

The ITC Guidelines

A Practitioner's Perspective

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A Practitioner's Perspective

- ◆ From the point of view of a global provider of computer-based assessments – we operate in almost all the countries highlighted on Iain Coyne's map, plus India and Saudi Arabia
- ◆ Does this just create more bureaucracy, or do the Guidelines have a practical impact?
- ◆ If they do, what are the key issues that engage me as a practitioner?
- ◆ Overall do the Guidelines help or hinder my business?

The ITC's Expectations

Dave highlighted three areas where ITC hoped the Guidelines would make a contribution:

- By enhancing quality and promoting good practice

- By increasing test-taker and consumer protection

- By supporting the expansion of CBT/Internet testing

He also indicated that 59% of respondents stated that the Guidelines would have a moderate or large impact on their work

Dave Bartram also covered an area of increasing interest to us:

- 'Remote Proctored' or 'Controlled Mode' testing

Quality & Good Practice

With the Guidelines we now have benchmarks

- ◆ We have always claimed to operate according to ‘best practice’, but until now there have been few benchmarks against which we can validate this claim and justify the sometimes additional costs that this imposes
- ◆ The Guidelines are a significant addition here, and already we have had clients measuring our processes against them
- ◆ We are also able to make compliance with the Guidelines a contractual obligation for all those who employ our assessment tools.
- ◆ This helps with our overall risk management strategy

Test-Taker and Consumer Protection

Guidelines support risk management for all those involved

- ◆ The key issue here for us is to obtain test-takers' Informed Consent and the Guidelines have helped to refine our existing approach
- ◆ It is good to see the emphasis on Data Protection because this is an increasingly complex area that can impose significant operating penalties, especially when working in the EU
- ◆ The Guidelines reinforce the crucial importance of maintaining interpretation and feedback at a common standard globally. This further validates our insistence on practitioner-provided feedback to test-takers
- ◆ This also supports the 'value added' of our computer-based testing because all interpretation is built into the computer programs, and all feedback is given on screen

Informed Consent



Informed Consent

If you have already given your **Informed Consent** click [Assessment Selection](#) to continue

Informed Consent

EDAC operates under the assumption that all participants have given their **informed consent** to participate in the assessment process. This is the fundamental concept that underlies all current and anticipated data protection protocols and legislation. This is the fundamental concept that underlies all current and anticipated data protection protocols and legislation. **Informed Consent** conforms to the statutory rules of the United States Office of Management & Budget and the European Commission. For Australia our policies are consistent with the National Privacy Principles set out in the Privacy Act No 155 of 2000. For S Africa we follow the statutory regime imposed by the Health Professions Council of South Africa.

