

Buying guide

10 tips for a qualitative assessment

What does the assessment consist of?

Ask your service provider for a concrete programme proposal for the assessment you want to arrange. What is in the package? What is the programme generally like? What kind of preparatory care and aftercare? What is included in the price, what is supplementary?

How is the competency profile structured?

Does the service provider devote sufficient attention to formulating the competency profile? Is he making enough effort to understand your organisation's culture?

How professional are the assessors?

Ask about the assessor's experience and qualifications. Do they possess sufficient merits to call themselves professional in assessing your candidates? Are there always at least 2 assessors involved in assessing the competencies?

How many contact hours between the candidate and the consultant(s) or assessors?

Check the number of contact hours = 'observation time', the time the candidate is being observed by 1 or more assessors. Why? The quality of an assessment center (AC) depends on the accuracy of the assessment of the observable behaviour. An AC mostly consists of tests and questionnaires with an interview and 1 simulation of ½ hour. Such an approach can serve as pre-selection, but doesn't provide any guarantee for a high-quality measurement of a full competency profile.

Can you attend the assessment?

Invite yourself to attend an assessment center, for example as an observer. Agree with your service provider that you are free to attend the AC anytime you refer a candidate, with or without notice.

Does the reception meet your standard?

How are candidates received? Does that correspond with your standards? Are there sufficient parking facilities? Lunch? Personal reception with an explanation by a consultant or an assistant? Can your candidates approach someone with questions?

How about the privacy level?

Is your candidate's privacy guaranteed? Is there a personal working space or are your candidates sitting in a hall next to others?

Do you receive well-considered advice?

Is there an assessors' meeting in which the various observations are compared, discussed and integrated? You pay for a 'well-considered advice' based on a strict methodology, not for the 'personal opinion' of one individual consultant.

Is the candidate entitled to feedback?

Can your candidate call the service provider for feedback? Candidates generally judge an AC on the grounds of their own estimation of their performance, but also based on the 'relational quality' they have experienced from the service provider during the process. Feedback by telephone is the candidate's minimum right. Personal feedback is better, but there is generally an extra charge for this.

Do your work in partnership?

Do you have good personal contacts with all of the consultants you work with? Can you approach them with questions and concerns regarding any of the procedures? Is it a real partnership?