

ISO 10667-1:2020 (E)

Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 1: Requirements for the client

Contents

| | |
|---------|--|
| | Foreword |
| | Introduction |
| 1 | Scope |
| 2 | Normative references |
| 3 | Terms and definitions |
| 4 | Agreement procedure |
| 4.1 | Agreement |
| 4.2 | Client responsibilities |
| 4.3 | Competence and training |
| 4.4 | Anticipating outcomes and consequences |
| 4.5 | Supplementary research activities |
| 5 | Pre-assessment procedures |
| 5.1 | Identification of assessment needs |
| 5.2 | Assessment services recommendation |
| 5.3 | Assessment services agreement |
| 6 | Assessment delivery |
| 6.1 | Steps |
| 6.2 | Planning the assessment |
| 6.2.1 | Assessment plan |
| 6.2.2 | Security |
| 6.2.3 | Assessment participants' rights |
| 6.2.4 | Assessment participants' data protection |
| 6.2.5 | Specifying feedback |
| 6.3 | Informing assessment participants |
| 6.3.1 | Provision of information |
| 6.3.2 | Use of personal data |
| 6.3.3 | Confidentiality and anonymity |
| 6.4 | Conducting the assessment |
| 6.5 | Interpreting and using results |
| 6.6 | Providing feedback |
| 6.7 | Evaluating the assessment |
| 7 | Post-assessment review |
| Annex A | (informative) Rights and responsibilities of assessment participants: guidelines and expectations |
| A.1 | General |
| A.2 | Assessment participants' rights |
| A.3 | Assessment participants' responsibilities |
| Annex B | (informative) Supplemental information on technical documentation of assessment methods and procedures |
| B.1 | Documentation of assessment methods and procedures |
| B.2 | Objectivity of assessment methods and procedures during implementation |
| B.3 | Validity |
| B.4 | Reliability |

B.5 Fairness

B.6 Periodic checks for adequacy

Annex C (informative) Supplemental information on analysis and interpretation of results

Annex D (informative) Supplemental information on reporting

Page count: 23