



## Pricing Catalogue 2010

Blending Research with Application

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# OPRA Assess

OPRA is a premier provider of psychometric tests, and is the exclusive distributor of a vast range of specialist HR products. We are also a dedicated developer of psychometric assessment tools which are distributed internationally. Our assessment products provide an end-to-end solution for the progressive human resource professional.

OPRA's range of assessments can be delivered in a number of different ways, depending on your budget, resources, and preferences. A description of OPRA's three delivery options are provided below.

## OPRA'S ASSESSMENT TESTING SERVICE

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- *Don't want the hassle of purchasing any software or completing any training? Use OPRA's assessment testing service as a one-off or on a continual basis, or work in partnership with OPRA combining our resource and expertise.*

OPRA will provide all services related to the administration and delivery of assessments. This includes test administration, analysis, feedback, and the production of comprehensive reporting for each hiring manager and candidate/s.

## OPRA'S BUREAU REPORTING SERVICE

PAGE 8

- *Would you like to provide all face to face interaction (assessment administration and feedback) with candidates, employees, or clients, but don't want to purchase the reporting software?*

OPRA can provide the essential training to allow in-house administration and interpretation of all assessments, while taking responsibility for all report production on your behalf. This option effectively minimises all upfront costs, and removes issues related to the installation or use of the required software.

## SELF MANAGED ASSESSMENT (IN-HOUSE)

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- *Would you like to control the entire assessment process in-house, reducing your reliance on outsourced consultants?*

Following the purchase of the required software / products, OPRA can train in-house staff to administer, produce, and analyse psychometric report output entirely in-house. This will enable your organisation to manage each stage of the test process at your convenience, and for a fraction of the outsourced cost.

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## OPRA's Assessment Testing Service

OPRA's fee includes test administration, analysis, and the feedback of results to the hiring manager and candidate/s, plus a comprehensive written report.

PACKAGE DEALS		Assessments	Deliverables	Package Cost
	Professional / Specialists	15FQ+ Personality Profile AND General Reasoning Test OR Graduate Reasoning Test	Assessment report Client debrief Candidate feedback 24 hour report delivery	\$800
	Manager Package	Graduate Reasoning Test 15FQ+ Personality Profile AND Emotional Intelligence Assessment OR In-basket Exercise	Assessment report 1 to 1 client and participant brief Same day report delivery	\$1,200
	Executive Package	Critical Reasoning Test Abstract Reasoning Test 15FQ+ Personality Profile Emotional Intelligence In-basket Exercise	Assessment Report Participant development report 3 way client, participant and consultant brief	\$1,850
	Executive Development Package	15FQ+ Personality Profile Emotional Intelligence Values and Motives AND General Reasoning Test OR Graduate Reasoning Test	Participant development report 1 to 1 participant development session	\$1,850

Additional Options	Options	Cost
	3 way client, candidate, and consultant debrief	\$400
	1 to 1 tailored consultant psychologist interview	\$400
	1 to 1 developmental feedback	\$550
	Development Options Guide	\$250
	Test Administration Service <ul style="list-style-type: none"> <li>\$150 for the first hour and \$35 per 15 minutes thereafter</li> </ul>	\$150 hr

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## Assessment Testing Discounts

When more than one assessment is completed, the highest value assessment will be charged at full price. A discount of \$100 will apply to each additional personality or ability test battery, while a \$50 discount will apply for each ability sub-test. No discounts are given for assessment and development centre exercises or specialist assessment measures.

Ability / Aptitude Assessment	Assessment	Cost	Page Ref
	Abstract Reasoning Test (ART)	\$300 pp	22
	Adapt General Reasoning Test (AdaptGRT)	\$250 pp	22
	Chinese Cultural Awareness Checklist (CCAC)	\$300 pp	22
	Clerical Test Battery (CTB)	\$300 pp	22
	Critical Reasoning Test Battery (CRTB1 & CRTB2)	\$300 pp	22
	Graduate Reasoning Test (GRT1 & GRT2)	\$300 pp	22
	Industrial Proficiency Test (IPT)	\$300 pp	22
	Internet Reasoning Test (IRT2)	\$200 pp	22
	Maori Knowledge Assessment (MKA)	\$300 pp	22
Technical Test Battery (TTB)	\$300 pp	22	

Personality / Preference Assessments	Assessment	Cost	Page Ref
	15 Factor Questionnaire (15FQ+)	\$600 pp	24
	15 Factor Questionnaire Form C (15FQ+C)	\$550 pp	24
	Occupational Personality Profile (OPP)	\$550 pp	24
	Sales Preference Indicator (SPI)	\$350 pp	24
	Values and Motives Inventory (VMI)	\$350 pp	24
	Jung Type Indicator (JTI)	\$350 pp	24
	Occupational Interests Profile (OIP+)	\$350 pp	24
	Overseas Preparation Indicator (OPI)	\$350 pp	24
	Stanton Survey of Integrity (SSI)	\$250 pp	24
Learning Styles Inventory (LSI)	\$250 pp	24	

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<b>Alternate Assessments</b>	<b>Assessment</b>	<b>Cost</b>	<b>Page Ref</b>
	Contact Centre Scenario Inventory (CCSI)	\$350 pp	26
	Genos Emotional Intelligence Recruit (Genos EI Recruit)	N/A	26
	Health and Safety Indicator (HSI)	\$350 pp	26

<b>Assessment &amp; Development Centre Exercises</b>	<b>Assessment</b>	<b>Cost</b>	<b>Page Ref</b>
	Analysis Exercise	\$500 pp	28
	Assigned Role Group Discussion	\$650 pp	28
	Fact Find Exercise	\$500 pp	28
	In Basket Exercises	\$650 pp	28
	Interview Simulation	\$700 pp	28
	Oral Presentations	\$650 pp	28
	Non-Assigned Role Group Discussion	\$450 pp	28
	Scheduling Exercise	\$450 pp	28

<b>Specialist Assessments</b>	<b>Assessment</b>	<b>Cost</b>	<b>Page Ref</b>
	Emotional Intelligence Assessment (Development)	\$450 pp	29
	Emotional Intelligence Multi-Rater Assessment (Development)	\$650 pp	29
	Emotional Intelligence Recruit Standard (Recruitment)	\$250 pp	29
	Emotional Intelligence Recruit Premium (Recruitment)	\$295 pp	29
	Supervised PC Skills Based Assessment (e.g. MS Word, MS Excel)	\$150 pp	29
	Unsupervised PC Skills Based Assessment (e.g. MS Word, MS Excel)	\$100 pp	29
	FutureSelves Career Development Assessment and Feedback	\$450 pp	29
	Pressure Management Indicator	\$150 pp	29
	Job Analysis	\$150 pp	29

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# OPRA's Bureau Reporting Service

OPRA's fee includes test report generation (either.gsi file input or via data entry). All test administration and feedback is completed independently of OPRA.