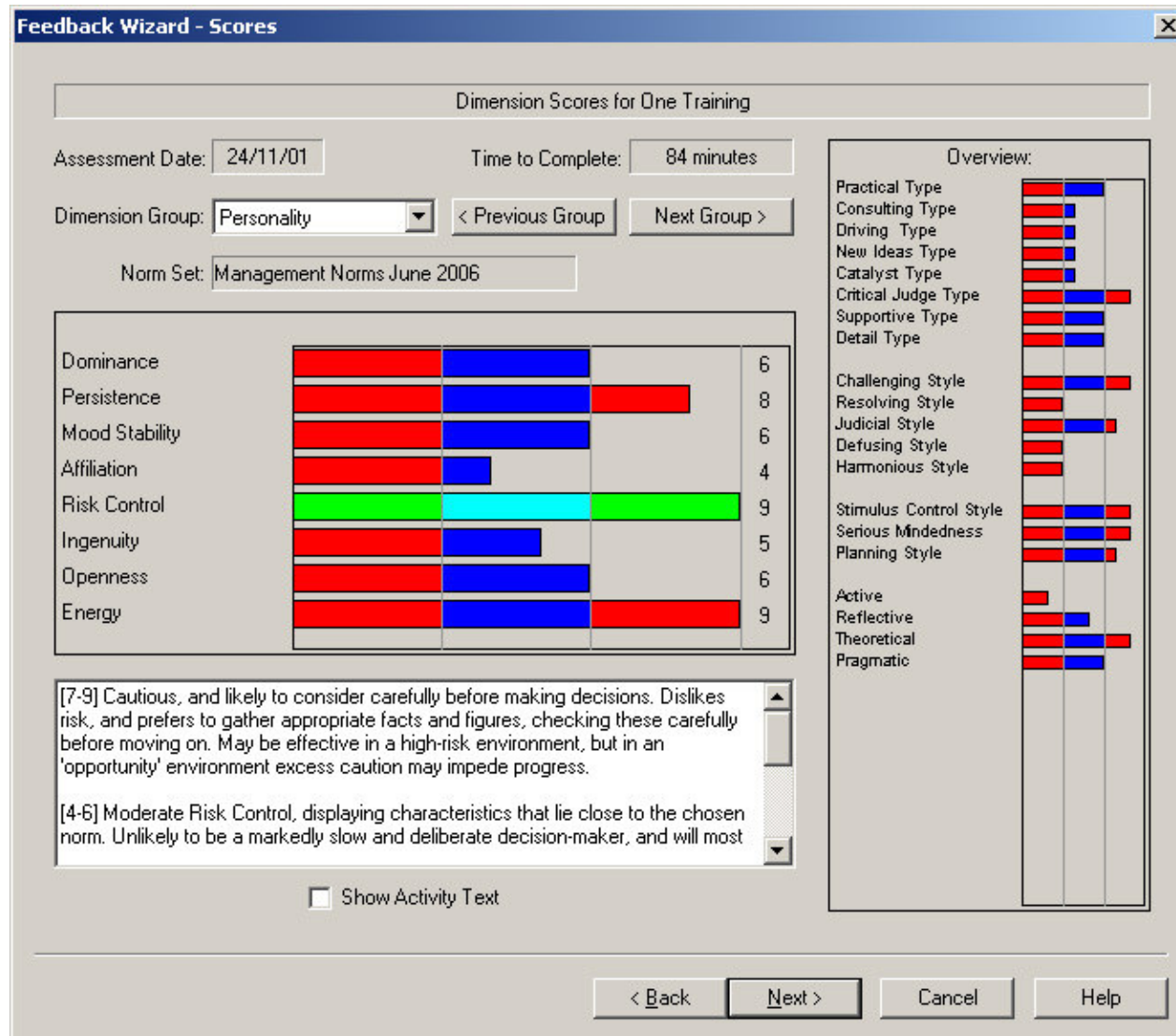
Informed Consent also conforms to 'best practice' as defined by national and international professional and regulatory bodies such as the British Psychological Society, the Association of Test Publishers and the International Test Commission.

In order for candidates to give their **informed consent**, they must be clear as to what qualities or competencies are being assessed, how the assessment data is to be used, and what is being done to protect their data from unauthorised use. EDAC requires all participants to give their **informed consent** before they are able to complete any of the assessments.

EDAC Security Statement

EDAC offers a number of assessment instruments for completion via the Internet, and subsequent use by trained and accredited psychologists, psychometricians, consultants and HR professionals (EDAC or Bioss Practitioners), working primarily in management development programmes. The confidentiality, security and control of assessment data and results are of primary interest to EDAC.

Interpretation and Feedback



Expansion of CBT/Internet Testing

The worrisome trend to legislate

- ◆ We operate in Brazil and here the authorities have made it known that they will look to the Guidelines when preparing legislation
- ◆ In S Africa the Health Professions Council claimed to base new rules for the use of the Internet on the Guidelines, but in fact either ignored or misinterpreted them – this is now being challenged in the courts
- ◆ In the UK the Health Professions Council is making a ‘grab’ for the control of the “psychological professions”. Hopefully the Guidelines will be taken into account, although the initial reaction to the powerful and well-considered response by the BPS is not encouraging

'Remote Proctored' or 'Controlled Mode'

- ◆ We welcome Dave Bartram's comments in support of 'Remote Proctored' or 'Controlled Mode' testing
- ◆ Our problem is less complex than that of a testing organisation because we primarily offer psychological assessments designed to support management development
- ◆ Nonetheless we secure our practice by:
 - Separating the assessment questionnaires from the programs that analyse the data – assessments are online, programs are on PCs
 - Granting access to assessments only for candidates who have been given individual access codes
 - Recording all candidate activity server-side and measuring this against benchmarks provided, e.g. time to complete
 - Requiring face to face or online feedback to confirm the whole process as valid

Good or Bad for Business?

- ◆ Mostly the Guidelines codified our established practice, so we welcome them unreservedly
- ◆ Overall we gain marketing leverage from the Guidelines because they underwrite our claim to follow international 'best practice' in the conduct of our assessment business
- ◆ Being able to point to the Guidelines in support of the more demanding standards that we set for our practitioners and clients helps us to make the value equation
- ◆ That's a real 'bottom line' impact

Questions?

<http://edacn.com>