

Screening and Selection Portfolio

Aptitude Tests and Behavioral Screening Assessments





Dear Colleague,

Welcome to the Saville Consulting Aptitude Test and Behavioral Screening Portfolio.

Aptitude tests are consistently demonstrated to be the best predictors of workplace effectiveness.

Our unique range of Swift combination and single aptitude tests provide shorter assessment times, breadth of assessment, an interesting candidate experience and information on test taking style.

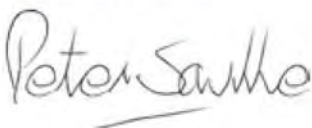
Our aptitude test portfolio leads the way in terms of flexible online versions, both unsupervised and supervised, in addition to hard copy. We continue to review and respond to the challenges of internet testing and are continually expanding our item banks and security measures.

We have designed our Strengths screening questionnaires to provide high validity and cost effective solutions for the behavioral element of volume recruitment. Reporting is flexible and built around job, culture and values fit as relevant.

And finally, new technology is enabling us to develop tailored Situational Judgment tests which bring workplace scenarios to life and reflect both job requirements and employer branding.

We look forward to working with you soon.

With best wishes,



Professor Peter Saville

BA, MPhil, PhD, FBPSS, C.Psychol, CSci, Academic FCIPD, FRSA
International Chairman and CEO, Saville Consulting



"Saville Consulting were selected for both the unique qualities of their Swift test and the simple fact that they convinced us, more than any other vendor, of their commitment to partner with BP and offer a high quality service. This commitment has subsequently been delivered on at every turn"



BP International

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Defining Requirements for Test Choice

The starting point of any selection process is to define the key requirements and what 'good' looks like. Time spent ensuring that there is real clarity and agreement from all relevant stakeholders is time well spent.

Best practise recommends job analysis and a multi-method approach.


Saville Consulting offers two different methodologies to support your review of job requirements.

Saville Consulting Wave® Job Profiler

A quick 10 minute multi-rater online questionnaire enables managers, job incumbents and relevant others to review job requirements. This efficient and standardized approach is particularly effective when working across different sites, functions, departments and geographies.

SOLVING PROBLEMS		IMPORTANT			IMPORTANT		
		Not	Marginally	Fairly	Important	Very	Extremely
CREATING INNOVATION	Generating Ideas Producing Ideas; Inventing Approaches; Adopting Radical Solutions				3	5	7
	Exploring Possibilities Developing Concepts; Applying Theories; Identifying Underlying Principles				4	6	
	Developing Strategies Forming Strategies; Anticipating Trends; Envisaging the Future					6	7

Boss
 Job Holder
 Stakeholder
 Report



Comments

What key words best describe the purpose of the job?

Boss 1: Developing a team, achieving success through others. Managing and motivating a growing team. **Building partnerships with accounts and ensuring that we are linked to their strategies.** High level business development with major accounts.

Job Holder 1: Winning business. Opening new accounts. Generating profits. Driving the team to success.

Stakeholder 1: Driving business wins. Generating new accounts. Recruiting and managing good sales people. Supporting and motivating colleagues.

Report 1: To motivate the team to deliver on targets and objectives. To provide staff with knowledge and insights into products and client management. To keep people focused on their objectives, key accounts and accompany staff on meetings and key events

Performance Culture Framework Card Deck

The Saville Consulting Performance Culture Framework Card Deck provides a structured and interactive format to compare and contrast requirements. Recruiting managers are quickly and easily engaged in mapping job requirements to the aptitude and behavioral structure contained in the framework.



Introduction to the Portfolio

Saville Consulting's assessments are underpinned by extensive research into the aspects of high performance and potential at work.

We provide:

- A positive candidate experience with work relevant, varied and interesting item content
- Shorter completion times accompanied by high validity
- User-friendly reports for fast and professional feedback to candidates and hiring managers
- Innovative presentation and scoring to maximize the power of the internet
- Multi-lingual assessment
- The flexibility of unsupervised and supervised tests (both online and hard copy) with parallel content for extra security
- Specialist support on test choice and use of merit listing

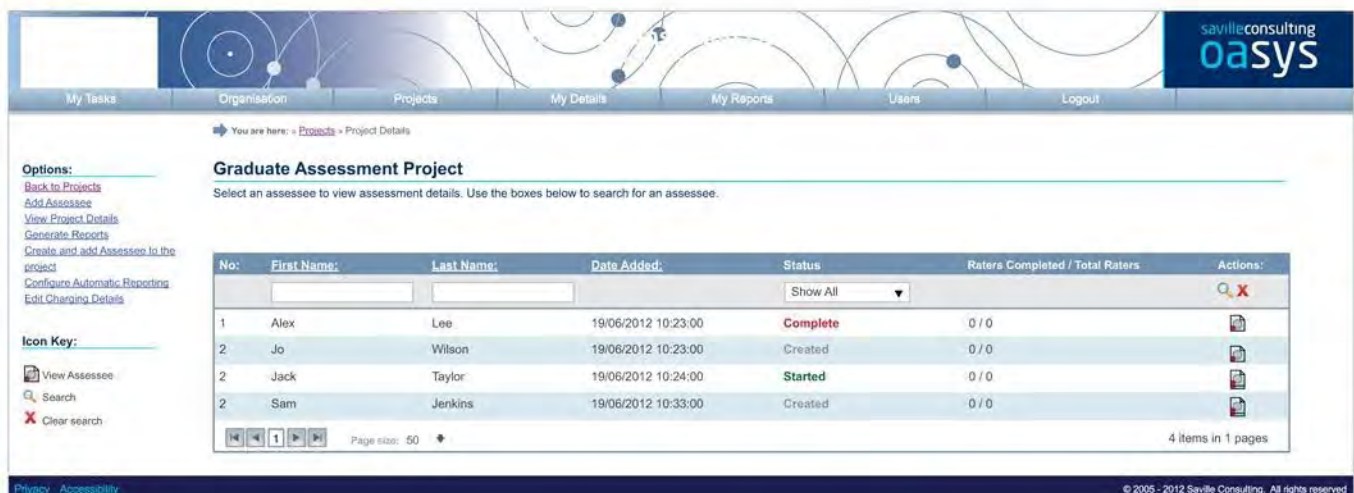
Pricing

Our pricing is:

- Straightforward pay as you go
- No initial licencing
- Pay only for candidates who complete

Administration

Online assessments are delivered via our industry leading *Oasys* platform and are fully compatible with the latest internet browsers.



The screenshot displays the Oasys platform interface. At the top, there is a navigation bar with links for My Tasks, Organisation, Projects, My Details, My Reports, Users, and Logout. Below this, a breadcrumb trail indicates the current location: You are here: > Projects > Project Details. The main content area is titled 'Graduate Assessment Project' and includes a search box for assesseses. A table lists the assesseses with columns for No., First Name, Last Name, Date Added, Status, Raters Completed / Total Raters, and Actions. The table contains four rows of data. On the left side, there are 'Options' and 'Icon Key' sections with various links and icons. The bottom of the page shows a footer with 'Privacy Accessibility' and '© 2005 - 2012 Saville Consulting. All rights reserved.'

No:	First Name:	Last Name:	Date Added:	Status	Raters Completed / Total Raters	Actions:
1	Alex	Lee	19/06/2012 10:23:00	Complete	0 / 0	
2	Jo	Wilson	19/06/2012 10:23:00	Created	0 / 0	
2	Jack	Taylor	19/06/2012 10:24:00	Started	0 / 0	
2	Sam	Jenkins	19/06/2012 10:33:00	Created	0 / 0	

Excellent reliability, clear on-screen presentation and user friendly instructions all contribute to a positive candidate experience.

Clients can access *Oasys* via our bureau service or purchase their own *Oasys* platform which can reflect their organizational branding.

**Oasys platform
uptime in 2011 -
99.996%**

Volume Assessment

This screening and selection portfolio has been designed for use across roles and sectors.

It is a flexible “mix and match” suite comprising short tests and questionnaires designed for use at the front end of selection processes and in-depth assessments for use with shortlisted candidates.

Objective and standardized online assessment tools provide an engaging and efficient front-end candidate experience. They deliver reduced time to hire, efficiencies in recruitment resourcing required and increased offer ratios for recruiters.

Emails and joining instructions are tailored for specific campaigns, with scoring algorithms built around job requirements.

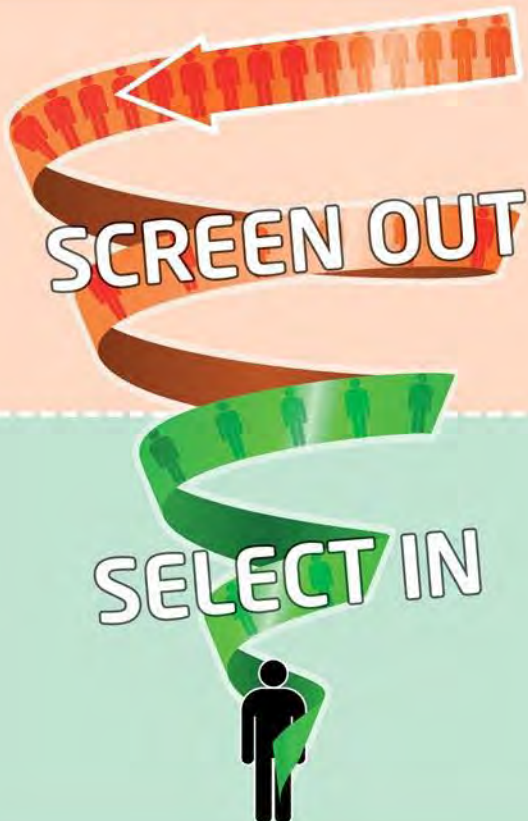
We have integrated our online assessment platform, *Oasys* with all the major applicant tracking systems and can streamline the process to handle thousands of candidates efficiently.

“The system has been extremely reliable and there have been no complaints.”

BP International



Screen Out, Select In



Volume assessments are designed to slot into a multi-staged process to assess, as relevant:

- Aptitudes
- Job Relevant Behaviors
- Culture/Environment Fit
- Values Fit

Screening ensures the most able and best fit candidates are progressed to the selection stage.

In-depth assessments are used to guide hiring decisions by recruiters and line managers. These Include:

- Aptitude tests to identify those with the highest abilities
- Saville Consulting Wave personality questionnaires
- Interview Guides enabling Line Managers and recruiters to explore data on key job requirements



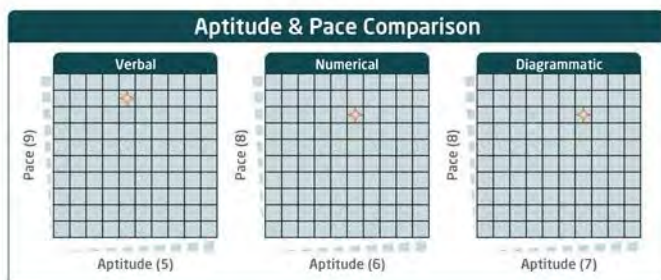
Navigation Key

The navigation key below shows how to identify which aptitude tests are the most suitable for your needs. This includes the target group and the specific aptitudes you want to assess as well as the formats in which our tests are available and the time limit for each test.