Ability / Aptitude Assessment	Assessments	Cost (GSI)	Cost (D.E.)*
	Abstract Reasoning Test (ART)	\$60	N/A
	Adapt General Reasoning Test (Adapt GRT)	N/A	N/A
	Chinese Cultural Awareness Checklist (CCAC)	\$70	N/A
	Clerical Testing Battery (CTB)	\$70	\$90
	Critical Reasoning Test Battery (CRTB1 & CRTB2)	\$60	\$75
	Graduate Reasoning Test (GRT1 & GRT2)	\$60	\$75
	Industrial Proficiency Test (IPT)	\$70	\$90
	Internet Reasoning Test (IRT2)	\$60	N/A
	Maori Knowledge Assessment (MKA)	\$70	\$90
	Technical Test Battery (TTB)	\$60	N/A

Personality / Preference Assessments	Assessments	Cost (GSI)	Cost (D.E.)*
	15 Factor Questionnaire Plus (15FQ+)	\$150	\$180
	15 Factor Questionnaire Plus Form C (15FQ+C)	\$150	\$180
	Occupational Personality Profile (OPP)	\$120	\$140
	Sales Preference Indicator (SPI)	\$120	\$140
	Values and Motives Inventory (VMI)	\$120	\$140
	Jung Type Indicator (JTI)	\$120	\$140
	Occupational Interests Profile (OIP+)	\$120	\$140
	Overseas Preparation Indicator (OPI)	\$120	\$140
	Stanton Survey of Integrity (SSI)	\$120	\$140
Learning Styles Inventory (LSI)	\$120	\$140	

Alternate Assessments	Assessments	Cost (GSI)	Cost (D.E.)*
	Contact Centre Scenario Inventory (CCSI)	\$60	N/A
	Genos Emotional Intelligence Recruit (Genos EI Recruit)	N/A	N/A
	Health & Safety Indicator (HSI)	N/A	N/A

\*D.E = data entry

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## Self Managed Assessments

Trained in-house personnel administer, score, analyse, and provide all assessment test feedback independently of OPRA.

GeneSys Products	Product	Description	Cost
	GeneSys Software License	Includes software to administer, score, and interpret all GeneSys tests in-house, create user norms, competency profiling, and remote questionnaire administration at multiple sites. Results are processed centrally.	\$3,900
	Additional Software License	Additional software license as per above.	\$1,950
	Replacement Software License	Replacement software license due to loss or damage.	Available via request
	RQA Remote Questionnaire Administrator License	P.C. License to <i>administer</i> all GeneSys tests in-house.	\$500
	GeneSys Online User License	GeneSys Online account which includes the capability to administer, score, and interpret GeneSys tests in-house.	\$500 pp
	GeneSys Online User License (use with GeneSys Software License)	GeneSys Online account which includes the capability to administer, score, and interpret GeneSys tests in-house * MUST HAVE GENESYS SOFTWARE LICENSE.	\$100 pp
	GeneSys Dongle Credits	Price per credit to import data into the GeneSys Software or GeneSys Online system.	\$12.50 each

GeneSys Ability / Aptitude Assessments	Assessments	Test Booklet (1)	Test Booklets (10)	Answer Sheets (10)	Answer Sheets (50)	GeneSys Credits	GeneSys Online Credits
	Adapt GRT	N/A	N/A	N/A	N/A	N/A	2
	Abstract Reasoning Test	N/A	N/A	N/A	N/A	1	2
	Chinese Culture Awareness Checklist	\$25	\$230	\$15	\$50	1	N/A
	Clerical Test Battery	\$35	\$300	\$15	\$50	1	2
	Critical Reasoning Test Battery	\$30	\$260	\$15	\$50	1	2
	General/Graduate Reasoning Test Battery	\$35	\$300	\$15	\$50	1	2
	Internet Reasoning Test	N/A	N/A	N/A	N/A	1	2
	Industrial Proficiency Test	\$30	\$260	\$15	\$50	1	2
	Maori Knowledge Assessment	\$25	\$230	\$50	\$230	1	N/A
	Mechanical Reasoning Test	\$25	\$230	\$15	\$50	1	2
	Spatial Reasoning Test	\$25	\$230	\$15	\$50	1	2

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<b>GeneSys Personality / Preference Assessments</b>	<b>Assessments</b>	<b>Test Booklet (1)</b>	<b>Test Booklets (10)</b>	<b>Answer Sheets (10)</b>	<b>Answer Sheets (50)</b>	<b>GeneSys Credits</b>	<b>GeneSys Online Credits</b>
	<b>15 Factor Questionnaire Plus</b>	\$35	\$300	\$15	\$50	4	4 – 10
	<b>15 Factor Questionnaire Plus C</b>	\$35	\$300	\$15	\$50	4	4 - 10
	<b>Occupational Personality Profile</b>	\$25	\$230	\$15	\$50	3	3 - 6
	<b>Sales Preference Indicator</b>	\$25	\$240	\$15	\$50	2	4
	<b>Values and Motives Inventory</b>	\$25	\$230	\$15	\$50	1	3
	<b>Jung Type Indicator</b>	\$25	\$250	Included	Included	1	2
	<b>Occupational Interest Profile</b>	\$25	\$230	\$15	\$50	2	4
	<b>Overseas Preparation Inventory</b>	N/A	N/A	N/A	N/A	2	2
	<b>Stanton Survey of Integrity</b>	\$25	\$230	\$15	\$50	2	2
	<b>Learning Styles Inventory</b>	N/A	N/A	N/A	N/A	1	1

