Catalyst Training Services. **You may wish to take a copy of Part 3 to have it available for the interview.**

Part 4 - Candidate's Strengths

John Johnson has matched the Customer Service Representative position for the following dimensions of learning and reasoning. This candidate can build on these strengths to improve overall job performance.

General Abilities

John Johnson has an average level of speed and accuracy in reasoning and problem solving. He can learn and absorb new information without too much difficulty. He is as able as most, which means you will find him to be efficient working in an environment that makes reasonable demands. However, should this Customer Service Representative position demand very high levels of mental work load, he may find it difficult to cope.



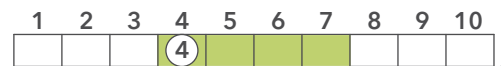
Working With Numbers

Mr. Johnson has an average capacity for numerical reasoning. This indicates that he is as able as most adult workers to deal with information derived from simple numbers.



Working With Words

A sten score of four indicates a low average ability for working with words. People with this capacity are likely to be reasonably competent in dealing with written material, and their learning speed could be acceptable. When under time pressure they are more likely to make mistakes.



Working With Shapes

Mr. Johnson's speed and accuracy in using spatial material indicates that he is as able as most adult workers in dealing with information that involves manipulating shapes and objects.



Part 5 - Best Practice Information

Assessment Administration: Best Human Resources practice recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:

- ▶ The person who completes the assessment is in fact the candidate.
- ▶ A candidate's responses to the assessment questions are not affected by collusion with others or by other actions that would invalidate the assessment.
- ▶ The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required.

Where a candidate completes the assessments without supervision the accuracy of the results cannot be guaranteed. In such circumstances you may wish to have the candidate retake the Prevue Assessments in a controlled environment at the time they attend your offices for an interview. For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessments" in the Prevue How To Guides posted at www.prevueonline.com.

Assessment Weighting: The weight given to the Prevue Assessments in any human resource selection or other high stakes decision should not exceed one-third of the total decision making process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered together with the results of this report.

Ensuring Fairness: When properly administered, the use of the Prevue Assessments will help to ensure that job applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessments have been designed and developed to conform to the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessments are distributed. This includes the EEOC Guidelines, the Americans With Disabilities Act, and the standards for test development published by the American Psychological Association, the British Psychological Society, and the Association of Test Publishers.