

ISO 10667-2:2020 (E)

Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 2: Requirements for service providers

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Agreement procedure
4.1	Agreement
4.2	Service provider responsibilities
4.3	Relationship between the service provider and the client
4.4	Assurance of service provider competence
4.4.1	General
4.4.2	Competence and training
4.5	Anticipating outcomes and consequences
4.6	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	Enabling assessment participants to prepare for the assessment
6.3.3	Use of personal data
6.3.4	Confidentiality and anonymity
6.4	Conducting the assessment
6.5	Interpreting and using results
6.6	Preparing and providing reports
6.6.1	Preparing reports
6.6.2	Providing reports
6.7	Providing feedback
6.8	Evaluating the assessment
6.8.1	Ongoing monitoring of the assessment
6.8.2	Periodically reviewing 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: 25