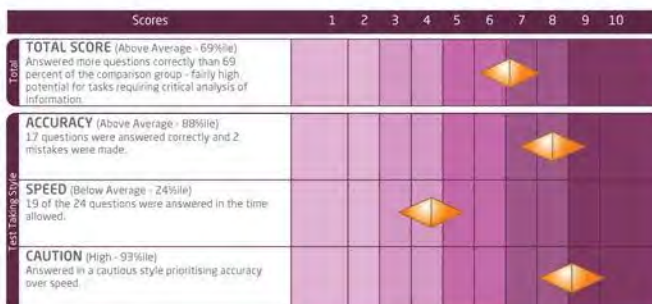
Target Group		
<p>Aptitudes Assessed:</p> <ul style="list-style-type: none"> Verbal (Working with Words) Numerical (Working with Numbers) Diagrammatic (Working with Systems) Abstract (Working with Logic) Error Checking (Working with Details) Spatial (Working with Designs) Mechanical (Working with Equipment) 	<p>Test Formats</p> <ul style="list-style-type: none"> Invited (Unsupervised Access) Online Version - candidates can complete these tests from any location at any time without any testing supervision Supervised Online Version - online tests with secure content for use under supervised conditions Hard-Copy Version - hard copy tests with secure content for use under supervised conditions Time (Minutes) 	

Test-Taking Information

Our unsupervised online item-banked tests feature new information about the combination of an individual's pace and aptitude.



Our supervised fixed-content tests contain information about an individual's accuracy, speed and caution.



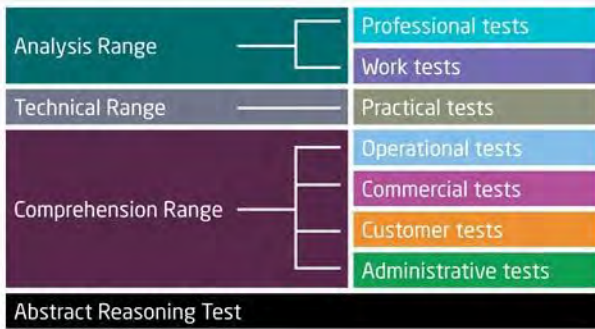
Saville Consulting Aptitude Tests

Our extensive range of ability tests help to identify the best person for a role. The portfolio of aptitude tests includes measures of verbal, numerical, diagrammatic, abstract, error checking, spatial and mechanical aptitudes that respectively predict the ability to work with words, numbers, systems, logic, details, designs and equipment.





Both single and combination tests are available in the Analysis Aptitude Range for assessing directors, managers, professionals, graduates and management trainees, in the Comprehension Aptitude Range for assessing operational staff, commercial staff, customer-facing staff and administrative staff and in the Technical Aptitude Range for production, construction, engineering and scientific roles.

Who do you want to test?	Available Analysis Aptitude Range Tests	What do you want to measure?	Invited (Unsupervised) Online Version	Supervised Online Version	Hard-Copy Version	Length (Minutes)	PAGE
 <p>Directors, Managers and Professionals</p>	Analysis Range	Swift Analysis Aptitude	V N D	✓	✓	18	10
	Swift Executive Aptitude	V N A	✓			18	12
	Swift Analysis Verbal & Numerical	V N	✓			24	11
	Verbal Analysis Aptitude	V	✓			24	13
	Numerical Analysis Aptitude	N	✓			24	13
	Diagrammatic Analysis Aptitude	D	✓			24	13
	Abstract Reasoning Aptitude	A	✓			18	29
	Professional Verbal Analysis	V		✓	✓	20	14
	Professional Numerical Analysis	N		✓	✓	20	14
Professional Diagrammatic Analysis	D		✓	✓	20	14	
 <p>Graduates and Management Trainees</p>	Analysis Range	Swift Analysis Aptitude	V N D	✓	✓	18	10
	Swift Executive Aptitude	V N A	✓			18	12
	Swift Analysis Verbal & Numerical	V N	✓			24	11
	Verbal Analysis Aptitude	V	✓			24	13
	Numerical Analysis Aptitude	N	✓			24	13
	Diagrammatic Analysis Aptitude	D	✓			24	13
	Abstract Reasoning Aptitude	A	✓			18	29
	Work Verbal Analysis	V		✓	✓	20	15
	Work Numerical Analysis	N		✓	✓	20	15
Work Diagrammatic Analysis	D		✓	✓	20	15	
 <p>Production, construction, engineering and scientific staff</p>	Technical Range	Swift Technical Aptitude	S M D	✓	✓	10	18
	Spatial Reasoning Aptitude	S	✓			8	19
	Mechanical Reasoning Aptitude	M	✓			12	19
	Diagrammatic Reasoning Aptitude	D	✓			16	19
	Abstract Reasoning Aptitude	A	✓			18	29
	Practical Spatial Reasoning	S		✓	✓	7	20
	Practical Mechanical Reasoning	M		✓	✓	10	20
	Practical Diagrammatic Reasoning	D		✓	✓	14	20

Navigation Key:



- V** Verbal (Working with Words)
- N** Numerical (Working with Numbers)
- D** Diagrammatic (Working with Systems)
- A** Abstract (Working with Logic)
- C** Error Checking (Working with Details)
- S** Spatial (Working with Designs)
- M** Mechanical (Working with Equipment)

Who do you want to test?	Available Comprehension Aptitude Range Tests	What do you want to measure?	Invited (Unsupervised) Online Version	Supervised Online Version	Hard-Copy Version	Length (Minutes)	PAGE
 <p>Operational staff in manufacturing, engineering, construction and transport</p>	Comprehension Range	Swift Comprehension Aptitude	V N C	✓	✓	10	22
	Verbal Comprehension Aptitude	V	✓			16	23
	Numerical Comprehension Aptitude	N	✓			16	23
	Error Checking Aptitude	C	✓			6	23
	Abstract Reasoning Aptitude	A	✓			18	29
	Operational Verbal Comprehension	V		✓	✓	14	24
	Operational Numerical Comprehension	N		✓	✓	14	24
	Operational Error Checking	C		✓	✓	8	24
 <p>Commercial staff in sales, marketing, business development and financial services</p>	Comprehension Range	Swift Comprehension Aptitude	V N C	✓	✓	10	22
	Verbal Comprehension Aptitude	V	✓			16	23
	Numerical Comprehension Aptitude	N	✓			16	23
	Error Checking Aptitude	C	✓			6	23
	Abstract Reasoning Aptitude	A	✓			18	29
	Commercial Verbal Comprehension	V		✓	✓	14	25
	Commercial Numerical Comprehension	N		✓	✓	14	25
	Commercial Error Checking	C		✓	✓	8	25
 <p>Customer staff in call centres, hospitality, leisure, health and education</p>	Comprehension Range	Swift Comprehension Aptitude	V N C	✓	✓	10	22
	Verbal Comprehension Aptitude	V	✓			16	23
	Numerical Comprehension Aptitude	N	✓			16	23
	Error Checking Aptitude	C	✓			6	23
	Abstract Reasoning Aptitude	A	✓			18	29
	Customer Verbal Comprehension	V		✓	✓	14	26
	Customer Numerical Comprehension	N		✓	✓	14	26
	Customer Error Checking	C		✓	✓	8	26
 <p>Administrative staff in private and public sector offices</p>	Comprehension Range	Swift Comprehension Aptitude	V N C	✓	✓	10	22
	Verbal Comprehension Aptitude	V	✓			16	23
	Numerical Comprehension Aptitude	N	✓			16	23
	Error Checking Aptitude	C	✓			6	23
	Abstract Reasoning Aptitude	A	✓			18	29
	Administrative Verbal Comprehension	V		✓	✓	14	27
	Administrative Numerical Comprehension	N		✓	✓	14	27
	Administrative Error Checking	C		✓	✓	8	27

We decided to use the Swift Analysis Aptitude as part of our graduate selection process, as the combined format, short assessment time and flexibility of an online and paper based parallel version ensures we can screen candidates robustly and efficiently, and then retest in a supervised environment at a later date.

Jaguar Land Rover



Analysis Aptitude Range



Swift Analysis Aptitude



A combination test based on verbal (6 minutes), numerical (6 minutes) and diagrammatic (6 minutes) sub-tests

Target Group:
Directors, Managers, Professionals,
Graduates & Management Trainees



Candidate Experience

Verbal Analysis sub-test item example:

Employee Performance

In the last period more performance ratings of 'good' or 'excellent' have been achieved than in any other. Furthermore, more employees have met or exceeded their individual targets than in previous reviews. The main objective in the next period will be to sustain levels of performance despite increased targets.

Customer Feedback

The number of customer complaints received has reduced dramatically in the last period reflecting overall improvements in staff performance. Customers have benefited from a more attentive service and loyalty incentives providing them with excellent value without sacrificing quality.

Numerical Analysis sub-test item example:



Diagrammatic Analysis sub-test item example:

EXAMPLE PANEL

OPERATOR	EFFECT
(+)	Changes shading of all figures
(N)	Changes 1st figure (see illustration)

EXAMPLE ILLUSTRATION

INPUT	PROCESS	OUTPUT
Three circles (light, medium, dark)	(+)	Three circles (medium, dark, very dark)
Three circles (light, medium, dark)	(N)	Three circles (medium, dark, very dark)
Three circles (light, medium, dark)	(N)	Three circles (medium, dark, very dark)

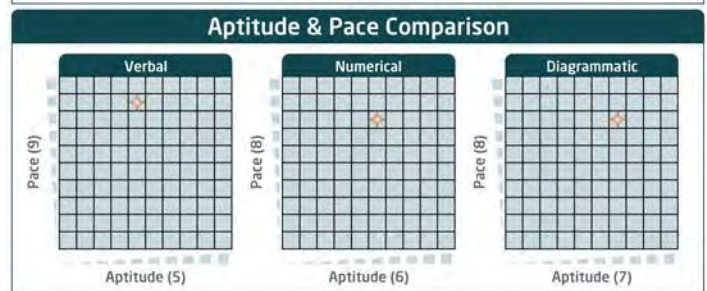
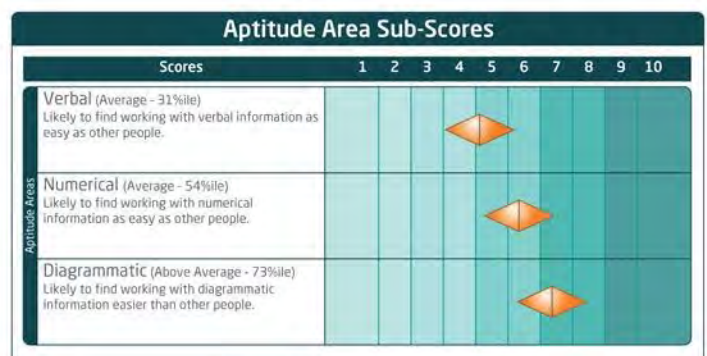
Assessment Report

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Assessment Report
Sample Candidate

Swift Analysis
Aptitude

Reports show the Total Score and relevant (Verbal, Numerical & Diagrammatic) sub-scores. Some reports also contain test-taking information such as Speed or Pace.



Swift Executive Aptitude



A combination test based on verbal (6 minutes), numerical (6 minutes) and abstract (6 minutes) sub-tests

Target Group:
Directors, Managers, Professionals, Graduates
& Management Trainees



Candidate Experience

Verbal Analysis sub-test item example:

Employee Performance

In the last period more performance ratings of 'good' or 'excellent' have been achieved than in any other. Furthermore, more employees have met or exceeded their individual targets than in previous reviews. The main objective in the next period will be to sustain levels of performance despite increased targets.