<b>GeneSys Alternate Assessments</b>	<b>Assessments</b>	<b>Test Booklet (1)</b>	<b>Test Booklets (10)</b>	<b>Answer Sheets (10)</b>	<b>Answer Sheets (50)</b>	<b>GeneSys Credits</b>	<b>GeneSys Online Credits</b>
	<b>Contact Centre Scenario Inventory</b>	N/A	N/A	N/A	N/A	2	2
	<b>Genos Emotional Intelligence Recruit</b>	N/A	N/A	N/A	N/A	N/A	3
	<b>Health &amp; Safety Indicator</b>	N/A	N/A	N/A	N/A	N/A	2

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Assessment & Development Exercises	Starter Set Packs *	Cost
	Analysis Exercise	\$160 pp
	Assigned Role Group Discussion	\$350 pp
	Fact Find Exercise	\$150 pp
	In Basket Exercises	\$230 pp
	Interview Simulation	\$175 pp
	Oral Presentations, Non-Assigned Role Group Discussion or Scheduling Exercise	\$150 pp

\* The Starter Set includes one copy of the instructions for the participant, participant report form, assessor report form, guide for assessors (re-usable) and administrator instructions (re-usable).

Assessment & Development Exercises	Assessment & Development Centre Exercise Components		Cost	
	<b>Analysis Exercise</b>			
	• Analysis Exercise: Instructions for the Participant + Participant Report Form		\$75	
	• Analysis Exercise: Assessor Report Form		\$15	
	• Analysis Exercise: Guide for Assessors		\$90	
	• Analysis Exercise: Administrator Instructions		\$0	
	<b>Assigned Role Group Discussion</b>			
	• Assigned RG Discussion: Instructions for the Participant + Participant Report Form (contains a set of six different briefs)		\$290	
	• Assigned RG Discussion: Assessor Report Form		\$15	
	• Assigned RG Discussion: Guide for Assessors		\$90	
	• Assigned RG Discussion: Administrator Instructions		\$0	
	<b>Fact Find Exercise</b>			
	• Fact Find Exercise: Instructions for the Participant + Participant Report Form		\$50	
	• Fact Find Exercise: Assessor Report Form		\$15	
	• Fact Find Exercise: Guide for Assessors		\$90	
	• Fact Find Exercise: Instructions for the Resource Person		\$50	
	• Fact Find Exercise: Administrator Instructions		\$0	
	<b>In Basket Exercises</b>			
	• In Basket Exercise: Instructions for the Participant + Participant Report Form		\$120	

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• In Basket Exercise: Assessor Report Form	\$15
• In Basket Exercise: Guide for Assessors	\$120
• In Basket Exercise: Administrator Instructions	\$0
<b>Interview Simulation</b>	
• Interview Simulation: Instructions for the Participant + Participant Report Form	\$50
• Interview Simulation: Assessor Report Form	\$10
• Interview Simulation: Guide for Assessors	\$69
• Interview Simulation: Instructions for the Role player	\$50
• Interview Simulation: Administrator Instructions	\$0
<b>Oral Presentations, Non-Assigned Role Group Discussion or Scheduling Exercise</b>	
• Oral Presentations: Instructions for the Participant + Participant Report Form	\$50
• Oral Presentations: Assessor Report Form	\$15
• Oral Presentations: Guide for Assessors	\$90
• Oral Presentations: Administrator Instructions	\$0

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	Assessments	Cost
<b>Emotional Intelligence (Genos EI)</b>	EI Self Assessment	\$110 pp
	EI Multi-Rater (360) Assessment	\$300 pp
	EI Recruit Standard Report	\$50 pp
	EI Recruit Premium Report	\$150 pp
	EI Group Report (Self)	\$150 pp
	EI Group Report (Multi-Rater)	\$350 pp
	<b>EI Enhancement/Coaching Kit (10 Learning Modules)*</b> <ul style="list-style-type: none"> <li>*EI Enhancement Kit includes two (2) multi-rater assessments (pre- and post-enhancement programme) plus 10 EI learning modules</li> </ul>	\$950 pp
	EI 10 Module Enhancement Programme Facilitator Guide	\$595 pp
<b>Skills Testing</b>	PC Skills Based Assessment Online License	\$2,324
	PC Skills Based Evaluations (20 to 99 evaluations)	\$38 each
	Future Selves License available upon request	POA
<b>Pressure Mgmt</b>	Pressure Management Indicator License (up to 25 respondents)	\$3,300
	Pressure Management Indicator License (up to 50 respondents)	\$6,000
	Pressure Management Indicator License (up to 100 respondents)	\$11,000
<b>Test Administration and Feedback Services</b>	Test Feedback: Ability / Aptitude Assessment – per assessment	\$75
	Test Feedback: Personality / Preference Assessment – per assessment	\$120
	Test Feedback: Assessment & Development Exercises – per assessment	\$120
	Test Feedback: Emotional Intelligence – per assessment	\$120
	Test Feedback: Skills Based Testing – per assessment	\$75
	Test Feedback: Career Development Assessment – per assessment	\$120
	Test Feedback: Pressure Management Assessment – per assessment	\$120
<b>CBI-SMART</b>	Annual License	\$750
	Annual License and Structured Interview Training	\$995

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# OPRA Consult

OPRA offers a comprehensive, integrated approach to building high performing teams and organisations. From the establishment of a strategic vision, to a detailed job analysis, OPRA offers consulting support to assist in the development of a high performance culture, team, or organisation.

