

QUALITY CHARTER

FOR THE DEVELOPMENT AND USE OF CENTRAL
TEST'S PSYCHOMETRIC/HR SOLUTIONS

CERTIFIED QUALIOPi TRAINING FIRM

AND MEMBER OF THE INTERNATIONAL TEST COMMISSION

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Why this charter?

This charter presents Central Test's quality criteria in the creation and validation of its psychometric solutions to support evaluators/users in the process of using our assessments and tools, while ensuring data protection.

This charter aims to explain the process that Central Test follows to research, develop, validate and ensure that state-of-the-art methodologies are employed within the field of psychometrics. It also addresses the ethical considerations evaluators/users should take into account while administering the assessments.

Scientific and legal agreements

Founded in 2002, Central Test primarily abides by French law and supports various professionals in their utilisation of psychometric assessments, by following those recommendations propounded by internationally-recognised institutions such as the International Test Commission (ITC), American Psychological Association (APA), British Psychological Society (BPS) among others. Central Test also considers the recommendations of associations such as the European Association of Psychological Assessment (EAPA) and the National Academy of Psychology - India (NAOP).



As a publisher of online assessments, Central Test respects the legal agreements stipulated by French Labour Law and the regulatory provisions issued by the law of the 6th of January 1978, relating to informatics, files, and liberties (CNIL). Additionally, as of 25th May 2018, Central Test complies with the GDPR (General Data Protection Regulation) made by the European Parliament & Council.

Central Test, a committed publisher

Central Test belongs to French and international scientific communities, participates in the acknowledgement and diffusion of psychometric knowledge in the media, contributes to the improvement of techniques, ensures qualifying psychometric training, and participates in conferences.

Since its inception, Central Test has dedicated more than 20% of its budget to its R&D department, which includes the development of the online platform, psychometric work, and the cultural adaptation of tools. This level of investment will be maintained in the years to come in order to continue offering a variety of assessment solutions which are always more innovative and efficient.

1. Implementation and Purpose

With validated assessments and training programmes, Central Test supports HR professionals, managers, directors and psychologists from various organisations or institutions such as:

- Recruitment firms, temporary employment agencies
- Human resources consulting agencies
- Centres of assessment of abilities
- Large firms
- Private businesses
- Institutions, administrations, associations
- Schools, universities
- Career centres

The different types of psychometric solutions and HR tools offered:

- Personality and motivation assessments
- Professional interests and career orientation tools
- Intelligence and skills assessments
- SMART Interview tool
- 360 Feedback Survey
- Predictive Model - TALENT MATCHER
- Skills tests

The different tools offered by Central Test respond to different needs such as:

- Pre-selection and interview support during the recruitment process
- Onboarding and team analysis
- Internal development
- Training and coaching
- Orientation and career management
- Assistance in the search for employment and integration into the workforce
- Improvement of work environment & well-being

Tools offered to individuals

Central Test offers a range of online assessments for the orientation and management of careers, as well as personal development, that can be taken by individuals. However, these assessments are simplified and differ from the majority of assessments available to companies and organisations.

The assessments used for HR purposes by companies and organisations, especially in the context of recruitment, are either fully or partly unavailable to individuals in order to avoid the risk that the candidates could prepare and train for them.

2. Development of the assessment tools

Central Test's tools are developed by professional psychologists, following international standards and protocols. During the development of the assessments, Central Test observes the criteria for psychometric validation established by international psychometric associations.

Central Test offers its assessments in a range of languages such as Arabic, Chinese, Dutch, German, Hindi, Italian, Nepali, Russian etc., apart from English, French and Spanish. When adapting the assessments from the original source language to the respective languages, a strict protocol in order to check for cultural bias, clarity, offensiveness and language accuracy is followed.

Central Test also assesses the psychometric properties of all its assessments regularly; every tool is revised on a regular basis and, if necessary, updated in accordance with the theoretical progress of the concerned construct.

