aptitude

Assessment Report
Sample Candidate

Customer

Verbal Comprehension

Contents

About this Report

This report is based upon Customer Verbal Comprehension, an online test of the ability to understand information presented in verbal format.

The results are compared against a mixed group of 143 applicants and job holders across a range of customer service roles who have completed the test. The results in this report are presented on a 1 to 10 Sten scale, where 1 indicates low performance and 10 indicates high performance on the test. The margin of error that should be allowed before concluding that there is a difference between scores is indicated by the diamond shape.

When reading this report, please remember that it is based on the information gained from the test session only. It describes performance on this particular test, rather than performance at work or study. Despite this, research suggests that ability tests can be powerful predictors of successful performance in study and work activities requiring these abilities.

The information contained in this report is confidential and every effort should be made to ensure that it is stored in a secure place.

The information contained within this report is likely to provide a valid measurement for 12 to 24 months.

The report is based on the results of the online test that the respondent was invited to complete under supervised conditions.

This report was produced using Saville Assessment software systems and has been generated electronically. Saville Assessment do not guarantee that it has not been changed or edited. We can accept no liability for the consequences of the use of this report.

The application of this test is limited to Saville Assessment employees, agents of Saville Assessment and clients authorised by Saville Assessment.

Introduction to Assessment Report

This report provides feedback on the responses of Sample Candidate to the Verbal Comprehension aptitude test.

Verbal Comprehension Aptitude Profile

The test measures verbal comprehension aptitude areas that are important in the world of work for a variety of roles. The Verbal Comprehension Aptitude Profile provides a summary of total and test taking style sub-scores across the test, as well as sub-scores on the three item types covered in relation to the comparison group: Mixed Customer Service Group (HC&SA).

Total Score

The Total Score is the sum of correct answers across the Verbal Comprehension aptitude test. It shows how well Sample Candidate has performed overall on the test.

Test Taking Style Sub-scores

These scores indicate how quickly and accurately Sample Candidate completed the test.

Accuracy: concerns the proportion of answers that were correct.
Speed: concerns the number of questions answered.
Caution: is the difference between the Accuracy and Speed scores.