	Consulting Offerings	Description	Cost
<b>Consult Type</b>	<b>Applied Research</b>	<p>Conducting applied research is becoming increasingly important for organisations to identify potential risk areas, develop practical solutions and measure ROI. OPRA has a vast range of experience in conducting:</p> <ul style="list-style-type: none"> <li>• Staff retention analysis</li> <li>• Process audits</li> <li>• Training needs analysis</li> </ul> <p>Contact OPRA for more details.</p>	POA
	<b>Competency Modeling / Job Analysis</b>	<p>OPRA has conducted a number of job analysis and competency design projects over the last 5 years. Since job analysis is the key foundation for virtually all HR functions, there is an increasing need to link key job attributes and competencies to HR processes. OPRA has the skills and capacity to help your organisation with job analysis and competency modeling projects. Contact OPRA for more details.</p>	POA
	<b>Strategic Visioning</b>	<p>OPRA has a track record of helping organisations translate their vision for the future into appropriate selection, performance management, and development strategies. OPRA has experience in guiding organisations to ensure all systems (values, policies ,and processes) are aligned to help develop and leverage capabilities. Contact OPRA for more details.</p>	POA

Please refer to OPRA’s Terms of Engagement (page 20) for OPRA’s standard consulting rates per hour.

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# OPRA Survey

OPRA provide a comprehensive range of ready-to-use survey solutions and has the in-house expertise to guide you through each step of the way. Please find below an outline of our survey offerings.

Survey Offerings	Description	Cost
<b>360 Develop Surveys</b>	Unlike conventional 'top down' feedback, 360-degree feedback provides a participant with constructive performance feedback from his or her manager, direct reports, colleagues, and others both internal and external to the organisation. OPRA has a range of off the shelf surveys, as well as the flexibility to create a completely customised 360 survey for your organisation. Contact OPRA for more details.	POA
<b>Culture Surveys</b>	OPRA is the NZ distributor for the Denison Culture survey, designed specifically to link culture to bottom line performance. Contact OPRA for more details.	POA
<b>Exit Interviews / Surveys</b>	Exit Interviews / Surveys provide a robust framework to better understand the motivations and drivers that contribute to an individual exiting an organisation. OPRA can provide decision makers with exit reports that specifically identify areas of concern and establish priorities for change. Contact OPRA for more details.	POA
<b>Post-Appointment Surveys</b>	Post-appointment surveys are a powerful tool to pinpoint gaps within both the induction and selection process – from the perspective of new employees. OPRA can provide decision makers with post-appointment reports that specifically identify areas of concern and establish priorities for change. Contact OPRA for more details.	POA
<b>Stakeholder Surveys</b>	Stakeholder surveys are an effective way to manage, measure, and evaluate how your organisation is performing against agreed business objectives, as well as stakeholders' needs and expectations. Contact OPRA for more details.	POA

OPRA Survey Offerings

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# OPRA Train

OPRA provides a comprehensive range of training solutions to support our suite of **psychometric assessment and development tools**. Public training courses are available in Auckland, Wellington, and Christchurch on a monthly basis, while in-house, customised training options are also available.

	Training Courses	Description	Cost
<b>Psychometrics Training</b>	<b>Psychometric Test Administration Training</b>	A 1-day course on the administration of psychometric assessments.	\$750 pp
	<b>Psychometric Test Administration Training (Distance Learning)</b>	An offsite, distant learning option for the psychometric test administration training.	\$500
	<b>I-Supervise Training (Distance Learning)</b>	A distance learning course on how to use the i-Supervise function available via GeneSys Online.	\$400
	<b>Psychometric Test Interpretation Training</b>	A 3-day course on the interpretation of psychometric assessments.	\$2,400 pp
	<b>Psychometrics Test Administration and Interpretation Training</b>	A discounted package rate for test administration and interpretation training.	\$2,900 pp
<b>Other Public Training</b>	<b>Assessment Centre Training</b>	A 2-day course providing individuals with the knowledge and skills to design and deliver assessment centres in-house.	\$1,500 pp
	<b>Career Development Training</b>	A 1-day course focusing on how to use the Occupational Interest Profile and FutureSelves assessments to guide career management discussions.	\$750 pp
	<b>Emotional Intelligence Training</b>	A 2-day course on EI administration, interpretation, and coaching using the Genos EI tool.	\$1,500 pp
	<b>Jung Type Indicator Training</b>	A 1 day "Train the Trainer" course to utilise the JTI as a facilitation tool for team building. Should also enhance understanding individual differences and work preferences.	\$750 pp
	<b>Statistica Basic Training</b>	A 1-day course on the use of the leading-edge statistical software package Statistica.	\$750 pp
	<b>Statistica Advanced Training</b>	A 1-day course on the advanced use of Statistica software.	\$750 pp
	<b>Structured Interview Training</b>	A 1-day course in structured selection interviewing.	\$750 pp
<b>In-House Training</b>	<b>In-house Training Option</b>	OPRA can run any of the above public courses in-house for a maximum of 14 participants. By request, the content of any courses can be customised to specifically target an organisational or team need.	POA

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# OPRA Develop

OPRA Develop is a modularised series of one-day programmes that are aimed at supporting staff in both their professional and personal development. Depending on organisational need, course content can be customised for end-users, with emphasis on specific areas of interest.

	Develop Offerings	Description	Cost
<b>OPRA Develop Course</b>	<b>Effective Communication</b>	A highly interactive workshop that provides a practical framework for creating and sustaining high quality relationships through effective communication.	\$1,000 pp
	<b>Emotional Intelligence</b>	This workshop brings together the latest of international EI research to assist individuals learn and apply the principles of EI. This programme is designed to help participants learn and live with emotional intelligence – both in the workplace and in their everyday lives.	\$1,000 pp
	<b>Healthy Thinking</b>	Developed by Dr. Mulholland and the Healthy Thinking Institute, this programme will provide individuals with a new healthy thinking language and tools to diagnose and treat the 10 most frequent unhealthy attitudes.	\$1,000 pp
	<b>Resilience</b>	Synergy Health’s resilience training programme focuses on the physical, emotional, and psychological states that determine performance in all areas of our lives. It provides people with the skills to achieve the “Optimal Performance State” – a state where they will be energized, focused, and work productively, while maintaining essential balance in their lives.	\$1,000 pp
	<b>Self Esteem</b>	Building on the work of Nathaniel Branden, this one day course is designed to assist participants learn how to develop self esteem – a powerful framework for developing self belief.	\$1,000 pp
	<b>In-House OPRA Develop Training</b>	OPRA can run any of the above OPRA Develop one day courses in-house for a maximum of 14 participants. By request, the content of any of the courses can be customised to specifically target an organisational or team need.	POA
<b>Additional Options</b>	<b>One to one Development Coaching</b>	One and a half hours of one to one development coaching with a registered psychologist.	\$550
	<b>Development Book-Set</b>	A six part modular series of books containing development options for critical work related competencies.	\$250