Additionally, every assessment at Central Test is assessed against four distinct criteria before being published in English, French and Spanish.

a. Reliability

Reliability refers to how consistently an assessment measures a characteristic. In order to achieve this, two kinds of reliabilities are conducted:

- ✓ **Internal consistency reliability** of each factor indicates the extent to which items on an assessment measure the same construct. A high internal consistency reliability coefficient indicates that the items on the factor are very similar to each other in content (homogeneous).
- ✓ **Test-retest reliability** indicates the repeatability of assessment scores over time. These estimates also reflect the stability of the characteristic or construct being measured by the assessment. Test-retest reliability is reported as the correlation between two administrations of the assessment to the same sample.

As quality conscious assessment developers, Central Test reports reliability estimates that are relevant to a particular assessment while taking into consideration that the acceptable level of reliability differs depending on the type of assessment and the reliability estimate used.

b. Validity

Validity refers to what characteristic the assessment measures and how well the assessment measures that characteristic. Validity studies tell us if the characteristics being measured by an assessment are related to the requirements of an assessment situation.

There are several types of validity conceptualised by researchers and behavioural scientists. They can be grouped into three distinct categories:

Criterion-related validity is assessed by examining correlation or other statistical relationships between assessment performance and job performance.

Content-related validity is explored by examining whether the content of the assessment represents important job-related behaviours.

Construct-related validity requires a demonstration that the assessment measures the construct or characteristic it claims to measure i.e. the assessment content is actually representing the underlying construct.

Central Test conducts in-house as well as third party validity studies to examine the validity of the assessments. The summary findings of these studies are given in technical documents of the assessments and used for further improvement of the assessment.

c. Social Desirability

Social desirability bias is the inclination to present oneself in a manner that will be viewed favourably by others. In order to minimise the risk of faking the results (done intentionally or not), **social desirability** is controlled in our psychometric assessments, where relevant, by means of a social desirability scale or within the format of the assessment.

d. Socio-legal Considerations

Another important characteristic of a good psychometric assessment is that it should not be biased (positively or negatively) towards any socio-cultural group. While developing the assessments, all items are examined against the appropriateness of content for the target population. A **Differential Item Functioning (DIF)** analysis is carried out to identify any potential bias.

To know more about Central Test's Psychometric Validation Process [Click Here](#)

Manuals and Reports

Every psychometric assessment of Central Test comes with a manual presenting its psychometric qualities and calibration studies. Specific calibration studies are also conducted upon demand by the R&D department.

Central Test provides a personalised report of the results with each assessment taken, including detailed commentary and a summary of the profile. These reports are presented with precision and clarity to avoid ambiguity in the interpretation of the results (be it personality traits, interests, motivations, etc.).

3. TALENT MATCHER & TALENT MAP

The Talent Matcher available in the Central Test platform uses a predictive model that includes a set of skills associated with jobs, roles or projects, which can be personalised based on current HR or organisational trends. It allows for the prediction of the success of candidates or employees by identifying those profiles that most closely match the success criteria defined by the organisation through a stack rank view.

The Talent Map is an additional tool that provides a comparison of various assessments and is linked to a list of skills, jobs and corporate values. Both of these tools provide a complete view of the candidate's potential and facilitates the interpretation of multiple assessment results. The scores calibrated are dynamic as they recalculate as and when new assessments are taken. For example, the scores of a candidate from various assessments contributing to the skill 'Perspective Taking' is displayed below:

Analysis & Expertise

Gathering, evaluating, and using relevant information to understand the environment and act accordingly.

Perspective taking

77 %

Taking a step back to analyse facts and situations objectively before acting or deciding.