Customer Feedback

The number of customer complaints received has reduced dramatically in the last period reflecting overall improvements in staff performance. Customers have benefited from a more attentive service and loyalty incentives providing them with excellent value without sacrificing quality.

Numerical Analysis sub-test item example:



Abstract Reasoning sub-test item example:

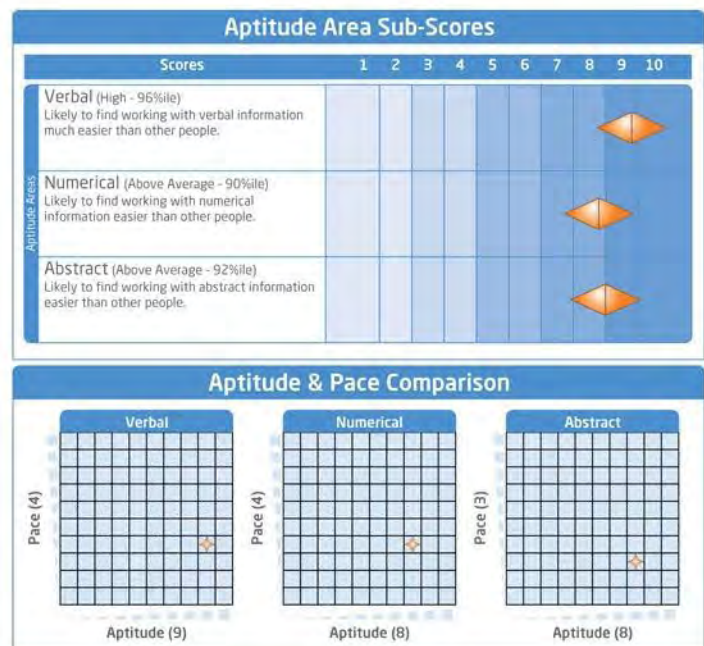
Assessment Report

savilleconsulting

Assessment Report
Sample Candidate

Swift Executive
Aptitude

Reports show the Total Score and relevant (Verbal, Numerical & Abstract) sub-scores. Some reports also contain test-taking information such as Speed or Pace.



Single Professional Aptitudes

A series of three single supervised tests of verbal, numerical and diagrammatic analysis

Target Group:
Directors, Managers
& Professionals

Professional Verbal Analysis



Professional Numerical Analysis



Professional Diagrammatic Analysis



Candidate Experience

Verbal Analysis item example:

Consumer Trends

Sticking to traditional eating times and formal eating habits is no longer the norm for most people. The value and number of on-the-run eating occasions, both snacks and meals, is increasing significantly. The three meals a day **maxim** no longer holds true because more consumers are eating outside of the home and at times to suit their lifestyles. Breakfast, in particular, is now more commonly skipped and those who do eat breakfast are taking less time to prepare it. Consumers are developing more complex and paradoxical eating patterns and demanding more convenience products, but ones that are healthier, i.e. guilt free indulgence.

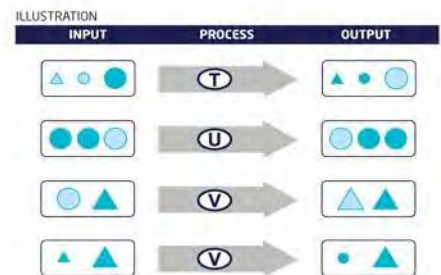
Numerical Analysis item example:

Annual Sales Report

CHANNEL	Volume of Sales (Millions of Units)	Average Number of Units Purchased per Sale	Percentage of Purchases by Repeat Customers
Retail Outlets	4,380	365	60%
On-Line	2,232	155	23%
Mail Order	1,512	2,100	72%
Telephone	972	270	35%

Diagrammatic Analysis item example:

PANEL	
OPERATOR	EFFECT
T	Changes shading of all figures
U	Swaps 1st and 3rd figure
V	Changes 1st figure (see illustration)



Assessment Report

savilleconsulting

Assessment Report
Sample Candidate

Professional
Diagrammatic Analysis

Diagrammatic Analysis Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

Scores		1	2	3	4	5	6	7	8	9	10
Total	Total Score (High - 98%ile) Answered more questions correctly than 98 percent of the comparison group - high potential for tasks requiring critical analysis of diagrammatic information.										◆
	Understanding Logic Rules (Above Average - 90%ile) Answered 6 of the 6 questions and got 6 correct.									◆	
Item Type	Comprehending Process Diagrams (High - 96%ile) Answered 6 of the 6 questions and got 6 correct.								◆		
	Identifying Causes (High - 93%ile) Answered 5 of the 5 questions and got 5 correct.								◆		
	Finding Faults (Above Average - 88%ile) Answered 7 of the 7 questions and got 6 correct.								◆		
	Comparing Flowchart Sequences (High - 96%ile) Answered 4 of the 4 questions and got 4 correct.									◆	



A series of three single supervised tests of verbal, numerical and diagrammatic analysis

Target Group:
Graduates
& Management Trainees

Work Verbal Analysis



Work Numerical Analysis



Work Diagrammatic Analysis



Candidate Experience

Verbal Analysis item example:

Rainbow Recreation

Membership Survey

Membership levels recorded during the survey at Rainbow Recreation have remained static. There have been some changes however in the actual type of membership held with the proportion of Gold members falling. Satisfaction with Rainbow Recreation remains extremely high. There are very high levels of satisfaction with all of the various aspects of the facility, apart from car parking which is clearly inadequate.

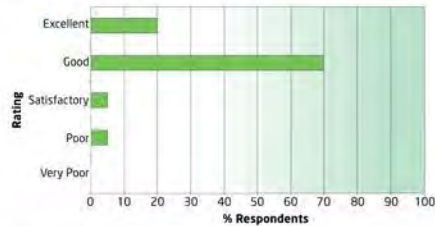
User Comments

Comments received in the last quarter from users of Rainbow Recreation have generally been positive. Users are particularly happy with the friendliness of staff, the quality of the exercise equipment, and the range of classes available. The recurring complaint across all types of user is the lack of sufficient parking space.

Numerical Analysis item example:

Rainbow Recreation - Service Audit

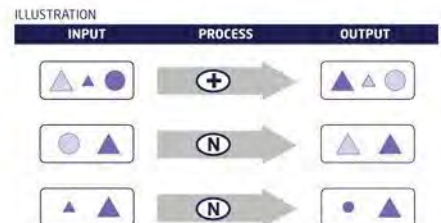
(Total: 300 Survey Respondents)



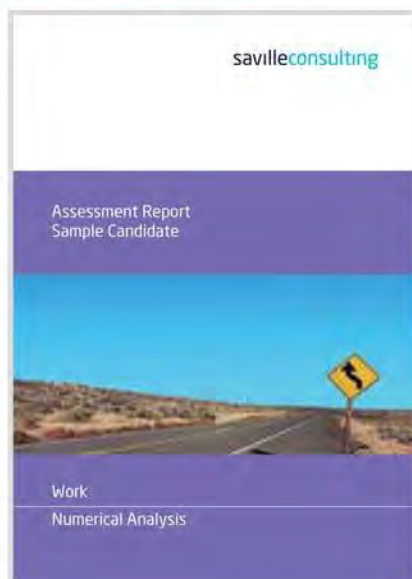
Survey Sample		
Membership Category	Male	Female
Gold	65	55
Silver	25	35
Bronze	30	90
Total	120	180

Diagrammatic Analysis item example:

PANEL	
OPERATOR	EFFECT
	Changes shading of all figures
	Changes 1st figure (see illustration)



Assessment Report



Numerical Analysis Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

		Scores									
		1	2	3	4	5	6	7	8	9	10
Total	Total Score (High - 99%ile)										
	Answered more questions correctly than 99 percent of the comparison group - high potential for tasks requiring critical analysis of numerical information.										
Item Type	Understanding Tables (Above Average - 69%ile)										
	Answered 7 of the 7 questions and got 5 correct.										
	Comprehending Graphs (High - 99%ile)										
	Answered 5 of the 5 questions and got 5 correct.										
	Making Numerical Inferences (High - 99%ile)										
Answered 5 of the 6 questions and got 6 correct.											
Evaluating Quantities (High - 96%ile)											
Answered 5 of the 5 questions and got 5 correct.											
Comparing Data (High - 97%ile)											
Answered 5 of the 5 questions and got 5 correct.											

“

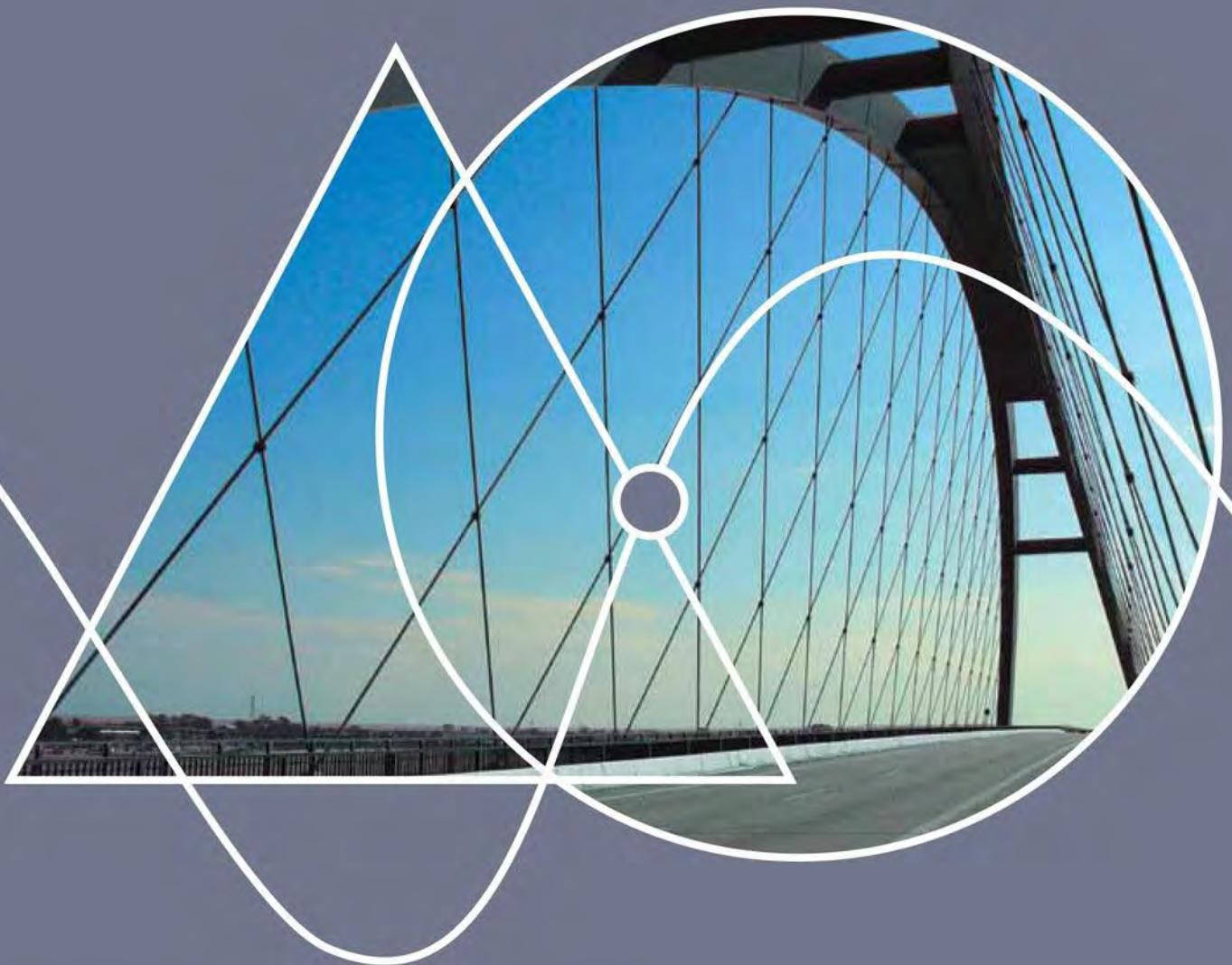
Our Apprentice Campaign using the Swift tests was running later than usual this year. Saville Consulting were extremely supportive and met all our needs. All in all, an efficient and professional approach to online testing as we have come to expect from Saville Consulting.

