

# Assessment Report Sample Candidate



Customer Check

# CUSTOMER CHECK PROFILE

The Customer Check test is designed for customer contact roles, where successful online interaction with clients and customers using written communication is a key requirement of the job.

The profile below shows the Total score relative to the Customer Service Representatives (INT, IA, 2019) comparison group on a 1 to 10 sten scale.



## Interpretation Guidelines

Comparison Group: Customer Service Representatives (INT, IA, 2019)

- Sten 1:** higher than about 1% of the comparison group
- Sten 2:** higher than about 5% of the comparison group
- Sten 3:** higher than about 10% of the comparison group
- Sten 4:** higher than about 25% of the comparison group
- Sten 5:** higher than about 40% of the comparison group
- Sten 6:** higher than about 60% of the comparison group
- Sten 7:** higher than about 75% of the comparison group
- Sten 8:** higher than about 90% of the comparison group
- Sten 9:** higher than about 95% of the comparison group
- Sten 10:** higher than about 99% of the comparison group

## IMPROVING ABILITIES

Some tips for improving the quality and accuracy of your written communication are provided below:

- Read more e.g. books, newspaper articles and online blogs
- Take on proofreading tasks and check the written work of others
- Familiarise yourself with English grammar rules
- Look out for courses or tutorials on effective communication or proofreading
- Play word games requiring correct spelling

## ABOUT THIS REPORT

This report is based upon Customer Check, an online test of the ability of Sample Candidate to identify spelling and grammar mistakes in written information.

The results are compared against a group of 302 customer service representatives. The results in this report are presented on a 1 to 10 Sten scale, where 1 indicates low performance and 10 indicates high performance on the test. The margin of error that should be allowed before concluding that there is a difference between scores is indicated by the diamond shape.

When reading this report, please remember that it is based on the information gained from the test completion only. It describes performance on this particular test, rather than performance at work or study. Research suggests that ability tests can be powerful predictors of successful performance in study and work activities.

The information contained in this report is confidential and every effort should be made to ensure that it is stored in a secure place.

The information contained within this report is likely to provide a valid measure of aptitude for 12 to 24 months.

The report is based on the results of the online test that the respondent was invited to complete under unsupervised conditions. The identity of the actual respondent has not been verified by a test administrator. Further testing under supervised conditions is recommended for high-stake decision making.

This report was produced using Saville Assessment software systems and has been generated electronically. Saville Assessment do not guarantee that it has not been changed or edited. We can accept no liability for the consequences of the use of this report.

The application of this test is limited to Saville Assessment employees, agents of Saville Assessment and clients authorised by Saville Assessment.

## CUSTOMER CHECK SCORES & RESETS SUMMARY (For Assessor Use)

This section of the report shows all score types and the number of resets.

Sten: 7

T-score: 59

Percentile: 82

Administrator Resets: 0