



# HOW CAN YOU ENSURE THAT ASSESSMENT SERVICE PROVISION EFFECTIVELY SUPPORTS ORGANISATIONAL OBJECTIVES?

**ISO 10667 - EFFECTIVE ASSESSMENT OF PEOPLE**

# USING ASSESSMENT TECHNIQUES TO ENHANCE AN ORGANISATION'S PERFORMANCE

The business world is continuing to experience change on an unprecedented scale. As risk continues to dominate the business agenda, organisations seek to be assured that any investment they make in the assessment of people supports organisational objectives and delivers meaningful and valid results – whether this be for selection and recruitment, management and leadership development or for strategic talent management.

ISO 10667 is the first international standard to address issues of good practice in the assessment of people in organisational settings, applying to all types of assessment during the employment life cycle, including: recruitment, personal development and selection for promotion.

ISO 10667 certification from SGS United Kingdom Ltd will demonstrate your commitment to internationally recognised best practice, differentiating your service to win more contracts and assignments through independent review of your working practices.

## THE BENEFITS

- Acts as due diligence if decisions on recruitment and promotion are disputed
- Clearly defines the requirements of the client and of the service provider
- Aids communication between the client and the service provider
- Provides the opportunity to focus client requirements
- Provides clear process to obtain relevant information to deliver meaningful results
- Focuses on the selection and use of correct techniques in order to meet client aims and objectives
- Provides clear guidance on the rights and responsibilities of assessment participants

## ABOUT ISO 10667

This internationally recognised standard comes in two parts and is designed to support all parties who continually interact with each other throughout the process:

Part 1 – Requirements for the Client (Individual or organisation that arranges with a service provider to deliver an assessment)

Part 2 – Requirements for Service Providers (Individual or organisation that provides the assessment service (can be internal or external))

In order to build a relevant and efficient standard that is useful to both the client and the service provider, the assessment service has been divided into four stages.

Clear and concise guidance is provided at each stage for both the client and service provider ensuring ownership in the application of assessment procedures. Adopting this stepped approach will enable all stakeholders to realise potential benefits, whilst setting in place an effective framework to allow appropriate evaluation of the relevance and validity of the assessment service provision.

## FOUR STAGES OF THE ASSESSMENT SERVICE



## PARTS 1 AND 2 OF ISO 10667 IN PRACTICE

STAGE	PART 1: CLIENTS	PART 2: SERVICE PROVIDERS
<b>AGREEMENT PROCEDURES</b>	<ul style="list-style-type: none"> <li>• Communicate needs</li> <li>• Choose competent service provider</li> <li>• Data security within control</li> </ul>	<ul style="list-style-type: none"> <li>• Work collaboratively with Client to agree scope, details, duration, IP, costs etc.</li> <li>• Data security within control</li> </ul>
<b>PRE-ASSESSMENT PROCEDURES</b>	<ul style="list-style-type: none"> <li>• Discuss assessment needs – purposes, who, demographics</li> <li>• Agree service</li> </ul>	<ul style="list-style-type: none"> <li>• Review needs to determine appropriate service / product</li> <li>• Agree service</li> </ul>
<b>ASSESSMENT DELIVERY</b>	<ul style="list-style-type: none"> <li>• Agree plan for assessment delivery</li> <li>• Data security (within control)</li> <li>• Feedback, as agreed with service provider</li> </ul>	<ul style="list-style-type: none"> <li>• Develop plan for assessment delivery</li> <li>• Data security (within control)</li> <li>• Feedback, as agreed with Client</li> </ul>
<b>POST-ASSESSMENT REVIEW</b>	<ul style="list-style-type: none"> <li>• Relevance and validity of assessment service</li> </ul>	<ul style="list-style-type: none"> <li>• Relevance and validity of assessment service</li> </ul>

# CASE STUDY COLLEGE OF POLICING MAKES HISTORY BY ACHIEVING ISO 10667



Left to right: Chief Constable Alex Marshall, CEO College of Policing; Gary Baker, Commercial Manager SGS, at Home Office certification presentation.

*"We believed our business unit provided a high quality of provision to the Police Service," says Stephen Walker, Quality Assurance Manager Examinations and Assessment at the College of Policing.*

*"However, we wanted external validation and recognition. The introduction of ISO 10667 seemed an ideal opportunity to achieve this ..."*

Operating in the public interest, The College of Policing sets the framework and 'owns' on the profession's behalf the tools to ensure professionalism, including: operational and training standards; a knowledge base of what works and the professional development framework. The College of Policing is an authoritative voice in policing, continually reviewing how it supports the police service.

College of Policing Head of Examinations and Assessment, Ciaran McGuigan, said: *"Certification to an international standard demonstrates to our members, customers and candidates that the products and services designed and delivered by the Examinations and Assessment team are of a high quality and meet rigorous external and internationally recognised standards. This award supports the emerging role of the College of Policing in developing and applying standards of professionalism for the service."*

Stephen Walker continued:

*"SGS have proved to be a good partner in working through the validation process with us. Their auditors subjected our business unit to a rigorous validation process which gave the activity real substance."*

Request the full case study from [uk.nowisthetime@sgs.com](mailto:uk.nowisthetime@sgs.com)

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## GETTING STARTED WITH ISO 10667

Complimentary 90 minute workshop. Understand how ISO 10667 relates to your business by booking a complimentary 90 minute workshop. Just email [UK.NOWISTHETIME@SGS.COM](mailto:UK.NOWISTHETIME@SGS.COM) or **FREEPHONE 0800 900 940** to arrange a suitable time and location.

## RELATED SERVICES

- Complimentary 90 minute workshop – Introduction to ISO 10667
- ISO 10667 Training. Public and in-company bespoke delivery available
- ISO 10667 Gap Analysis – Assesses readiness for certification
- ISO 10667 Certification
- Integrated Management Systems Certification: Audit solutions against bespoke quality performance criteria
- Process Improvement solutions

## HOW THE CERTIFICATION PROCESS WORKS

- Step A – SGS provide a tailored proposal
- Step B – Optional pre-audit to ensure the organisation is ready and to identify any potential gaps
- Step C – Stage 1 audit to review the appropriate documents such as procedures, guidelines etc.
- Step D – Stage 2 audit to carry out an onsite audit to assess compliance against procedures, guidelines etc.
- Step E– Surveillance visits. This is at prescribed intervals, normally annual
- Step F – Recertification visit

## WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 75 000 employees, SGS operates a network of over 1 500 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language and understand the culture of the local market and operate in a consistent, reliable and effective manner.

FOR MORE INFORMATION

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[WWW.SGS.CO.UK/ISO10667](http://WWW.SGS.CO.UK/ISO10667)

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**WHEN YOU NEED TO BE SURE**