E.ON

”

The E.ON logo is displayed in red text on a white rectangular background. The letters 'e' and 'on' are lowercase, while the dot on the 'e' and the 'O' are uppercase. The logo is positioned centrally below the quote.

Technical Aptitude Range



Swift Technical Aptitude

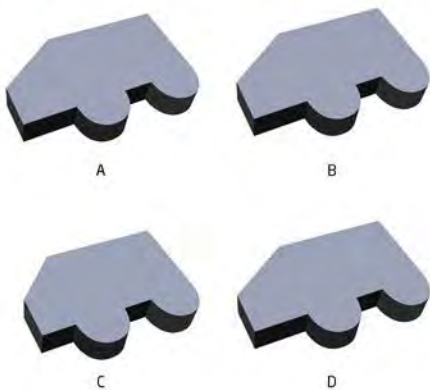
A combination test based on spatial (3 minutes), mechanical (3 minutes) and diagrammatic (4 minutes) sub-tests

Target Group:
Production, Construction,
Engineering & Scientific Staff



Candidate Experience

*Spatial Reasoning sub-test
item example:*



*Mechanical Reasoning sub-test
item example:*



*Diagrammatic Reasoning sub-test
item example:*

EXAMPLE PANEL

OPERATOR	EFFECT
+	Changes shading of all figures
N	Changes 1st figure (see illustration)

EXAMPLE ILLUSTRATION

INPUT	PROCESS	OUTPUT
○ ● ▲	+	● ▲
▲ ●	N	○ ●
● ●	N	▲ ●

Assessment Report

Assessment Report
Sample Candidate

Swift Technical
Aptitude

Technical Aptitude Profile		Scores									
		1	2	3	4	5	6	7	8	9	10
Aptitude Area	TOTAL SCORE (Above Average - 76%ile) Answered more questions correctly than 76 percent of the comparison group - fairly high potential for tasks requiring critical analysis of information.										◆
	SPATIAL (Average - 62%ile) Answered 11 of the 12 questions and got 8 correct - likely to be as effective at solving spatial problems as other people.							◆			
	MECHANICAL (Average - 46%ile) Answered 5 of the 8 questions and got 5 correct - likely to be as effective at solving mechanical problems as other people.						◆				
	DIAGRAMMATIC (High - 93%ile) Answered 8 of the 8 questions and got 8 correct - likely to be much better at solving diagrammatic problems than other people.										◆

A series of three single unsupervised tests of spatial, mechanical and diagrammatic reasoning

Target Group:
Production, Construction,
Engineering & Scientific Staff

Spatial Reasoning Aptitude



Mechanical Reasoning Aptitude

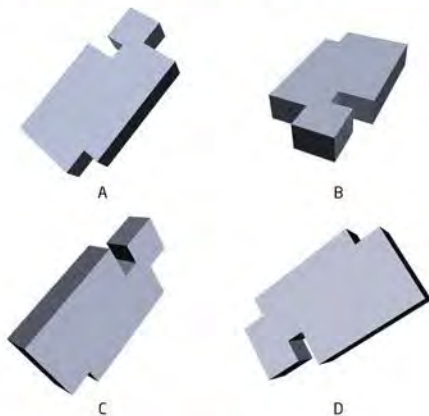


Diagrammatic Reasoning Aptitude

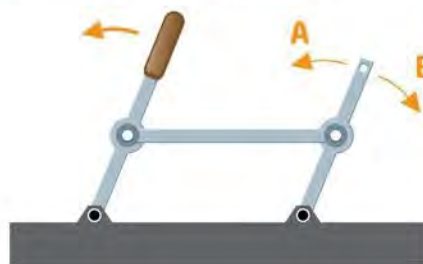


Candidate Experience

Spatial Reasoning item example:



Mechanical Reasoning item example:



Diagrammatic Reasoning item example:

PANEL	
OPERATOR	EFFECT
(T)	Changes shading of all figures
(U)	Swaps 1st and 3rd figures
(V)	Changes 1st figure (see illustration)

ILLUSTRATION		
INPUT	PROCESS	OUTPUT
△ ● ● ●	(T)	▲ ● ● ●
● ● ● ●	(U)	● ● ● ●
● ● ▲ ●	(V)	▲ ● ▲ ●
▲ ● ▲ ●	(V)	● ● ▲ ●

Assessment Report

Assessment Report for
Sample Candidate

Spatial Reasoning
Aptitude

Spatial Reasoning Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

		Scores									
		1	2	3	4	5	6	7	8	9	10
Total	Total Score (Above Average - 84%ile) Answered more questions correctly than 84 percent of the comparison group - fairly high potential for effective comprehension of spatial information.										◆
	Estimating Lengths & Angles (Above Average - 79%ile) Answered 9 of the 11 questions and got 9 correct.								◆		
Item Type	Rotated Shapes (Above Average - 79%ile) Answered 9 of the 10 questions and got 6 correct.							◆			
	Three-dimensional Objects (Above Average - 82%ile) Answered 11 of the 11 questions and got 9 correct.							◆			

Single Practical Aptitudes



A series of three single supervised tests of spatial, mechanical and diagrammatic reasoning

Target Group:
Production, Construction,
Engineering & Scientific Staff

Practical Spatial Reasoning



Practical Mechanical Reasoning

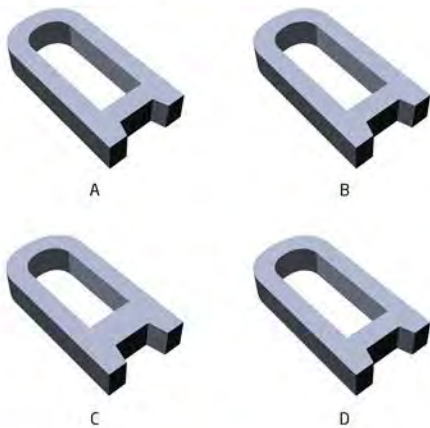


Practical Diagrammatic Reasoning

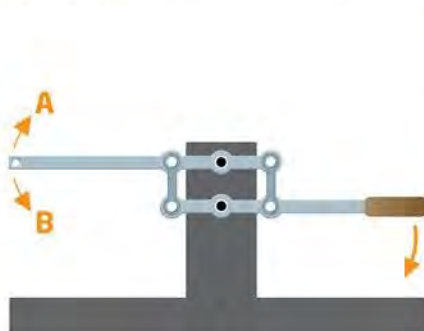


Candidate Experience

Practical Spatial Reasoning item example:



Practical Mechanical Reasoning item example:



Practical Diagrammatic Reasoning item example:

PANEL	
OPERATOR	EFFECT
	Changes shading of triangles
	Swaps size of circles
	Changes light figures (see illustration)

ILLUSTRATION		
INPUT	PROCESS	OUTPUT

Assessment Report



Mechanical Reasoning Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

Scores		1	2	3	4	5	6	7	8	9	10
Total	Total Score (High - 98%ile) Answered more questions correctly than 98 percent of the comparison group - high potential for solving mechanical problems.										
	Understanding Mechanical Problems (High - 97%ile) Answered 10 of the 10 questions and got 10 correct.										
Item Type	Comprehending Physical Principles (Above Average - 90%ile) Answered 10 of the 10 questions and got 9 correct.										
	Estimating Movement of Objects (High - 97%ile) Answered 8 of the 8 questions and got 8 correct.										

Comprehension Aptitude Range



Swift Comprehension Aptitude

A combination test based on verbal (4 minutes), numerical (4 minutes) and error checking (2 minutes) sub-tests

Target Group:
Operational, Commercial, Customer
& Administrative Staff



Candidate Experience

Verbal sub-test item example:

Performance Review

The highlights of the latest results are:

- 'Instant' response times remained at the same high level as in previous review period. This is the only category for which service levels were satisfactory.
- 'Fast' response times improved but remained well below target.
- 'Standard' response times remained well below target. This is reflected by the number of complaints we received.

In the next meeting we are going to discuss ways of improving achievement of targets. Steps are also being taken to address the staff shortages.

Numerical sub-test item example:



Error Checking sub-test item example:

Contact Name	Email	Priority Category*	Identification Number
Ken Brown	kenbrown@brownbrothers.com	S	97397
Li Yung	office@idealdesigns.org	S	65020
Ahmed Khan	info@myfutureprofile.com	S	76425
Carlos Fernandez	enquiries@sablehill.org	F	54722
Charlie Hawthorne	mailbox@servicefocus.net	I	12334
Barbara Green	bgreen@tierconsulting.com	I	47777

*Coding Key for Priority Category:

S = Standard F = Fast I = Instant

Contact Name	Email	Priority Category*	Identification Number
Barbara Green	bgreen@tierconsulting.com	Instant	4777

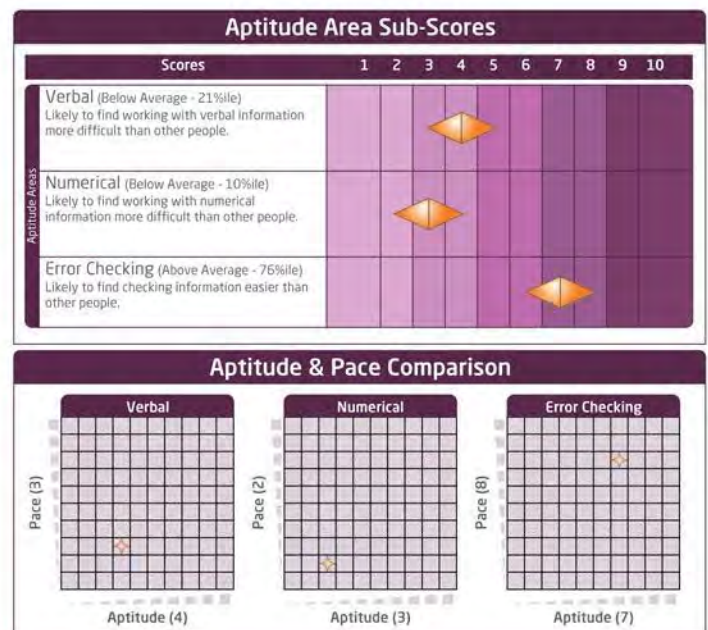
Assessment Report

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Assessment Report
Sample Candidate

Swift Comprehension
Aptitude

Reports show the Total Score and relevant (Verbal, Numerical & Error Checking) sub-scores. Some reports also contain test-taking information such as Speed or Pace.



