

TalentClick Diversity Information

A. TalentClick Assessment Background and Usage:

TalentClick is a provider of standardized assessments used in employee decision-making processes. Our customers use TalentClick's assessments to assist in its decision-making for employee selection. Existing employees or external applicants, together referred to as "Participants" may be asked to complete a TalentClick assessment as part of a hiring process for a particular position. TalentClick assessments provide accurate and reliable information on how applicants can be expected to perform on the job.

TalentClick assessments meet the criteria specified by the Standards for Educational and Psychological Testing (1999) by the American Educational Research Association, the American Psychological Association and the Standards for the Development and Use of Tests for Appointment Purposes (Canada) (2007).

TalentClick assessments are administered online and can be completed from any computer with internet access. All assessments are in multiple-choice questionnaire format and have no time limits imposed for completion.

Our customers use the following types of assessments:

- 1) **Workstyle/Values/Personality Assessments:** Participants can complete the Workstyle and Performance Profile (WPP), Safety Quotient (SQ) and Work Values and Attitude Assessment (WVA). The WPP is a personality assessment developed, validated and used with working adults which gives a preview of an individual's natural "default" workstyle and provides accurate expectations for on-the-job performance.
- 2) **Cognitive Assessments:** Participants can complete the Cognitive Quotient (CQ) assessment or at the leadership levels, the Business Reasoning assessment. Cognitive assessments are timed tests, however alternate versions with timers removed can be used to accommodate participants with disabilities or other factors requiring longer test completion times.

Administration:

An invitation for a candidate to complete an assessment is sent via email with instructions for its completion. The candidate can contact our customers or TalentClick if he or she has any questions regarding the assessment.

Reports:

Immediately following the completion of an assessment, reports are generated by TalentClick. Reports to assist the employer and a candidate-version report are automatically sent to our customers for each candidate completing the assessment.

B. Application of Report Information:

TalentClick provides detailed assessment results information on participants in the reports. The information highlights how the candidate's results on job performance-related dimensions compare to a large sample of working adults. Tips and recommendations are included in the results.

There are no pass or fail recommendations provided in TalentClick assessment reports. The reports provide areas for the employer to "probe into" and provide suggested interview questions but do not recommend specific hiring decisions.

For certain position types, TalentClick has worked with our customers to develop "Preferred Score Ranges" for specific positions. For example for the Host position the preferred score range on "Social Orientation" is in the high range indicating that individuals who score within this range are comfortable interacting with new people and enjoy social interaction. The preferred score ranges serve as guides for areas to probe into rather than pass or fail criteria.

C. Diversity Issues and Recommendations:

The Employment Equity Act and the Federal Contractors Program require organizations under their jurisdiction to adopt policies and practices to eliminate barriers to employment for the four designated groups.

1. women;
2. Aboriginal peoples;
3. persons with disabilities; and
4. members of visible minorities.

Issues and recommendations specifically related to TalentClick assessments to help eliminate barriers for the four designated groups are as follows:

1. Women

In accordance with the Standards for Educational and Psychological Testing, TalentClick has taken into account the representation of Women in the intended candidate population, which is reflected in the samples that are used to construct the assessment. For example, the current sample (normative) group for the WPP is 45.5% women.

Assessment instructions also provide for fair and impartial treatment of Participants on the basis of gender.

TalentClick performs periodic monitoring of assessment results with regards to gender and to date, the pattern of results is consistent with the findings in the psychometric assessment development literature. However, also in accordance with the Standards for Educational and Psychological Testing, if it is suspected that there is differential performance on the assessment by gender either by our customers that results in adverse impact on the basis of gender, TalentClick will carry out additional analyses to better understand the nature of such differences and provide appropriate recommendations.

2. Aboriginal peoples

To date, TalentClick has not performed studies or analysis examining potential differences in assessment results between Aboriginal and non-Aboriginal participants. However, in accordance with the Standards for Educational and Psychological Testing, if it is suspected that there is differential performance on the assessment on this basis by our customers, TalentClick can carry out additional analyses to better understand the nature of such differences and provide appropriate recommendations.

3. Persons with Disabilities

Excerpt from Standards for the Development and Use of Tests for Appointment Purposes (2007):

“Assessment accommodations enable persons with disabilities to participate in assessment on the same level playing field as their peers. Assessment accommodations provide an opportunity for persons with disabilities to demonstrate their qualifications without being unfairly limited or restricted due to the effects of a disability. Assessment accommodations are not to substitute for qualifications that a person does not have. They should not be excessive and should alter the standard administration of an assessment instrument to the least extent possible. In addition, to preserve the validity of results, assessment accommodations must not modify the nature or level of the qualification being assessed. This is essential to the application of merit in the appointment process.”

For additional information, the document "[Guide for Assessing Persons with Disabilities](http://www.psc-cfp.gc.ca/plcy-pltq/guides/assessment-evaluation/apwd-eph/index-eng.htm)" <http://www.psc-cfp.gc.ca/plcy-pltq/guides/assessment-evaluation/apwd-eph/index-eng.htm> produced by the Public Service Commission of Canada, provides a framework of principles and recommended procedures which those in charge of designing testing accommodations can use.

Persons with Disabilities – Recommendations for assessment accommodations

- I. **Modifications in setting.** TalentClick assessments can be completed at any location provided there is a computer with internet access. The candidate can complete a TalentClick assessment at the location of his or her choosing. This removes potential barrier for individuals with the following types of disabilities:
 - Mobility or agility related disabilities
 - Chronic illnesses
 - Temporary conditions
 - Environmental sensitivities

- II. **Modifications in presentation format.** All assessment information is provided on screen in writing. A person designated as a proctor could be used to explain the assessment instructions in more detail or to read each assessment question to the candidate. This could be an appropriate accommodation for participants who have:
 - Vision disabilities
 - Hearing disabilities
 - Learning disabilities
 - Attention Deficit Hyperactivity Disorder
 - Mental health disabilities

- Temporary conditions

III. Modifications in response format. If a candidate is unable to respond to the assessment questions directly because of a disability, a person designated as a proctor can be used to respond on behalf of the candidate. This accommodation may be combined with a modification in presentation format as described above. This could be an appropriate accommodation for participants who have:

- Vision disabilities
- Hearing disabilities
- Mobility or agility related disabilities
- Mental health disabilities
- Temporary conditions

IV. Modifications in scheduling/timing. TalentClick assessments can be completed at time and there are no time limits imposed on the candidate for the assessment session or sessions for the WPP, SQ and WVA. For the CQ (Cognitive Quotient) assessment, TalentClick can provide access to an alternate version of the assessment with timers for the various sections of the assessment removed so there would be not time limits.

V. Other modifications. Another assessment accommodation not covered above could involve administering only certain portions of a TalentClick assessment to candidate. However, it should be noted that eliminating a portion of a test is an exceptional measure and may not be appropriate in situations such as certification assessment or employment assessment. This is because the component of the qualification being assessed by each portion of a test may represent a separate and necessary job or occupational requirement. Therefore, it would probably not be recommended in the assessment phase of an appointment process. TalentClick would be able to discuss specific situations where this may be appropriate.

4. Members of visible minorities

To date, TalentClick has not performed studies or analysis examining potential differences in test scores between members of visible minorities and non-member of visible minorities in Canada. However, in accordance with the Standards for Educational and Psychological Testing, if it is suspected that there is differential performance on the assessment on this basis by our customers, TalentClick can carry out additional analyses to better understand the nature of such differences and provide appropriate recommendations.