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# OPRA Evaluate

OPRA's approach to evaluation is not simply to gather and summarise information about the evaluation subject. We take the additional step of *defining what it means for an organisation's in-house activities to be 'high quality', 'valuable', and 'worthwhile'*. OPRA will then combine these definitions of 'value' with the descriptive data gathered. This will enable us to draw explicit conclusions about the quality of in-house interventions, programmes, and/or activities relative to the value of the outcomes achieved.

OPRA Evaluation Offering	Evaluation Offerings	Description	Cost
	<b>Programme Evaluation</b>	Programme evaluation is a formalised process for measuring the success of a training intervention, programme, or project. Programme evaluations are designed to evaluate one of the following three questions: <ul style="list-style-type: none"> <li>• How should the programme be delivered to produce desired results?</li> <li>• Is the programme being delivered as intended?</li> <li>• Is the programme delivering the desired outcomes?</li> </ul> Contact OPRA for more details.	<b>POA</b>
	<b>Training Needs Analysis (TNA)</b>	Training needs analysis is a formal process of identifying training gaps and training needs. OPRA's approach to TNA includes gathering data from a range of sources, thereby ensuring the most robust, holistic evaluation of training needs. Contact OPRA for more details.	<b>POA</b>
	<b>Validation Studies</b>	Validation studies help confirm whether an organisations' assessment and selection systems actually predict real-world outcomes such as job performance, absenteeism, retention, and sales performance. A validation study would also ascertain: <ul style="list-style-type: none"> <li>• Which behaviours directly link to performance;</li> <li>• Which behaviours are held by current top performers;</li> <li>• Does age / tenure / or qualifications link to performance;</li> <li>• What weighting needs to be attached to specific behaviours.</li> </ul> Contact OPRA for more details.	<b>POA</b>

Please refer to OPRA's Terms of Engagement (page 20) for OPRA's standard consulting rates per hour.

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## Terms of Engagement

### OPRA Consulting Group

#### Introduction

These terms of engagement set out certain standard terms and conditions on which OPRA Consulting Group (“we”) provide services, training, or products to our clients.

These terms of engagement apply, subject to any additional or alternative terms that we may agree in writing with our clients (“you”). It is not necessary for you to sign these terms of engagement to indicate your agreement to them. We will assume your agreement when you engage us to provide services, training, or products.

#### Our Services, Training & Product

We will provide our services, training, and products to you in accordance with your instructions and will ensure there is a clear understanding with you of the scope, importance, and timetable of each set of instructions or purchase order.

We will deliver our services in accordance with all applicable professional and legal obligations. We will act with all due care and skill, to provide quality training, consulting, and product support. Our products include software and on-line application licences.

Should a product we supply be defective, despite our quality control measures, we will replace or repair it free of charge.

The services, training, and products that we provide to you are to you alone and not for distribution to any other party. Products and training materials that we provide to you are not to be copied or reproduced for use in ways that circumvent charges for further supply.

#### Our Team

We will nominate a key contact who will be responsible for our relationship with you. He or she will ensure that your requests are carried out by staff with the appropriate level of skill and experience.

#### Confidentiality

Maintaining client confidentiality is fundamental. We do not disclose any confidential information unless required and authorised by a client, or by the law, or the New Zealand Psychological Society’s Code of Ethics.

As a result of providing services to you we may have reason to collect information on your organisation and personal information pertaining to candidates we assess on your behalf. Personal and candidate information will be held on a confidential basis at our offices. Under the Privacy Act 1993 you have the right to access and correct any personal information. Some candidate information will be retained for statistical purposes.

#### Electronic Communications

We may correspond with you and others by electronic communication, unless you instruct us not to do so. As you are aware electronic communications are not secure. They may be read, copied, or interfered with in transit. We will not be responsible for any of the risks associated with electronic communication.

#### Fees for Services

We have set fees for many of our services and these are listed between page 5 and page 18 of this document. We will also provide proposals or quotes for specific assignments. In the absence of advertised fees or quotes our usual practice is to charge for our services by reference to the time spent by relevant staff charged at their hourly rate. We also take into account other factors including complexity, difficulty or novelty, the specialised skill or knowledge required, the volume of work involved, the urgency of the work and the overall result.

If you are requesting a service from us, you are engaging us. Service requests may be oral (either telephone or in person) or written (e.g. letters, faxes, notices, or e-mail).

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**Terms of Engagement**

**OPRA Consulting Group**

**Our scale of time-based fees is (per hour):**

OPRA Project Management	\$375
Senior Consulting Psychologist	\$375
Consultant Psychologist	\$300
Senior Psychological Advisor	\$250
Psychological Advisor	\$200
IT Specialist Support	\$150
IT Helpdesk Support (min. per call \$20)	\$120

Our standard policy is to invoice travel time at 50% of the above rates.

Test Administration at our premises is charged at \$150 for facilities and services for up to 1 hour, plus \$35 per ¼ hour thereafter.

**Quotation & Fee Estimates**

Where a quotation is given by us for services:

- (a) The quotation shall be valid for 6 months from the date of issue unless otherwise specified in writing.
- (b) The fee shall be exclusive of disbursements and goods and services tax unless specifically stated to the contrary.
- (c) We reserve the right to withdraw any quotation given to you without prior notice at any time after the quotation is given and before acceptance by you.

