



prevue<sup>TM</sup>  
learning + reasoning

## Hiring Solutions

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**Aaron Sample**  
**Customer Service Sample**

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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](http://www.prevuehr.com)

# Part 1 - Understanding this Report

## Introduction

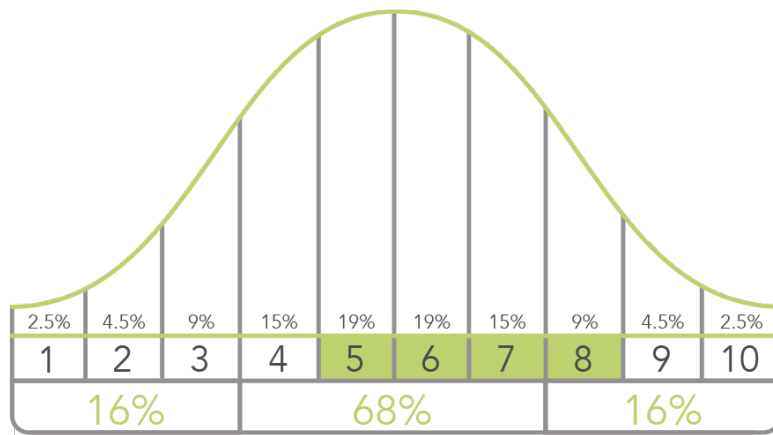
The Prevue Learning & Reasoning Report provides important information about an individual's capacity to learn and use information, develop skills, solve problems and understand instructions. It examines four cognitive dimensions: General Mental Ability, Working with Numbers, Working with Words and Working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

The Prevue Benchmark for the Learning & Reasoning Report is a profile of the preferred levels of mental abilities for the Customer Service Sample position at Hiring Solutions. This Benchmark has been scientifically designed with Prevue Assessment tools and customized by Hiring Solutions 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 Aaron Sample'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

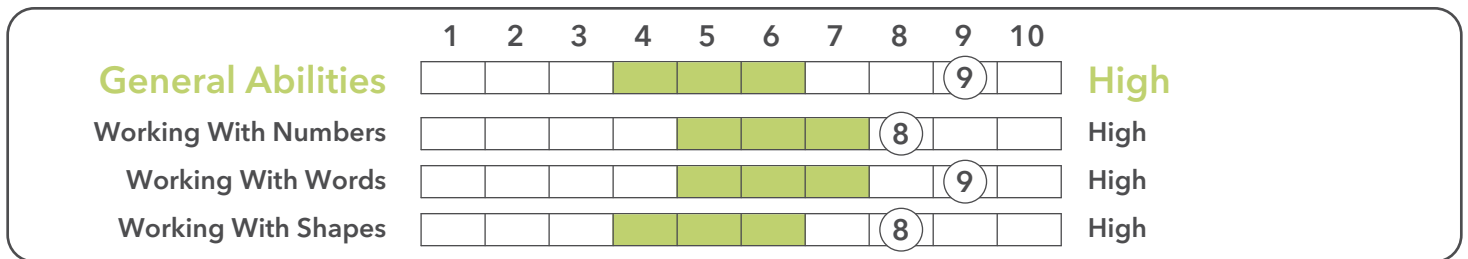
## Overview

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 Aaron Sample’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 Sample position at Hiring Solutions. The shadowed areas shown below graphically represent the Benchmark for each scale. The circled numbers are Aaron Sample’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 Sample position.

### Abilities



## Benchmark Suitability Score

The Benchmark Suitability Score quantifies Aaron Sample’s overall fit to the benchmark for the Customer Service Sample position.

Note: Aaron Sample’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.

**43%**

# 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 Sample position. Use the available candidate information plus this report to structure the interview and make the best hiring decision.

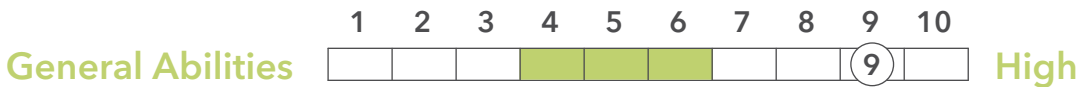
This section provides suggested interview questions to address the following:

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

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

### Scores off the Benchmark

Aaron Sample's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale the more important it is for you to probe these areas.



Aaron Sample's very high score is above the benchmark for General Ability. This implies fast, accurate learning with easy acquisition of new skills, prompt reaction to changing service issues, and first-rate processing of customer information. Challenging work that requires ongoing training, decision-making, and advanced skills is suggested.

1. The Customer Service Sample position currently offers limited application for your exceptional General Ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with shapes on the job?
2. Because challenging tasks will be few or infrequent, how will you apply your excellent General Ability?

#### Your Comments:

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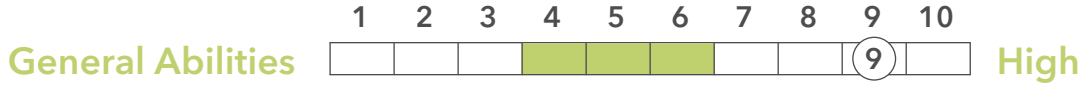
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Aaron Sample’s score is very high and is on the given benchmark for General Ability. This implies fast, accurate learning with easy acquisition of new skills, prompt reaction to changing service issues, and first-rate processing of customer information. Challenging work that requires ongoing training, decision-making, and advanced skills is strongly suggested.

Your Comments:

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Aaron Sample is above the given benchmark and shows a good ability for Working with Numbers. This likely translates to above-average performance with arithmetic skills and number recognition. Tasks could include providing “on the spot” estimates, using customer statistics or demographic data, and recording or searching for numeric data. This candidate should be reliable and competent for numerical work in the Customer Service Sample position. Support may only be required for exceptionally challenging tasks.

1. The Customer Service Sample position currently offers limited application for your good numerical ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with numbers on the job?
2. If number tasks are infrequent or not challenging, how will you apply your above average numerical ability?

Your Comments:

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Aaron Sample is above the given benchmark and has outstanding ability for Working with Words. In the top rank of service employees for verbal accuracy and learning speed; this candidate is likely to work well with complex written procedures and tasks requiring advanced language skills. This level of ability supports very good proficiency for verbal tasks in the Customer Service Sample position.

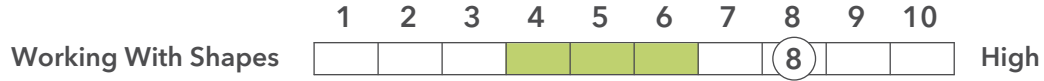
1. The Customer Service Sample position currently offers limited application for your outstanding verbal ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with words on the job?
2. If written work is infrequent or not challenging, how will you apply your superior verbal ability?

Your Comments:

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Aaron Sample is above the given benchmark and shows above-average ability for Working with Shapes. This frequently means fast and accurate shape recognition in tasks such as visualizing objects or relating symbols or diagrams to operations. Efficient arrangement of physical objects may also be expected. Exceptional spatial challenges such as using or creating complex diagrams might require training and support.

1. The Customer Service Sample position currently offers limited application for your good spatial ability. Will this affect your job satisfaction? How will you deal with limited opportunities to work with shapes on the job?
2. If work with shapes is infrequent or not challenging, how will you apply your above average spatial ability?

Your Comments:

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## Part 4 - Candidate's Strengths

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

## 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](http://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.