

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