Where services are required in addition to the services contemplated by the quotation, you agree to pay for the additional cost of such services.

A quotation may include an estimate of the cost of a service to be provided by a third party. Any variation in the actual charge made by the third party may result in a variation to the total price payable by you. Where a fee estimate is given, and an engagement has begun on the basis of the fee estimate, we will endeavour to alert you to any change in cost exceeding 10% of the estimate.

**Charges for Training**

Our standard charges for the training we provide are listed between page 5 and page 18 of this document. In the absence of any written quotes or proposals, these charges apply. We require deposits in advance in order to secure a training

course booking, and part of the deposit is non-refundable according to an advertised schedule, which will be forwarded to you upon registration of your booking.

**Charges for Products**

Our standard charges for the products we supply are listed between page 5 and page 18 of this document. In the absence of any written quotes or proposals, those charges apply.

**Disbursement Charges**

We charge a \$5 admin fee for general office disbursement costs such as photocopying, tolls, faxes, internet charges, and postage.

We charge for handling and despatch, commensurate with the size of product orders.

We also charge for external disbursements, including travel, accommodation costs, larger materials costs and couriers.

**GST**

We charge goods and services tax on products and services, including the service fee, that we provide within New Zealand as required by New Zealand law.

**Accounts and Payments**

Our usual practice with services is to send you an invoice each month during progress and when a service is concluded. We normally invoice products at the time of supply and training at least partially in advance with the balance due around the time of delivery.

Our accounts are payable within 14 days of the date of the invoice, unless specifically agreed otherwise with you. We do not send statements.

In order to help us stay focused on service to you as a client, without debt collection concerns, you agree to pay our accounts promptly.

## Terms of Engagement

### OPRA Consulting Group

You are liable to pay our accounts on our agreed terms whether or not you have a right of recovery from a third party and whether or not a third party seeks a review of our charges.

If an account is not paid, we may choose not to do any further work and retain custody of work done until all accounts are paid in full or alternative arrangements are made. Products or licences we supply remain the property of OPRA until paid for in full and may be repossessed or revoked if not paid in full.

#### Credit Checks

We may require credit checks on you as an entity before supplying products, training or services.

#### Use of External Records

In providing our services to you, we may rely on information provided to us by third parties. It is possible that some information provided by such sources may be inaccurate or incomplete. We are not responsible for any such errors or omissions.

#### Copyright

We own, and have copyright on all work, documents, software and online applications produced by us in connection with our services.

#### Limited Liability

We are not liable to you for any consequential loss, including loss of profits, even if you advised us or we knew or should have known of the possibility of such loss. Any claim against us shall be limited entirely to a refund of part or all of our charge for the transaction in dispute.

If you have a dispute regarding our fees you agree in the first instance to contact the consultant assigned to you or any Manager at OPRA.

#### General

We may update these terms of engagement from time to time and will notify you of any such updated terms.

We encourage you to contact us with any comments or questions about these terms of engagement.

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## APPENDIX: ABILITY ASSESSMENTS

OPRA has a portfolio of ability and aptitude assessments which will help gauge candidate potential, rather than simply providing a measure of one’s existing knowledge base.

OPRA provide a range of robust assessments across a number of levels, all of which are designed to assess the specific abilities required for high performance in a range of roles from new employees to executive staff. They can be used to add value to both selection and development processes. Detailed below is a brief description of each ability and aptitude assessment as part of OPRA’s portfolio.

### OPRA’S PORTFOLIO OF ABILITY AND APTITUDE ASSESSMENTS

<b>Base Ability</b>	<p><b>Graduate Reasoning Test (GRT1) / General Reasoning Test (GRT2)</b> A measure of general mental ability, the GRT series is designed to assess verbal, numerical, and abstract reasoning. The GRT1 is typically suitable for graduate, managerial, and professional roles, while the GRT2 is more suitable for administrative, accounting, sales, customer service, and junior financial roles.</p>
	<p><b>Adapt GRT</b> The Adaptive General Reasoning Test (AdaptGRT) is a general mental ability assessment that uniquely tailors itself to the ability level of each respondent. Based on Computer Adaptive Testing (CAT), AdaptGRT is an efficient way of yielding maximum information in minimum time regarding an individual’s cognitive ability.</p>
<b>Specific Ability / Aptitude / Situational Judgement Assessments</b>	<p><b>Abstract Reasoning Test (ART)</b> The ART assesses an individual’s capacity to perceive logical patterns and relationships and extrapolate abstract reasoning. Sometimes referred to as ‘fluid intelligence’, this is considered to be the purest form of general mental ability, and is not dependent upon a person’s cultural background or educational experience.</p>
	<p><b>Chinese Cultural Awareness Checklist (CCAC)</b> The CCAC is a measure of Chinese Cultural knowledge. It is designed for use on its own, or ideally as part of a broader cross-cultural preparation programme for expatriate employees and their families intending to work or live in China.</p>
	<p><b>Clerical Test Battery (CTB)</b> Designed for general clerical and administrative positions, the CTB measures verbal, numerical, checking, and spelling. When administered online, typing and filing components can be added to this assessment.</p>
	<p><b>Critical Reasoning Test Battery 1 (CRTB1) / Critical Reasoning Test Battery 2 (CRTB2)</b> Designed to measure an individual’s ability to critically analyse passages of texts and tabular data, the CRTB series is suitable for roles requiring individuals to make decisions based on verbal arguments and numerical tabular information.</p>
	<p><b>Industrial Proficiency Test (IPT)</b> The IPT is a robust measure of ability and is designed for warehousing, factory, and process orientated jobs. Measuring an individual’s ability to follow instructions, numerical reasoning, symbolic reasoning, and checking, the IPT is suitable for individuals with a basic level of education.</p>
	<p><b>Internet Reasoning Test (IRT2)</b> With a revolving bank of 200 questions, the IRT2 is a measure of verbal, numerical, and abstract reasoning that can be completed unsupervised online. Similar to the GRT2, this test can be utilised for administrative, accounting, sales, customer service, and junior financial roles.</p>
	<p><b>Maori Knowledge Assessment (MKA)</b> The MKA is useful in roles where an understanding of Maori culture is desirable. The MKA is designed to assess an individual’s knowledge of marae protocol, Maori language, selected cultural practices and the Treaty of Waitangi. This is also a powerful tool for development.</p>
<p><b>Technical Test Battery (TTB)</b> The TTB2 measures the core skills that are required for selecting and assessing staff for engineering positions, craft apprenticeships, or technical training. Assessing mechanical reasoning, spatial reasoning, and visual acuity, the TTB is suitable for roles that require the ability to grasp technical concepts and put them to practical use.</p>	