Single Comprehension Aptitudes

A series of three single unsupervised tests of verbal, numerical and error checking aptitude

Target Group:
Operational, Commercial, Customer
and Administrative Staff

Verbal Comprehension



Numerical Comprehension



Error Checking



Candidate Experience

Verbal Comprehension item example:

Office Accident Book Section One

Basic Advice on First Aid at Work

The following information should be recorded for any incidents involving injury or illness that have occurred inside the office building:

- Date, time and place of incident.
- Name and job of the injured or ill person.
- Full details of the injury or illness and any first aid given.
- What happened to the casualty immediately afterwards (for example did the casualty return to work, go home or to hospital?)
- Name and signature of the person dealing with the incident.

This information will help identify accident trends and possible areas for improvement in the control of health and safety.

Numerical Comprehension item example:

Interview Schedule		
Session	Interview Time Slot (60 minutes per interview)	Number of Candidates
Monday	09:30 - 10:30	3
	10:30 - 11:30	4
	11:30 - 12:30	2
Tuesday	09:30 - 10:30	5
	10:30 - 11:30	4
	11:30 - 12:30	2

Error Checking item example:

Subscription Details

Company Name	Serial Number	Type*	Date
Corporate Analysts	130163	P	11/11
Relationship Builders	915363	G	07/06
Information Services	719909	N	09/09
Advanced Solutions	910073	P	08/11
Softwarehouse	100333	G	01/10
Steer Stockbrokers	663585	N	01/01
Investment Directory	688368	N	05/03
Marketing Focus	618736	P	06/08

*Coding Key for License Type:
P = Personal N = National G = Global

WEB-LOG® SoftCo

Company Name	Serial Number	Type*	Date
Corporate Analyst	130163	Global	11/11

Assessment Report

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Assessment Report for
Sample Candidate



Error Checking
Aptitude

Error Checking Aptitude Profile

Score	1	2	3	4	5	6	7	8	9	10
Total										

Error Checking (Average - 54%ile)
Performed better than 54 percent of the comparison group.

Aptitude & Pace Comparison

Verbal

Pace (10)	Aptitude (6)

Single Operational Aptitudes

A series of three single supervised tests of verbal, numerical and error checking aptitude

Target Group:
Operational Staff in Manufacturing,
Engineering, Construction
& Transport

**Operational
Verbal Comprehension**



**Operational
Numerical Comprehension**



**Operational
Error Checking**



Candidate Experience

*Operational Verbal Comprehension
item example:*

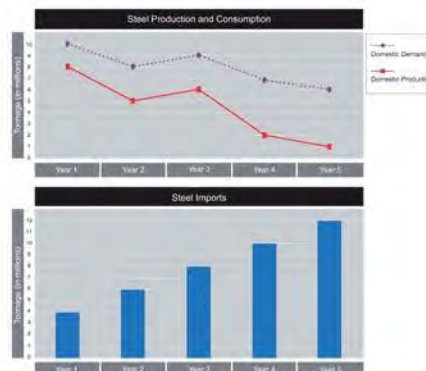
Performance Review

The highlights of the latest results are:

- 'Instant' response times remained at the same high level as in the previous review period. This is the only category for which service levels were satisfactory.
- 'Fast' response times improved but remain substantially below target.
- 'Standard' response times remained well below target. This is reflected by the number of complaints we received.

In the next meeting we are going to discuss ways of improving achievement of targets. Steps are also being taken to address the staff shortages.

*Operational Numerical Comprehension
item example:*



*Operational Error Checking
item example:*

Company Name	Serial Number	Type*	Date
Corporate Analysts	130163	P	11/11
Data Services	710302	N	12/05
Account Manager Services	114321	G	03/05
Relationship Builders	915363	G	07/06
Advantage Providers	486368	P	08/12
Information Services	719909	N	09/09
Office Solutions	132461	N	12/10
Advanced Solutions	910073	P	08/11
Softwarehouse	100333	G	01/10
Steer Stockbrokers	663585	N	01/01
Investment Directory	688368	N	05/03
Marketing Focus	618736	P	06/08

* Coding Key for Type:
P = Personal
N = National
G = Global

Assessment Report



Verbal Comprehension Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

		Scores									
		1	2	3	4	5	6	7	8	9	10
Total	Total Score (High - 98%ile) Answered more questions correctly than 98 percent of the comparison group - high potential for effective comprehension of verbal information.										◆
	Understanding Word Meaning (High - 95%ile) Answered 7 of the 7 questions and got 7 correct.									◆	◆
Item Type	Comprehending Text (Above Average - 85%ile) Answered 9 of the 9 questions and got 8 correct.								◆	◆	◆
	Making Verbal Inferences (High - 99%ile) Answered 12 of the 12 questions and got 12 correct.									◆	◆

A series of three single supervised tests of verbal, numerical and error checking aptitude

Target Group:
Commercial Staff in Sales,
Marketing, Business Development
& Financial Services

**Commercial
Verbal Comprehension**



**Commercial
Numerical Comprehension**



**Commercial
Error Checking**



Candidate Experience

*Commercial Verbal Comprehension
item example:*



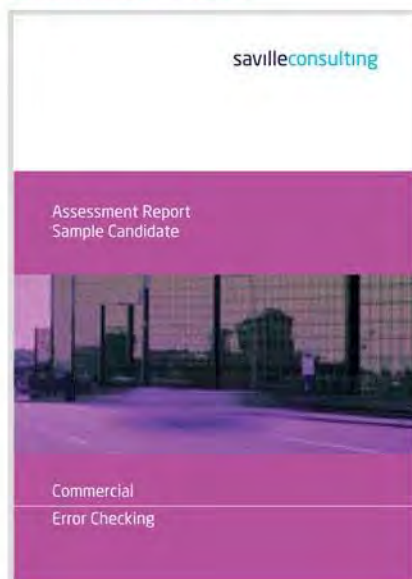
*Commercial Numerical Comprehension
item example:*



*Commercial Error Checking
item example:*

Company Name	Serial Number	Type*	Date
1 Marketing Focus	618736	Personal	08/06
2 Advanced Solutions	910073	Personal	08/11
3 Information Service	719009	National	03/09
4 Softwarehouse	10033	National	10/01
5 Relationship Builder	913563	Global	07/06
6 Steel Stockbrokers	663858	National	01/01
7 Investment Directory	688386	Global	03/05
8 Corporate Analyst	130163	Global	11/11

Assessment Report



Error Checking Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

		Scores									
		1	2	3	4	5	6	7	8	9	10
Total	Total Score (Above Average - 86%ile) Answered more questions correctly than 86 percent of the comparison group - fairly high potential for effective checking of information.										◆
	Letter Checking (Average - 42%ile) Answered 3 of the 5 questions and got 2 correct.				◆						
Item Type	Number Checking (High - 96%ile) Answered 4 of the 6 questions and got 4 correct.									◆	
	Code Checking (Average - 58%ile) Answered 4 of the 6 questions and got 4 correct.							◆			
	Spotting Mistakes (High - 93%ile) Answered 8 of the 11 questions and got 8 correct.									◆	

Single Customer Aptitudes

A series of three single supervised tests of verbal, numerical and error checking aptitude

Target Group:
Customer Staff in Call Centres,
Hospitality, Leisure, Health
& Education

Customer Verbal Comprehension



Customer Numerical Comprehension



Customer Error Checking



Candidate Experience

Customer Verbal Comprehension item example:

Office Accident Book Section One

Basic Advice on First Aid at Work

The following information should be recorded for any incidents involving injury or illness that have occurred inside the office building:

- Date, time and place of incident
- Name and job of the injured or ill person.
- Full details of the injury or illness and any first aid given.
- What happened to the casualty immediately afterwards (for example did the casualty return to work, go home or to hospital?)
- Name and signature of the person dealing with the incident.

This information will help identify accident trends and possible areas for improvement in the control of health and safety.

Customer Numerical Comprehension item example:

CHANNEL	Volume of Sales (Millions of Units)	Average Number of Units Purchased per Transaction	Percentage of Transactions by Repeat Customers
Retail Outlets	4,380	365	60%
On-Line	2,232	155	23%
Mail Order	1,512	2,100	72%
Telephone	972	270	35%

Customer Error Checking item example:

Subscription Details

Company Name	Serial Number	Type*	Date
Corporate Analyst	130163	P	11/11
Data Services	710302	N	12/05
Account Manager Services	114321	G	03/05
Relationship Builders	915363	G	07/06
Advantage Providers	486368	P	08/12
Information Services	719909	N	09/09
Office Solutions	132461	N	12/10
Advanced Solutions	910073	P	08/11
Softwarehouse	100333	G	01/10
Steer Stockbrokers	663585	N	01/01
Investment Directory	688368	N	05/03
Marketing Focus	618736	P	06/08

* Coding Key for Type:
P = Personal
N = National

Assessment Report

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Assessment Report
Sample Candidate

Customer
Error Checking

Error Checking Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

Scores		1	2	3	4	5	6	7	8	9	10
Total	Total Score (High - 99%ile) Answered more questions correctly than 99 percent of the comparison group - high potential for effective checking of information.										▶
	Letter Checking (High - 99%ile) Answered 7 of the 7 questions and got 7 correct.										▶▶
Item Type	Number Checking (High - 98%ile) Answered 6 of the 6 questions and got 6 correct.										▶▶▶
	Code Checking (High - 99%ile) Answered 7 of the 7 questions and got 7 correct.										▶▶▶▶
	Spotting Mistakes (High - 99%ile) Answered 12 of the 12 questions and got 12 correct.										

A series of three single supervised tests of verbal, numerical and error checking aptitude

Target Group:
Administrative Staff in Private & Public Sector Offices

Administrative Verbal Comprehension



Administrative Numerical Comprehension



Administrative Error Checking



Candidate Experience

Administrative Verbal Comprehension item example:

Office Accident Book Section One

Basic Advice on First Aid at Work

The following information should be recorded for any incidents involving injury or illness that have occurred inside the office building:

- Date, time and place of incident.
- Name and job of the injured or ill person.
- Full details of the injury or illness and any first aid given.
- What happened to the casualty immediately afterwards (for example did the casualty return to work, go home or to hospital?)
- Name and signature of the person dealing with the incident.

This information will help identify accident trends and possible areas for improvement in the control of health and safety.