Item Type Sub-scores

These sub-scores provide information on how Sample Candidate performed on each of the three Verbal Comprehension item types. The pattern of results indicates relative strengths and weaknesses across the following item types:
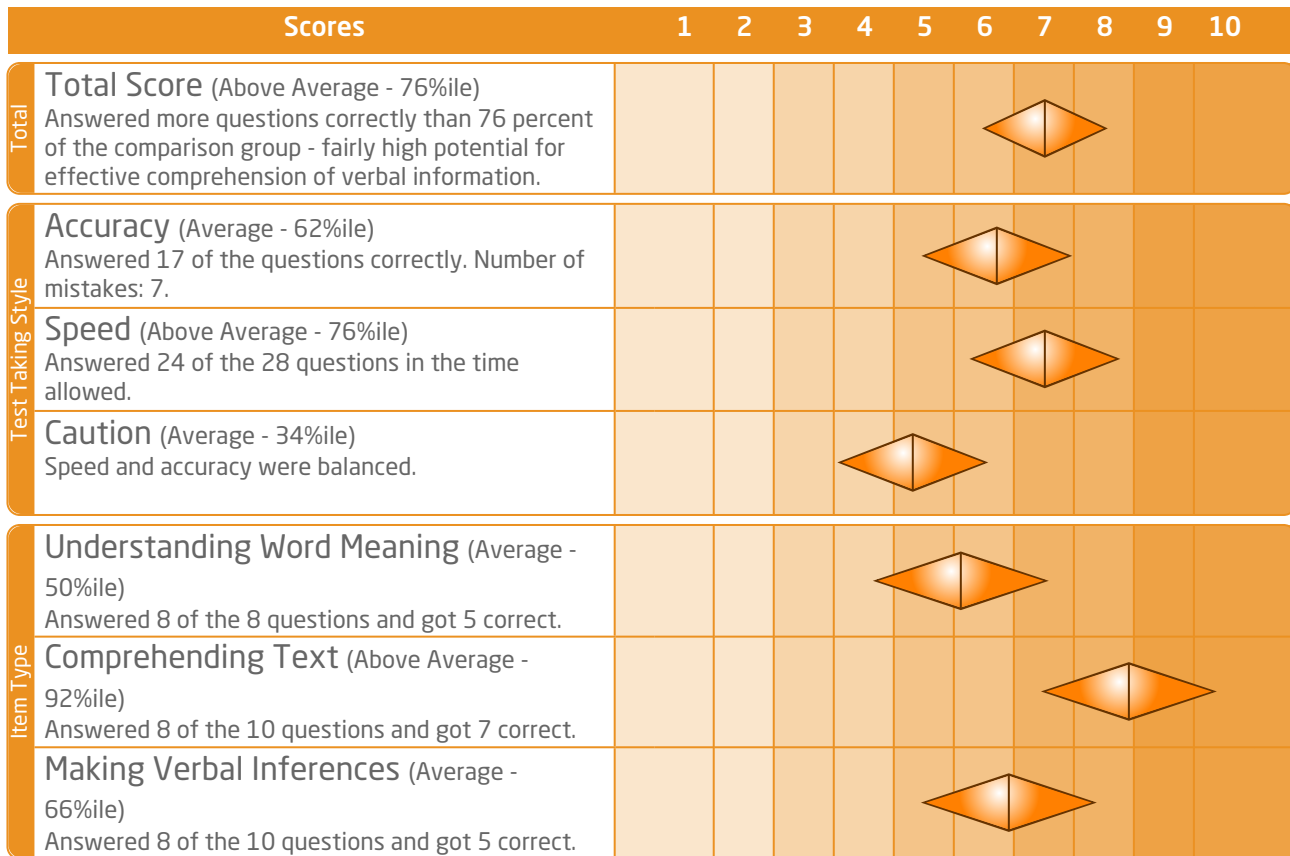
Understanding Word Meaning - assesses the ability to understand the meaning of words within written information.

Comprehending Text - assesses the ability to understand the content of written information.

Making Verbal Inferences - assesses the ability to judge whether a given statement is true or false on the basis of specified written information.

Verbal Comprehension Aptitude Profile

The profile shows the Total Score as well as Accuracy, Speed and Caution Test Taking Style sub-scores across the test. The pattern of Item Type sub-scores indicates relative strengths and limitations. All sub-scores must be interpreted in the light of the Total Score.

	Scores	1	2	3	4	5	6	7	8	9	10
Total	**Total Score** (Above Average - 76%ile) Answered more questions correctly than 76 percent of the comparison group - fairly high potential for effective comprehension of verbal information.							◆			
Test Taking Style	**Accuracy** (Average - 62%ile) Answered 17 of the questions correctly. Number of mistakes: 7.						◆				
	Speed (Above Average - 76%ile) Answered 24 of the 28 questions in the time allowed.							◆			
	Caution (Average - 34%ile) Speed and accuracy were balanced.				◆						
Item Type	**Understanding Word Meaning** (Average - 50%ile) Answered 8 of the 8 questions and got 5 correct.					◆					
	Comprehending Text (Above Average - 92%ile) Answered 8 of the 10 questions and got 7 correct.								◆		
	Making Verbal Inferences (Average - 66%ile) Answered 8 of the 10 questions and got 5 correct.						◆				

Interpretation Guidelines

Comparison Group: Mixed Customer Service Group (HC&SA)

Sten 1: higher potential than about 1% of the comparison group
Sten 2: higher potential than about 5% of the comparison group
Sten 3: higher potential than about 10% of the comparison group
Sten 4: higher potential than about 25% of the comparison group
Sten 5: higher potential than about 40% of the comparison group
Sten 6: higher potential than about 60% of the comparison group
Sten 7: higher potential than about 75% of the comparison group
Sten 8: higher potential than about 90% of the comparison group
Sten 9: higher potential than about 95% of the comparison group
Sten 10: higher potential than about 99% of the comparison group