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## GENESYS RANGE OF ABILITY MEASURES

Role Type/Level	Adapt GRT (Adapt GRT)	Graduate Reasoning (GRT1)	General Reasoning (GRT2)	Critical Test Battery (CRTB1)	Critical Reasoning (CRTB2)	Clerical Reasoning (CTB2)	Technical Battery (TTB2)	Industrial Proficiency (IPT)	Chinese Cultural Awareness Checklist (CCAC)
Managers	SC	SC		SC					TC
Professional/Specialists	SC	SC		SC					TC
Graduates	SC	SC		SC					TC
IT Programmers/Analysts	SC	SC							
Technical Staff	SC	SC					SC		
Sales	SC		SC						TC
First-Level Supervisor	SC		SC		SC				TC
Entry, General, Admin, First-Line Support	SC		SC			SC			
Industrial/Factory	SC							SC	
Customer Service	SC		SC						

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## APPENDIX: PERSONALITY / PREFERENCE ASSESSMENTS

When selecting staff, it is often useful to ascertain one's ability to work in a given team or environment, cope with pressure, and lead others, as well as overall honesty and integrity.

OPRA offer a range of personality and preference assessments that are aimed at understanding one's person - job fit, person – team fit and person – organization fit. These assessments are not only used for selection, but are also a helpful tool for appraisal and staff development.

### OPRA'S PORTFOLIO OF PERSONALITY AND PREFERENCE ASSESSMENTS

#### 15 Factor Questionnaire Plus (15FQ+) / 15 Factor Questionnaire Plus C (15FQ+C – Unsupervised)

The 15FQ+ is a normative personality assessment designed to assess an individual's interpersonal, thinking, and coping styles through 16 personality characteristics. Building on the most recent and local research, the 15FQ+ has been fully revised to ensure suitability for the public and private sector.

#### Jung Type Indicator (JTI)

Developed as a modern alternative to the MBTI, this test assesses personality within the framework of Jung's type theory of personality. By providing a non-threatening framework for addressing work, interpersonal, management, and team work issues, the JTI is ideal for individual assessment and development, career counseling, and organizational development.

#### Occupational Interests Profile (OIP+)

The OIP+ provides a comprehensive assessment of vocational interests and personal work needs. The vocational interest scales assess work areas which an individual would enjoy; whereas the work needs scales assess an individual's personal work needs within a chosen area of work. Suitable for use with a wide range of occupational and professional groups, the OIP+ can be used as a career guidance tool.

#### Occupational Personality Profile (OPP)

The OPP provides a detailed assessment of interpersonal style, thinking style, and patterns of coping with stress. Test items have been written specifically to minimize evaluative bias. This, combined with the inclusion of two distortion scales will ensure that test results provide an accurate reflection of the respondents' personality.

#### Overseas Preparation Indicator (OPI)

The OPI has been designed to provide potential expatriates with a framework for assessing their readiness for an off-shore placement. The OPI can be administered as part of a structured process to help prepare for an international posting and outlines the steps one should take to be fully prepared.

#### Sales Preference Indicator (SPI)

The SPI measures an individual's preferred approach towards selling and influencing others. The assessment includes six dimensions that are known to strongly relate to sales success.

#### Stanton Survey of Integrity (SSI)

The SSI questionnaire measures pre-employment attitudes towards policy compliance, theft, and counter-productive behaviour. The responses are designed to measure the frequency and magnitude of previous distrustful acts.

#### Values and Motives Indicator (VMI)

The VMI is designed to measure the values and motives which underpin behaviour at work. Split into three broad categories; Interpersonal, Extrinsic and Intrinsic values, the VMI provides a profile of the motivating forces which are likely to drive individual activity at work.

#### Learning Styles Inventory (LSI)

The LSI assesses a person's learning style, helping them identify the strategies they most and least prefer to adopt when assimilating new material. The LSI is a self-development tool that has been built on the premise that all learning styles can be both a strength and weakness, and thereby need to be aligned to individual need.

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## GENESYS RANGE OF PREFERENCE MEASURES

Role Type/Level	15 Factor Questionnaire + (15FQ+)	Occupational Personality Profile (OPP)	Jung Type Indicator (JTI)	Values & Motives Inventory (VMI)	Occupational Interest Profile (OIP)	Sales Preference Indicator (SPI)	Overseas Preparation Inventory + (OPI+)	Stanton Survey of Integrity (SSI)
Managers	STC		TC	SC	C	SC	TC	S
Professional/Specialists	STC		TC	SC	C	SC	TC	S
Graduates	STC	STC	TC	SC	C	SC	TC	S
IT Programmers/Analysts	STC	STC	TC	SC	C		TC	S
Technical Staff	STC	STC	TC	SC	C			S
Sales	STC	STC	TC	SC	C	STC		S
First Level Supervisor	STC	STC	TC	SC	C	SC		S
Entry, General, Admin, 1 <sup>st</sup> Line Support	STC	STC	TC	SC	C	SC		S
Industrial/Factory			TC		C			S
Customer Service	STC	STC	TC	SC	C	SC		S

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## APPENDIX: ALTERNATE ASSESSMENTS

A number of targeted psychometric assessments don't fall within the traditional ability or personality / preference categories. As part of the GeneSys assessment package, these assessments are designed specifically to target abilities and preferences in particular roles (e.g. Call centres), or with a specific focus (e.g. Health and Safety).