Administrative Numerical Comprehension item example:

Interview Schedule		
Session	Interview Time Slot (60 minutes per interview)	Number of Candidates
Monday	09:30 - 10:30	3
	10:30 - 11:30	4
	11:30 - 12:30	2
Tuesday	09:30 - 10:30	5
	10:30 - 11:30	4
	11:30 - 12:30	2

Administrative Error Checking item example:

Subscription Details

Company Name	Serial Number	Type*	Date
Corporate Analysts	130163	P	11/11
Relationship Builders	915363	G	07/06
Information Services	719909	N	09/09
Advanced Solutions	910073	P	08/11
Softwarehouse	100333	G	01/10
Steer Stockbrokers	663585	N	01/01
Investment Directory	688368	N	05/03
Marketing Focus	618736	P	06/08

*Coding Key for License Type:
P = Personal N = National G = Global

WEB-LAB Saville

Company Name	Serial Number	Type*	Date
Corporate Analyst	130163	Global	11/11

Assessment Report

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Assessment Report
Sample Candidate

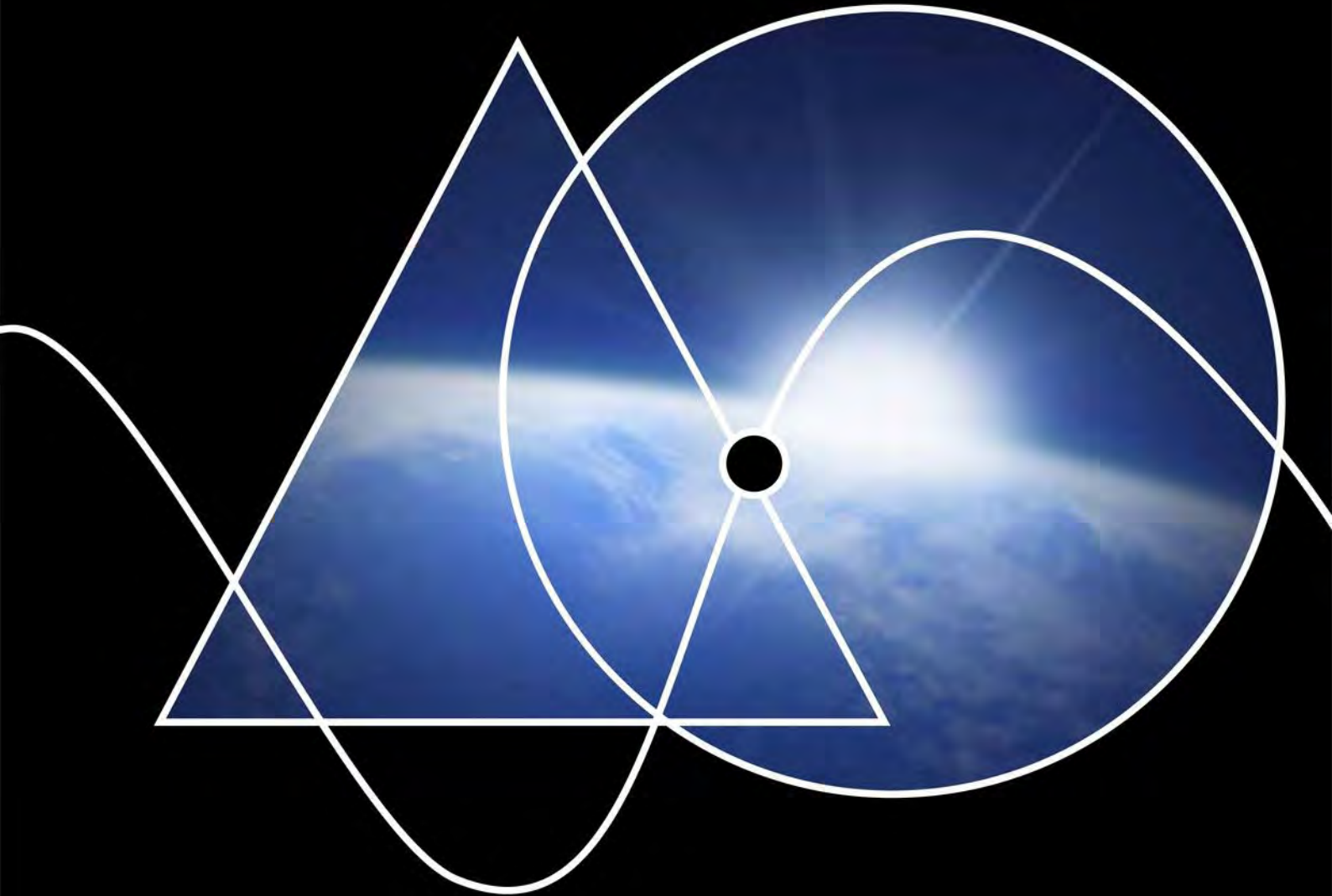
Administrative
Verbal Comprehension

Verbal Comprehension Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

		Scores									
		1	2	3	4	5	6	7	8	9	10
Total	Total Score (Above Average - 88%ile) Answered more questions correctly than 88 percent of the comparison group - fairly high potential for effective comprehension of verbal information.										◆
	Understanding Word Meaning (Above Average - 79%ile) Answered 7 of the 7 questions and got 6 correct.								◆	◆	
Item Type	Comprehending Text (Above Average - 92%ile) Answered 11 of the 11 questions and got 10 correct.									◆	
	Making Verbal Inferences (Above Average - 84%ile) Answered 10 of the 10 questions and got 8 correct.									◆	

Abstract Reasoning Aptitude



A single test of inductive logical reasoning

All Roles



Candidate Experience

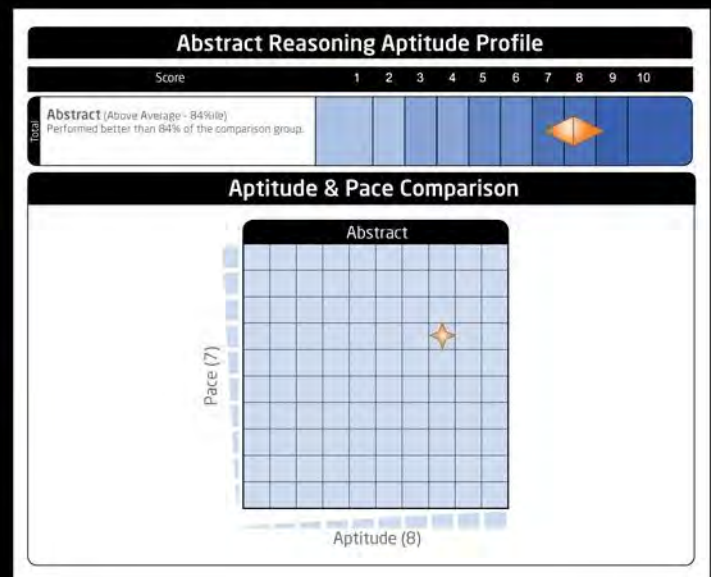
Abstract item example:



Assessment Report



Reports show the Total Score. Some reports also contain test-taking information such as Speed or Pace.




Internet - webpage



 http://www

Favorites

News

 website

Situational Judgment Tests



Situational Judgment Tests

Situational Judgment Tests (SJTs) developed for our clients draw on Saville Consulting's extensive psychometric expertise and the latest technologies in order to assess an individual's judgment of realistic work-related scenarios.

Applications

- Fast and effective sifting tools for high applicant volumes
- Realistic job preview at the start of the selection process

Example of Avatar Situational Judgment Test



Benefits

- Designed to support assessment across a variety of role types
- Test development builds on the insights gained through the Saville Consulting Wave and Aptitude test portfolios to deliver highly reliable and valid test content
- Candidates are presented with engaging and challenging scenarios
- Scenarios can be aligned to corporate branding and objectives
- Encourages unsuitable candidates to select themselves out of the process as they better understand the challenges and situations likely to be encountered
- Easy online administration and integration with existing applicant tracking systems

Contact Us

If you would like to find out how we can work with you to design a Situational Judgment Test based around volume roles, call us on 020 8619 9000 or email info.uk@savilleconsulting.com

Example of INBOX Situational Judgment Test

The screenshot shows an Outlook inbox with a message titled "FW: Customer without an account manager". The message content is as follows:

From: Michelle Smith
To: Andrew Young
Cc:
Subject: Customer without an account manager

MESSAGE

Hi,

A call just came through to reception from a customer (account reference 0836238) who has just joined Avartion and wants to speak to his account manager, Sarah White. He is doing a review of their suppliers (including us) this week to present to his facilities team. I'm not aware that a Sarah White has ever worked for us! Our account manager for Avartion has just left and the new account manager doesn't start for a couple of weeks.

Please can you deal with this?

Michelle

Overlaid on the screenshot is a blue box containing a situational judgment test:

How effective do you think the following actions are?

	Extremely Ineffective	Very Ineffective	Fairly Ineffective	Unsure	Fairly Effective	Very Effective	Extremely Effective
Call the customer and ask if he can wait for the new account manager to handle his enquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call the customer and ask what you can do to help before the new account manager arrives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call the sales department and ask if an account manager can speak to the customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call the customer and ask where he was given the name Sarah White	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

A "SUBMIT" button is located at the bottom right of the test overlay.

Example of text-based Situational Judgment Test

The screenshot shows a web browser window with the URL "http://sc-test.18951/". The page content includes the Saville Consulting logo and a situational judgment test:

3.

You are working in an audit team producing the final report for a client. You are concerned that the standard of work from one of your fellow graduates is dropping. You have just noticed that he has made a mistake in a key calculation, but this work has not yet been reviewed by the team manager.

How effective do you think it is for you to inform the team manager of this mistake at this point?

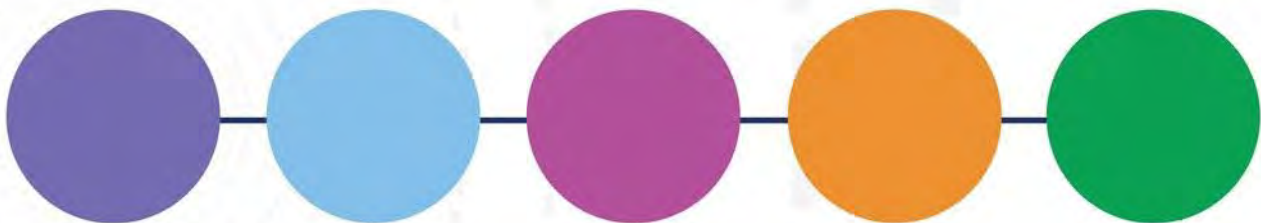
Extremely Ineffective	Very Ineffective	Fairly Ineffective	Unsure	Fairly Effective	Very Effective	Extremely Effective
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A "SUBMIT" button is located at the bottom left of the test area. An illustration of two people working at a computer is visible on the right side of the page.



Saville Consulting Strengths

Behavioral Screening Questionnaires



Screening with Strengths

Saville Consulting Strengths is a powerful suite of behavioral screening questionnaires offering a cost-effective approach to volume recruitment.

Questionnaires and reports are available for specific roles:

Role Type	Questionnaire	Test Format
 Graduate, Management Trainee, Manager & Professional	Work Strengths	 
 Technical Apprentice, Operational Roles in Manufacturing, Engineering, Construction and Transport	Operational Strengths	 
 Sales, Marketing, Business Development & Financial Services	Commercial Strengths	 
 Contact Center, Customer Service, Hospitality & Leisure	Customer Strengths	 
 Clerical & Office	Administrative Strengths	 

Applications

- Strengths based behavioral screening
- Measures fit against organizational values and/or culture
- Structured interviewing - with Interview Guides available

Benefits

- **Effective prediction of performance** - identifies candidates' strengths
- **Fast screening** - for large volumes
- **Easy integration with applicant tracking systems**
- **Improves calibre of later stage candidates**
- **Positive candidate experience** - relevant questions, short completion times and shows strengths
- **Benchmarking** - against relevant comparison groups
- **Supports hiring manager recruiters** - easy to interpret reports, guide interviews and decisions

Candidate Experience

Work Strengths - Page 1 of 4
 This questionnaire asks you to provide information on your strengths within a work context. The questionnaire consists of 18 blocks of 6 statements which you are asked to rate on a nine-point scale, ranging from 'Very Strongly Disagree' to 'Very Strongly Agree'. Please look at the completed examples given below.

	Very Strongly Disagree	Strongly Disagree	Disagree	Slightly Disagree	Unsure	Slightly Agree	Agree	Strongly Agree	Very Strongly Agree
I am a competitive person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am good at challenging people's ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am good at working on my own	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am cheerful most of the time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Leading is one of my strengths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am effective at building rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work Strengths - Page 2 of 4
 If you give the same rating for two or more statements, these statements may be presented to you again and you will be asked to indicate which statement is most like you and which statement is least like you. Please look at the completed examples given below.

