

The use of ICT to measure skills and knowledge - tools and techniques

Denis Saunders, MBA, BSc
Director & Founder

Calibrand the currency for talent®

@assessment tomorrow

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Calibrand the currency for talent®

Work with 5 out of the 7 largest Financial Services organisations in the UK and Eire.




Delivered over 2 million online tests.

Monitored over 100,000 trainees on employer-led, UK-government sponsored training.

Quality Assured to ISO/9001 TickIT 2000 standard.

As 'the currency for talent®' we provide tools and techniques to act as a conduit for talent.

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 **www.lifeintheuktest.gov.uk** 

80,000+ formal examinations in the first six months


Delivered from 90+ LearnDirect Centres

4-month implementation

No post-implementation problems

Below OJEU tender threshold

Very high profile - no adverse system publicity

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Spectrums of Talent

Client Focus	—————	Results Focus
Hands-on Role	—————	Strategic Role
Behaviours	—————	Processes
Action Learning	—————	Formal Training



Tools & Techniques for Talent

Online test	—————	Performance
360° Appraisal	—————	Observation
Mystery shopper	—————	Client Feedback
AVs (OJT)	—————	Potential



Tools & techniques – KPIs

Online test ————— Performance


Tests

- Often low cost to deliver
- Can cover knowledge and/or aptitude
- Can be on any device or media
- Fairness and DDA issues

Performance

- Metrics need to be pre-agreed & meaningful
- Can be easy to collect

These measures are objective, absolute and/or relative



Tools & techniques internal view

360° Appraisal **Observation**

360° Appraisal
Often low cost to deliver
Can cover knowledge and/or aptitude
Can be on any device or media

Observation
Needs to have outcomes
Recording and feedback essential
Increasing cost

These measures are subjective and relative

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Tools & techniques external view

Mystery shopper **Client feedback**

Mystery shopper
Method needs to be meaningful
Recording and feedback essential
Increasing cost

Client feedback
Often difficult to collect
Recording and feedback possibly disallowed
Can be extreme and not timely

These measures are subjective and relative

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Tools & techniques future-proof

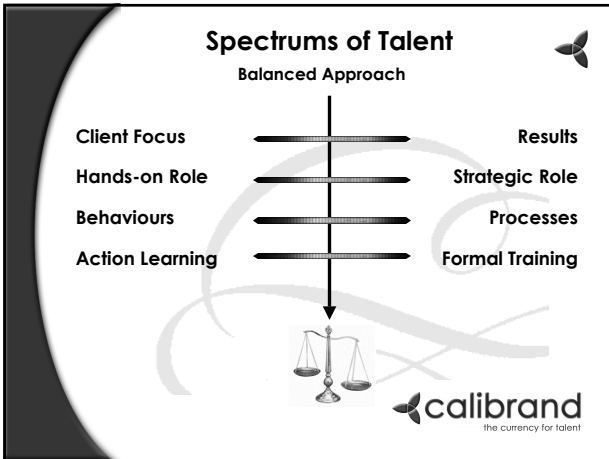
AV's (OTJ) **Potential**

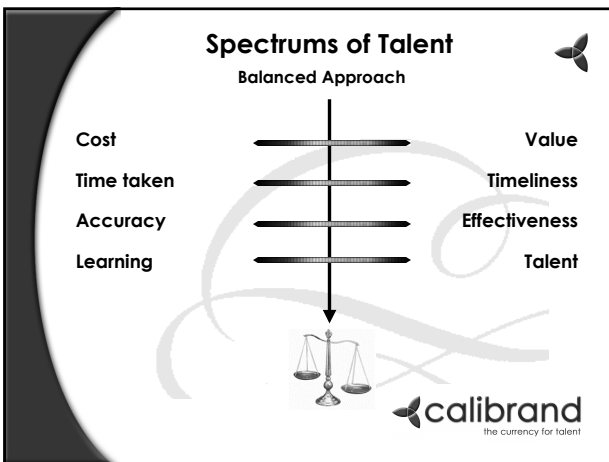
Accompanied visits (on-the-job training)
Increasing cost
Useful for exemplars
Outcomes can be difficult to measure

Potential
Often difficult to collect and measure
Must be based on performance, aptitude, attitude, experience and behaviour

These measures are subjective and relative

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