### OPRA'S PORTFOLIO OF ALTERNATE ASSESSMENTS

#### Contact Centre Scenario Inventory (CCSI)

The CCSI is an effective assessment tool for selecting and/or developing people who work in contact centres. This assessment measures the ability to manage challenging customers, interaction with team members, maintaining high performance, following policies, adding value, and responding to sales calls. This assessment is a comprehensive measure of contact centre performance.

#### Genos Emotional Intelligence Recruit (Genos EI Recruit)

This assessment is a self-report of how frequently an individual displays emotionally intelligent behaviours in the workplace. It is designed specifically for selection purposes and covers seven key EI skills and three response style validity scales. It is appropriate for all roles requiring interpersonal effectiveness.

#### Health and Safety Indicator (HSI)

The HSI is a valuable assessment for any individual working in an environment or industry where health and safety is key. The HSI assesses a range of ability and personality characteristics that represent a tendency towards safe behaviour in the workplace environment. It is appropriate for selection and developmental purposes.

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## GENESYS RANGE OF ALTERNATE MEASURES

Role Type/Level	Contact Centre Scenario Inventory (CCSI)	Genos Emotional Intelligence Recruit (Genos EI Recruit)	Health & Safety Indicator (HSI)
Managers		S	
Professional/Specialists		S	
Graduates		S	
IT Programmers/Analysts			
Technical Staff			ST
Sales		S	
First Level Supervisor	ST	S	ST
Entry, General, Admin, 1 <sup>st</sup> Line Support	ST		
Industrial/Factory			ST
Customer Service	ST	S	

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## APPENDIX: ASSESSMENT AND DEVELOPMENT CENTRE EXERCISES

Assessment and Development Centre exercises allow you to evaluate how an individual is likely to perform on the job by assessing behaviour in a simulated situation that mirrors job content. OPRA is the exclusive distributor of 170+ ready-to-use simulation exercises that span a comprehensive range of industries and roles; from entry level through to senior executive positions. The exercises are split into different types as described below.

### ASSESSMENT AND DEVELOPMENT CENTRE EXERCISES

#### Analysis Exercise

This type of written exercise presents the participant with a large amount of information, both verbal and numerical, and pertains to a specific work-related situation. It is presented in a variety of formats that can include text, tables, and graphs. The participant is required to analyse the data in order to produce a report with conclusions and recommendations.

#### Assigned Role Group Discussion

Participants in this exercise are allocated different roles often representing different functions in the organisation. They also have competing interests, making decisions for their own department as well as the overall good of the organisation. As each participant has his / her own objective, they must choose on securing the most favourable outcome for either themselves or the organisation as a whole.

#### Fact Find Exercise

The participant is given a short summary of the immediate circumstances surrounding an incident. After a planning period, the participant needs to display effective analytical skills by asking specific questions of the resource person who has the relevant information. As an outcome, participants are required to make a decision based on the information gathered and to recommend a suitable action.

#### In Basket Exercise

In this popular type of exercise, the participant is given the in-tray of a predecessor which must be managed within a specific length of time. The contents typify issues often found in an 'in-tray' in terms of variety, complexity, and volume.

#### Interview Simulation

This type of exercise is an interview between a participant and a role player, which simulates an internal one to one meeting such as a performance review, counseling, disciplinary, or grievance interview.

#### Oral Presentations

The participant is asked to prepare and make a formal presentation that is consistent with the demands of the target role. If it is more appropriate, the participant can be asked to make a more informal briefing.

#### Non Assigned Role Group Discussion

In these group discussions, participants are all given the same brief, which in most instances consists of a number of different work related issues that require prompt action. The nature of the group is essentially cooperative and the discussion unstructured. The focus is on how participants interact with each other in a team environment.

#### Scheduling Exercise

In these exercises the participant is provided with background information describing a situation that requires the scheduling of limited resources. The participant must analyse the data provided and prepare a plan indicating how resources will be deployed to achieve a specific objective.

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## SPECIALISTS ASSESSMENTS

In addition to our range of GeneSys assessments and Assessment and Development Centre exercises, we offer a range of additional assessments to meet market demand. This includes assessments for emotional intelligence, PC skills, pressure management and career development. Each of these is described in detail below.

### SPECIALIST ASSESSMENTS

#### Prevaluate PC Skills Testing

Prevaluate is a computer based skills evaluation package that allows users to accurately gauge a person's computer skills and areas for development. Included in this package is a comprehensive range of Microsoft and Macintosh skill titles that can be administered supervised or unsupervised; with options for small, medium, and large organizations.

#### Emotional Intelligence

Distributed exclusively in NZ by OPRA Consulting, the Genos EI measures the capacity to deal effectively with one's own and others' emotions. Genos EI is available on-line; in both a self-rater and 360 format.

#### FutureSelves Career Development

FutureSelves is a computerised questionnaire that provides software and skills to help counsellors, case managers, educationalists, and HR professionals in their work with people. At the core of FutureSelves is the concept of "possible selves". These are the images, thoughts, feelings, and senses a person has about themselves in the future. FutureSelves is an holistic tool that can help people identify their hopes and fears for the future including: career options, values and beliefs, skills and interests, relationships, and lifestyle. The graphical report provides the basis for an in-depth discussion, and the development of a plan towards tackling barriers, and the realisation of goals.

#### Pressure Management Indicator

The PMI provides a mechanism for understanding staff's sources of pressure, coping styles, and consequences of pressure at an individual, team, and organisational level. Collectively, these scales can identify which staff may be most at risk from stress, and the sorts of actions required to minimise pressure on a daily basis.

#### Job Analysis

The Common Metric Questionnaire (CMQ) is a comprehensive, standardised, online job analysis tool. The CMQ provides an in-depth analysis of the job, in such categories as: internal/external contacts, decision-making, work context, knowledge areas, equipment use, responsibilities and supervision. Competencies are grouped in terms of abilities, personality traits and additional characteristics which can be used as a robust analysis for the formation of position descriptions.

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