	Most	Least
I am a competitive person	<input checked="" type="radio"/>	<input type="radio"/>
I am good at challenging people's ideas	<input type="radio"/>	<input type="radio"/>
Leading is one of my strengths	<input type="radio"/>	<input type="radio"/>
I am effective at building rapport	<input type="radio"/>	<input checked="" type="radio"/>

Reports

Each of the five Strengths Reports provide a clear summary of an individual's potential against key requirements.

Example reports are shown on pages 38-43.

Merit List Reporting - for large volumes, lists of candidates' scores are provided which can be integrated with scores from other assessments. These allow for efficient comparison of results within a group.

Merit lists can be provided on standard scores or mapped to specific role requirements to produce a bespoke list.

Fit scores can also be provided against an organization's cultural and value requirements.

Candidate Name	Recommend for Interview	Overall Screening Score	Ability Fit	Overall Strengths Behavioral Fit	Identifying Needs	Customer Influence	Teamworking	Results Focused
Candidate 1	Yes	22.8	8	7	9	8	7	8
Candidate 2	Yes	22.5	6	8	9	9	6	8
Candidate 3	Yes	20.7	9	6	4	6	5	8
Candidate 4	Yes	20.5	8	6	3	7	6	6
Candidate 6	No	19.1	5	5	4	4	9	5
Candidate 7	No	12.5	3	5	6	5	2	8

Administration

Secure online administration via our assessment platform Oasys or via the Bureau Service.

Requires an accredited Saville Consulting Wave user to design and oversee projects. Line managers and recruiters can work with Strengths data without psychometric accreditation training.



Work Strengths

Target Group: Graduates, Management Trainees, Managers & Professionals



Applications

The Work Strengths questionnaire identifies the potential strengths of an individual against the successful behaviors required for a **manager, graduate or management trainee role.**

- **Assesses applicants against organizational and cultural fit**
- **Structures and standardizes interviews**
- **Supports manager recruitment by Interview Guides**
- **Efficient Screening** for large volumes of graduate candidates

Introduction to the Line Manager Report

This report provides information about an individual's Competency Potential and Predicted Culture/Environment fit based on Saville Consulting's extensive validation research.

Competency Potential Profile

The Competency Potential Profile is based on links established between the Work Strengths questionnaire and a detailed, independent assessment of work performance. Underlying components of performance are reflected in the verbal descriptions and scores under each of the 12 competency headings. This prediction should be interpreted against key work requirements as established through job analysis or competency profiling methods. Highly positive profiles may reflect an unrealistically positive self-view while low scoring profiles may reflect an overly critical self-view. In such cases, it is particularly important to verify the results against other information.

Predicted Culture/Environment Fit

The Predicted Culture/Environment Fit Report gives an indication of the aspects of the culture, job and environment that are likely to enhance or inhibit a person's success.

How to Use this Report

The report can be used in a variety of talent management activities including personnel selection, placement, promotion and talent development. The report is designed to be interpreted by line managers, assessors, interviewers and other key stakeholders to inform their decision making without the need for specific training or expertise in the area of psychometric assessment. The competency model is designed to be universally applicable and is based on extensive research. The relative importance of each competency should be determined at the start of the assessment process. In addition, the information in this report should be used in combination with other work-relevant information about the individual when making employment related decisions.

Interview Questions

Processing Details Meeting Timescales (3); Checking Things (2); Following Procedures (1)			Very Low higher potential than about 5% of the comparison group
<input type="checkbox"/> Tell me about when you have had to do something to a high quality level within a fixed timeline.			
• What exactly did you have to do? • How did you achieve the quality level? • What procedures did you follow? • What mistakes did you identify? • How close to the deadline were you? * How much do you enjoy working with details?			
<input type="checkbox"/> When has it been important for you to follow procedures at work?			
• What did you have to do? • Why did you have to do it this way? • How closely did you follow the procedures? • Where did you not follow the procedures so closely? * How much importance do you attach to following procedures?			
<input type="checkbox"/> Give me an example of where you have had to work accurately with detail.			
• Why was accuracy important? • How did you check for errors? • What errors were there? • How did you deal with these? • How much of the checking did you do? • What feedback did you get on the outcome? * How do you feel when you cannot check things properly?			
<input type="checkbox"/> Describe a time when you had to meet a challenging deadline.			
• Why was the deadline demanding? • What did you need to do to ensure the deadline was met? • What problems did you encounter? • How did you deal with these? • What was the outcome? * How have you felt when you have had to extend a deadline?			

Benefits

- **Accurate prediction of behaviors**
- **Easy integration with applicant tracking systems**
- **Improves calibre of later stage candidates**
- **Positive candidate experience** - questions are relevant to graduate roles with short completion times
- **Talent pooling** - scores can be pooled across different work streams to reduce recruitment expense
- **Benchmarking** - of applicants against graduate and management trainee groups
- **Better placement** - shows performance enhancers and inhibitors

Reports

Reports show a candidate's potential strengths against thirty six competency areas along with aspects of the culture, job and environment that are likely to enhance or inhibit the candidate's performance.

For large candidate numbers, a merit list of scores against the key requirements can be provided.

Interview Guides provide a summary of an individual's scores along with relevant questions and follow up probes for interview.

Competency Potential Profile		
The following report summarises Sample Candidate's areas of greater and lesser potential. Sample Candidate's Rating Acquiescence is Sten 5 and their Consistency of Rankings is Sten 10.		
Competency Description	Potential	
Solving Problems	Evaluating Problems Examining Information (8); Documenting Facts (8); Interpreting Data (9)	Very High higher potential than about 95% of the comparison group
	Investigating Issues Developing Expertise (8); Adopting Practical Approaches (4); Providing Insights (5)	Average higher potential than about 60% of the comparison group
	Creating Innovation Generating Ideas (5); Exploring Possibilities (8); Developing Strategies (2)	Average higher potential than about 40% of the comparison group
Influencing People	Building Relationships Interacting with People (2); Establishing Rapport (2); Impressing People (4)	Very Low higher potential than about 5% of the comparison group
	Communicating Information Convincing People (1); Articulating Information (2); Challenging Ideas (6)	Very Low higher potential than about 5% of the comparison group
	Providing Leadership Making Decisions (3); Directing People (2); Empowering Individuals (3)	Very Low higher potential than about 5% of the comparison group
Adapting Approaches	Showing Resilience Conveying Self-Confidence (4); Showing Composure (9); Resolving Conflict (7)	Fairly High higher potential than about 75% of the comparison group
	Adjusting to Change Thinking Positively (7); Embracing Change (7); Inviting Feedback (6)	Fairly High higher potential than about 75% of the comparison group
	Giving Support Understanding People (8); Team Working (4); Valuing Individuals (6)	Average higher potential than about 60% of the comparison group
Delivering Results	Processing Details Meeting Timescales (4); Checking Things (6); Following Procedures (3)	Fairly Low higher potential than about 25% of the comparison group
	Structuring Tasks Managing Tasks (2); Upholding Standards (5); Producing Output (7)	Average higher potential than about 40% of the comparison group
	Driving Success Taking Action (4); Seizing Opportunities (1); Pursuing Goals (6)	Low higher potential than about 10% of the comparison group

Predicted Culture/Environment Fit

Based on extensive Saville Consulting research linking work place culture and the styles of individuals, this report highlights the aspects of the culture, job and environment that are likely to enhance or inhibit Alex Lee's success:

Performance Enhancers

- + where the development of theoretical ideas and concepts is encouraged
- + where the ability to get rapidly to the core of issues and readily identify solutions to problems is highly valued
- + where there is the opportunity to take on leadership responsibilities and have control over other people and resources
- + where there is a strong results focus and determination to succeed, no matter what, and people are rewarded for achieving outstanding results

Performance Inhibitors

- where there is little interest in the application of theoretical ideas and models and people are given little time to explore different options and possibilities
- where little value is placed on providing new insights and identifying potential improvements
- where there is little opportunity for taking on leadership responsibilities or directing other people
- where the urge to achieve outstanding results is not great and people seldom persist in the face of difficulties

Administration

Secure online administration via our assessment platform Oasys or via the Bureau Service.

Requires an accredited Saville Consulting Wave user to design and oversee projects. Line managers and recruiters can work with Strengths data without psychometric accreditation training.

Operational Strengths

Target Group: Technical Apprentices, Operational Staff in Manufacturing, Engineering, Construction and Transport



Applications

The Operational Strengths questionnaire identifies the potential strengths of an individual against the behaviors required for **apprentice, technical and manufacturing type roles**.

- **Quick and effective volume screening**
- **Assesses against cultural and/or values fit**

Benefits

- **Accurate prediction of strengths** - uses behaviors shown to predict good performance
- **Better placement** - identifies where the individual will make the greatest impact
- **Talent pooling** - scores can be pooled across different roles reducing recruitment expense
- **Benchmarks candidates** - against a relevant comparison group

Technical & Safety Profile		
The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance. Sample Candidate's Ratings Acquiescence is 7 and their Consistency of Rankings is 10.		
Area	Potential	
Solving Problems	Understanding Problems Handling Information (10); Being Logical (10)	Extremely High higher potential than about 99% of the comparison group
	Implementing Solutions Creating Solutions (8); Learning Effectively (6); Making it Work (7)	High higher potential than about 90% of the comparison group
Influencing People	Being Assertive Voicing Disagreement (4); Engaging Others (5)	Fairly Low higher potential than about 25% of the comparison group
	Leading People Providing Direction (4); Making Decisions (5); Encouraging Others (2)	Low higher potential than about 10% of the comparison group
Adapting Approaches	Being Resilient Handling Pressure (2); Staying Positive (4)	Low higher potential than about 10% of the comparison group
	Teamworking Supporting Others (3); Working with Others (4)	Low higher potential than about 10% of the comparison group
Delivering Results	Being Dependable Remaining Compliant (10); Being Organised (6); Maintaining Standards (6)	High higher potential than about 90% of the comparison group
	Results Focused Being Driven (7); Taking Action (6)	Fairly High higher potential than about 75% of the comparison group

Safety Potential Profile		
The following report summarises Sample Candidate's greater or lesser potential against key performance indicators which are likely to promote safe working practices.		
Indicator	Potential	
General Safety e.g. Working Responsibly; Adhering to Safety Guidelines; Actively Engaging in Safety Behaviour		Extremely High higher potential than about 99% of the comparison group
Team Safety e.g. Contributing to Team Safety; Working Cooperatively; Supporting Safety Initiatives		Fairly Low higher potential than about 25% of the comparison group
Safety Leadership e.g. Implementing Safe Working Practice; Dealing with Unsafe Behaviour; Encouraging Positive Attitudes to Safety		Low higher potential than about 10% of the comparison group

Reports

For large candidate volumes, merit lists of scores against the key requirements can be provided. Scores can also be analyzed for culture and value fit.

Administration

Secure online administration via our assessment platform Oasys or via the Bureau Service.

Requires an accredited Saville Consulting Wave user to design and oversee projects. Line managers and recruiters can work with Strengths data without psychometric accreditation training.



Commercial Strengths

Target Group: Commercial Staff in Sales, Marketing, Business Development & Financial Services



Applications

The Commercial Strengths questionnaire identifies the potential strengths of an individual against the behaviors required for **sales, marketing and business development** roles.

