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Psychological Consulting Services and Assessment

Remote Supervised Testing

“Assisting organisations in their selection decisions and development of staff by providing objective assessments delivered in a sensitive and professional manner”

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What is Remote Supervised Testing?

An alternative to the traditional face to face supervised administration of psychometric assessments whereby the administrator supervises the candidate's psychometric assessment online.

Remote Supervised Testing is a form of online test administration that provides **visual and audio interaction with candidates** throughout the administration. This allows administrator to provide test administration instructions to their candidates remotely.

Enables administrator to see and hear their candidates

Remote Supervised online testing - Ethical and practical solution

Endorsed by **Psytech International** and **OPRA**

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How does Remote Supervised Testing Work?

- Operates via an online assessment website through a **web cam and Skype** video
- Candidate supervised through **web cam** (visual) and **Skype** (sound)
- Authorisation can only proceed **once the candidate is seen** on the web cam

How Remote Supervised Testing Evolved:

- RST evolved from a conversation with our client, The Warehouse who needed **remote supervised testing** for both candidates overseas and in remote NZ areas (Invercargill) to both streamline their recruitment process and ensure robustness of results.
- Concept created to integrate online testing with Skype via web cam and audio (headphones)
- Resulting in an interaction between - visual and sound
- Driven and supported by Warehouse
- Virtual supervision of candidates remotely
- Addresses the issue of assessing remotely in a **supervised manner**



Rationale for using Remote Supervised Testing:

- Retains integrity of psychometric assessments through visual and audio supervision whilst allowing more accessibility to candidates
- **Visual identification of your candidates (photo)**
- No need for candidates to re-sit assessments
- Supervised assessments are a parallel version of the standard assessments currently used
- Both Candidate and Administrator must follow standardised procedures – Ensures assessments are used ethically

Considerations With Remote Supervised Testing

- Reliant on Skype and webcam capability
- Some setting up time maybe involved; ie downloading skype and for those that don't have a webcam on their computer, installing this
- Administrations don't always go smoothly
- Resistance from some candidates if required to install web cam and/or Skype for their assessments
- As with any newly introduced technology, there are likely to be some initial unforeseen teething problems

Guest Speakers; From the practitioners' perspectives

- Matt Clayton The Warehouse (SA candidates and UK)
- Kelly Miles Ericsson (execs, the added bonus of finding out behavioural responses to candidates)
- Leslie Taylor Warehouse Stationery (overcoming barrier of assessing regional applicants in remote areas)

Tania Lessons Learnt

- Learnt to be very clear about advising candidates on what they need to have sorted before assessment
- Be patient, when technology is involved there can be holdup's e.g. slow internet connections
- Not pushing people who don't feel comfortable using this model
- Some countries we cannot use this model with (e.g. China)
- Still need to look at better ways to use technology and keep up with changes/improvements
- Those who have had more contact with technology tend to be more receptive to RST e.g. Gen Y

Stats on RST Use

- Over 100 test administrations using this model
- Countries and regional locations with RST: Australia; UK; Dubai; Philippines; South Africa; Dunedin; Hamilton; Christchurch; Invercargill; Whangarei; Tauranga; New Plymouth
- Age ranges from 18-60+
- RST model for roles ranging from team leaders to Top Level Executives i.e. Country Managers
- Higher proportion (approx 50% of candidates in regional areas) don't have broadband or web cams
- 20% (approx of) NZ candidates choose to go into an associates office instead RST

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Candidate Feedback on RST

- Like flexibility of doing assessments from home, less stress, not having to go into an office
- Able to do assessment at more convenient times
- Some don't like hassle factor of setting up
- Like instant feedback
- Excited about being introduced to Skype
- Some candidates prefer the traditional face to face option; others (e.g. Gen Y) prefer the RST.

Unexpected Outcomes from Using RST

- Gain insight into candidates interpersonal skills, how co-operative they are; whether they are open to new ways of doing things (this is important trait for many organisations)
- Due to interactive nature of this model, we gain insight into candidates on their communication style, how they behave under pressure

BIGGEST Breakthrough in the Field of Internet Testing...

People have been trying to get around the issue of unsupervised internet testing and associated barriers

Visual and audio supervision addresses current online testing dilemmas

Addresses current need in this area for remote, yet supervised assessments

Gives peace of mind to employers

Able to verify who the candidates are!



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