CTPI-R	81%
Sales Profile-R	100%
EMOTION 2	83%

4. Supporting evaluators

Central Test supports evaluators when using the assessments via customer service, consulting service, and training programmes as well as with complete documentation and tutorials. Central Test's **Customer Service** can be reached by phone or email and:

- Supports each client in the use of the online platform
- Provides information about the available tools, attends to the needs of the client and directs them to Central Test's consultants if required
- Offers the necessary technical assistance (option activation, credit activation, account reactivation, etc.) within 24 hours.
- Remains at the service of the client for any demand during the duration of the contract

Central Test's Training and Consulting Service is provided to all our clients by consultants with degrees in psychology. This consists of a conversation lasting from 20 to 30 minutes with the aim of providing support regarding the choice and use of the tools and assessments like presenting the tools, interpretation of reports, analysis of the profiles and the conditions of use.

Central Test is a Qualiopi certified training firm and therefore can reliably support evaluators in various training programmes by:

- Allowing users to adopt e-HR assessment techniques
- Delivering basic psychometric knowledge
- Adapting to participants' profiles and the user's needs
- Providing a detailed explanation of the assessments: theoretical basis, construction, description of dimensions etc.
- Providing advice about the meaning of the results, and the appropriate tools to complement the results, depending on the objectives of the user

- Reminding attendees about the ethical principles for the use of assessment questionnaires

Training sessions are performed on location, in the offices of Central Test in Paris, London, Bengaluru and Dubai or virtually according to the given circumstance. These sessions are recommended as a good practice for the optimal use of psychometric assessments.

Complete **documentation** is available for all our customers as well as our prospective clients. A “Resource” tab found in the client’s account gives access to the manuals, calibration studies, video tutorials of various tools, webinar recordings, etc.

5. Security and confidentiality

Security and data protection is one of Central Test's main concerns. As a publisher of assessment solutions, Central Test complies with the GDPR (General Data Protection Regulation) made by the European Parliament & Council. Central Test also ensures confidentiality in the online administration of assessments.

- Each account (the candidate's and the client's) is **authenticated** via an ID and password.
- **Passwords** are encrypted in the database and become inaccessible to everyone else.
- **A module for rewriting the URL** is installed with invisible access parameters for the user.
- There are several categories of **management rights** that give the right of access to different parts of the client's account and these are determined by the administrator of the account.
- The assessments, questionnaires and Central Test's technology are protected by **material security** as well as **copyright law**. None of the questionnaires can be copied or printed without prior permission from Central Test.
- The database has **online platform security** and is protected against hacking. Moreover, all of the data is saved in a backup system.

6. Ethical obligations and guidelines

The rules of precaution of use are specified in each individual contract. However, the following are some of the recommendations suggested by Central Test.

- **Informing the candidate.** The administrator must reveal the context of the assessment-taking process and the reason behind the use of the assessment to the individual who has the discretion of taking the assessment.
- **Data confidentiality.** The results of an assessment cannot be transmitted to a third party without the explicit consent of the person being evaluated.
- **Access to the results.** Individuals have the right to access their results, and the evaluator must grant them access to their requested results.
- **Deleting the data.** The individual holds the right to demand the deletion of their personal data. They may directly contact the firm, who is obliged to delete the data upon request.
- **Proctoring.** Central Test recommends the use of proctoring for aptitude assessments in general as it allows transparency of the environment in which the individual is taking the assessment.
- **Objective and bias-free interpretation.** In a workplace context, psychometric assessments are meant to complement the entire process and it is not advisable to use them as the sole tool for professional purposes or as a single criterion in the decision-making process.
- **Multi-criteria approach.** It is advisable to complete the evaluation via multiple assessments (for example, a reasoning or career interest questionnaire), to have a broader overview of the individual's potential.
- **A tool for decision-making.** Psychometric reports should be used as only one source of information about the individual. The use of these reports, therefore, requires a complete understanding of the objectives of the assessment(s) and of the precise meanings of the factors measured, in order to interpret the results accurately.
- **User experience.** It is recommended that any decision be based on an active exchange with the individual, in conjunction with the results obtained. They can also be learned through the training sessions offered by the consultants at Central Test.

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