- Quick and effective volume screening
- Assesses against cultural and/or values fit

Benefits

- **Accurate prediction of strengths** - uses behaviors shown to predict good performance
- **Better placement** - identifies where the individual will make the greatest impact
- **Talent pooling** - scores can be pooled across different roles reducing recruitment expense
- **Benchmarks candidates** - against a relevant comparison group

Sales Profile		
The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance. Sample Candidate's Ratings Acquiescence is 6 and their Consistency of Rankings is 10.		
Area	Potential	
Solving Problems Identifying Needs Understanding Customer Needs (2); Analysing Information (1)	1	Extremely Low higher potential than about 1% of the comparison group
Solving Problems Developing Solutions Applying Expertise (1); Being Creative (6)	3	Low higher potential than about 10% of the comparison group
Influencing People Developing Leads Developing Rapport (9); Building Relationships (10)	10	Extremely High higher potential than about 99% of the comparison group
Influencing People Closing Deals Presenting Information (9); Changing Views (9); Challenging Objections (8)	10	Extremely High higher potential than about 99% of the comparison group
Adopting Approaches Staying Positive Being Resilient (7); Maintaining Self-Belief (6)	7	Fairly High higher potential than about 75% of the comparison group
Adopting Approaches Working Collaboratively Supporting People (4); Working Co-operatively (1)	2	Very Low higher potential than about 5% of the comparison group
Delivering Results Being Disciplined Being Organised (3); Maintaining Standards (3)	3	Low higher potential than about 10% of the comparison group
Delivering Results Results Focused Taking Action (9); Pursuing Targets (8)	9	Very High higher potential than about 95% of the comparison group

Sales Potential Indicators		
The following report summarises Sample Candidate's greater or lesser potential against key performance indicators which underpin effectiveness across different sales roles.		
Indicator	Potential	
High Customer Contact Rate e.g. Initiating Contact; Following Up Leads; Maintaining Existing Relationships	10	Extremely High higher potential than about 99% of the comparison group
Meeting Customer Needs e.g. Establishing Needs; Providing Solutions; Ensuring High Quality Delivery	1	Extremely Low higher potential than about 1% of the comparison group
Developing New Business e.g. Developing Leads; Negotiating Deals; Using Creative Strategies	8	High higher potential than about 90% of the comparison group
Managing Existing Business e.g. Managing Accounts; Maintaining Service Levels; Upselling to Existing Customers	1	Extremely Low higher potential than about 1% of the comparison group
Sales Leadership e.g. Making Decisions; Giving Direction; Motivating Sales People	5	Average higher potential than about 40% of the comparison group

Reports

For large candidate volumes, merit lists of scores against the key requirements can be provided. Scores can also be analyzed for culture and value fit.

Administration

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Customer Strengths

Target Group: Customer Staff in Call Centres, Hospitality, Leisure, Health & Education



Applications

The Customer Strengths questionnaire identifies the potential strengths of an individual against the successful behaviors required for **customer oriented roles**.

- **Quick and effective volume screening**
- **Assesses against cultural and/or values fit**

Benefits

- **Accurate prediction of strengths** - uses behaviors shown to predict good performance
- **Better placement** - identifies where the individual will make the greatest impact
- **Talent pooling** - scores can be pooled across different roles reducing recruitment expense
- **Benchmarks candidates** - against a relevant comparison group

Customer Service Profile		
The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance. Sample Candidate's Ratings Acquiescence is 5 and their Consistency of Rankings is 5.		
Area	Potential	
Solving Problems	Identifying Needs Understanding Customer Needs (1); Analysing Information (2)	Extremely Low Higher potential than about 1% of the comparison group
	Problem Handling Providing Solutions (4); Gaining Expertise (1)	Extremely Low Higher potential than about 1% of the comparison group
Influencing People	Customer Influence Positive Impact (7); Being Friendly (5)	Average Higher potential than about 60% of the comparison group
	Being Assertive Leading Others (5); Motivating People (7)	Average Higher potential than about 60% of the comparison group
Adapting Approaches	Being Flexible Handling Pressure (8); Staying Positive (8)	Very High Higher potential than about 95% of the comparison group
	Teamworking Being Attentive (8); Supporting People (8)	Very High Higher potential than about 95% of the comparison group
Delivering Results	Being Dependable Being Organised (7); Maintaining Standards (3)	Average Higher potential than about 40% of the comparison group
	Results Focused Taking Action (5); Pursuing Targets (5)	Average Higher potential than about 60% of the comparison group

Customer Service Potential Indicators		
The following report summarises Sample Candidate's greater or lesser potential against key performance indicators which underpin effectiveness across different customer service roles.		
Indicator	Potential	
Meeting Customer Needs e.g. Establishing Needs; Being Responsive; Ensuring High Quality Delivery	Extremely Low Higher potential than about 1% of the comparison group	
Handling Incoming Calls e.g. Handling High Call Volumes; Engaging Customers; Answering Enquiries	High Higher potential than about 90% of the comparison group	
Making Outgoing Calls e.g. Making Calls Confidently; Handling Call Rejection; Achieving Call Objectives	High Higher potential than about 90% of the comparison group	
Establishing Additional Sales Opportunities e.g. Identifying New Opportunities; Recommending Additional Services; Upselling Effectively	Low Higher potential than about 10% of the comparison group	
Handling Challenging Customers e.g. Understanding Concerns; Maintaining Composure; Finding Resolutions	Very High Higher potential than about 95% of the comparison group	
Team Leadership e.g. Making Decisions; Giving Direction; Motivating Customer Service Staff	Average Higher potential than about 40% of the comparison group	

Reports

For large applicant numbers, merit lists of candidates' scores against key requirements can be provided. Scores can also be analyzed for culture and value fit.

Administration

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Administrative Strengths

Target Group: Administrative Staff in Private & Public Sector Offices



Applications

The Administrative Strengths questionnaire identifies the potential strengths of an individual against the behaviors required for **clerical and administrative roles**.

- Quick and effective volume screening
- Assesses against cultural and/or values fit

Benefits

- **Accurate prediction of strengths** - uses behaviors shown to predict good performance
- **Better placement** - identifies where the individual will make the greatest impact
- **Talent pooling** - scores can be pooled across different roles reducing recruitment expense
- **Benchmarks candidates** - against a relevant comparison group

Administrative Service Profile		
The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance. Sample Candidate's Ratings Acquiescence is 6 and their Consistency of Rankings is 5.		
Area	Potential	
Solving Problems	Information Handling Analysing Information (4); Understanding Information (5)	Fairly Low higher potential than about 25% of the comparison group
	Problem Handling Providing Solutions (8); Gaining Expertise (6)	Fairly High higher potential than about 75% of the comparison group
Influencing People	Interpersonal Influence Positive Impact (9); Being Friendly (9)	Extremely High higher potential than about 99% of the comparison group
	Being Assertive Leading Others (7); Motivating People (9)	High higher potential than about 90% of the comparison group
Adapting Approaches	Staying Positive Being Resilient (1); Handling Pressure (4)	Extremely Low higher potential than about 1% of the comparison group
	Teamworking Supporting People (8)	High higher potential than about 90% of the comparison group
Delivering Results	Results Focused Taking Action (2); Being Productive (5); Pursuing Targets (6)	Fairly Low higher potential than about 25% of the comparison group
	Being Dependable Being Precise (4); Being Structured (4); Maintaining Standards (5)	Fairly Low higher potential than about 25% of the comparison group

Administrative Potential Indicators		
The following report summarises Sample Candidate's greater or lesser potential against key performance indicators which underpin effectiveness across different administrative service roles.		
Indicator	Potential	
Accurate Information Processing e.g. Checking Details; Ensuring Accuracy; Complying with Administrative Procedures	Low higher potential than about 10% of the comparison group	
Responding to Requests e.g. Taking Ownership; Defining Action Plans; Responding within Timescales	Average higher potential than about 40% of the comparison group	
Co-ordinating & Managing Tasks e.g. Prioritising Tasks; Meeting Tight Deadlines; Managing Resources	Extremely Low higher potential than about 1% of the comparison group	
Contributing to Team Work e.g. Supporting Others; Working Participatively; Taking a Proactive Approach	High higher potential than about 90% of the comparison group	
Improving Administrative Procedures e.g. Identifying Areas for Improvement; Finding Solutions; Implementing New Systems	Fairly High higher potential than about 75% of the comparison group	
Team Leadership Index e.g. Making Decisions; Giving Direction; Motivating Administrative Staff	Fairly High higher potential than about 75% of the comparison group	

Reports

For large applicant numbers, merit lists of candidates' scores against key requirements can be provided. Scores can also be analyzed for culture and value fit.

Administration

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The Workplace English tests have provided us with an excellent first screen and valid benchmark. We now understand international candidates' competence in the English language prior to investing in relocation.

Randstad

 **randstad**

Workplace English Tests





Saville Consulting Workplace English Tests

Customer Service	Target Group: Customer facing staff working in call centers, help desks & retailers			
Healthcare	Target Group: Clinical & non-clinical staff working in public and private healthcare organizations			
Hospitality	Target Group: Hospitality staff working in the hotel & leisure industry			
Office	Target Group: Administrative staff working in public & private organizations			
Operations	Target Group: Operational staff working in construction, engineering, manufacturing, transport & security			

What are Workplace English Tests?

Short online tests to assess an individual's ability to understand workplace sentences in English. Participants choose the correct word to complete the sentence.

Example 1: I [?] review the situation tomorrow

am will do think

Example 2: [?] many items have you ordered?

Some If How When

Who Uses the Workplace English Tests?

These tests are used by people recruiting employees who need to be able to understand and use English in the workplace.

How do These Tests Work?

There are five versions for different industry sectors:



Each test comprises 33 items; 24 industry specific and nine general workplace items.

Results

The test score is shown as a percentage of the total number of correct answers. The report also describes the candidate's speed of completion.

Those scoring highly on the tests are likely to have a "generally effective" command of English.

Results

Basic (55% Correct)

Score The candidate is likely to be able to understand and use a basic amount of workplace English

Percentage Score



Speed Sample Candidate attempted 64% of the items within the time available. Where the candidate has only attempted a small percentage of the items, their score on the Workplace English test may have been limited by a low prioritisation of speed.

Administration

Administration is via our secure online assessment platform Oasys or using our Bureau service. For more info please contact the team on 020 8619 9000 or at bureau.manager@savilleconsulting.com

What Our Clients Say

"All in all, a professional and bespoke service from start to finish."

Department of Energy and Climate Change



"The experience of working with Saville Consulting was a very positive one. They were highly professional and spent time understanding Camelot, our commercial vision, our values, employee behaviors and the competencies and skills we required for the roles being recruited for."

Camelot

"Please can you pass on my thanks ... your team has been excellent in terms of helpfulness and speed of response which I have really appreciated."

Serco Consulting



"Used in conjunction with other assessment methodologies, we selected Saville Consulting's online Swift aptitude tests because of their ease of use, modern feel and up to date norm groups. Feedback from candidates and internal administrators has been extremely positive and the online testing has delivered the results we were looking for."

United Utilities

We are delighted to work with Saville Consulting as assessment specialists. Their new leading edge tests and questionnaires offer up to date and relevant content with very strong validity.

NG Bailey



"What Saville Consulting did for us was both highly efficient and cost-effective. The result was customised to our needs."

PZ Cussons



A Selection of Our Clients



MINISTRY OF DEFENCE



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