



# Administrative Dilemmas™

Assessment Report For

Ann Example

Date of assessment: **04 Oct 2010**

Comparison group: **Norm 1 - UK Administrative Staff**

**Confidentiality Statement**

This report is confidential. The content of this report should only be read by individuals who have approved access.



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## Information about this Report

This report describes how **Ann Example** performed in completing the Administrative Dilemmas test. The Administrative Dilemmas test measures an individual's judgement and decision-making skills in relation to typical situations that Administrative Staff might face in a job. The situations presented in the Administrative Dilemmas test relate to five competencies:

**Achieving Results**

**Effective Communication**

**Planning & Organising**

**Service Orientation**

**Teamwork**

In the Administrative Dilemmas test, **Ann Example** was required to rate the effectiveness of different actions that could be taken in response to the situations presented. Her ratings are scored based on how similar they were to those provided by job experts.

The Administrative Dilemmas test measures whether an individual can recognise how effective different actions are likely to be in response to a situation. It does not assess whether an individual would actually demonstrate those effective behaviours in practice, so please take this into consideration when reading this report. However, research indicates that tests measuring situational judgement can be useful predictors of performance at work.

If **Ann Example** took the Administrative Dilemmas test in unsupervised conditions, her identity has not been verified by an administrator when she took the test. To verify her level of capability in relation to the competencies assessed by the Administrative Dilemmas test, supervised methods of competency assessment should be used, such as simulation exercises and/or a competency-based interview.

Please remember that performance on the Administrative Dilemmas test is not fixed, and an individual's scores may change over time with practice, experience and training. In practice, the results from this test are likely to be valid for up to 12 months.

Use of the Administrative Dilemmas test is restricted only to registered individuals who have demonstrated the required level of competence to apply the test and interpret the results from it.

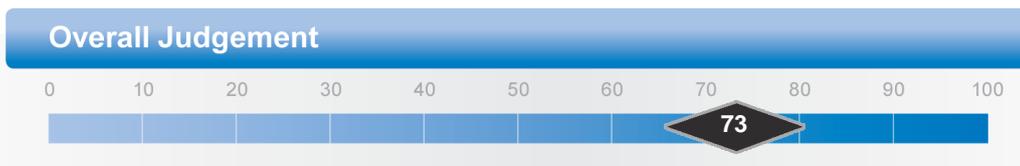
# Score Profile

These results for the Administrative Dilemmas test are presented as Percentile Scores. The Percentile Scores indicate the percentage of the comparison group that **Ann Example** scored higher than. For test users who wish to use a standard score scale to interpret results, the equivalent T scores and Sten scores obtained by **Ann Example** are provided as an Appendix to this report.

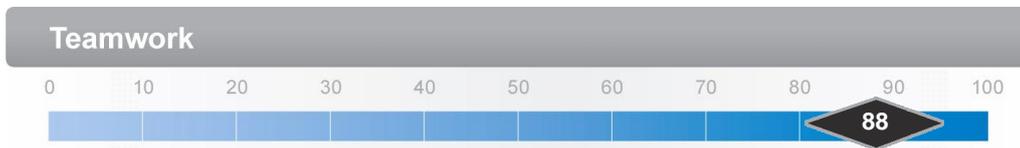
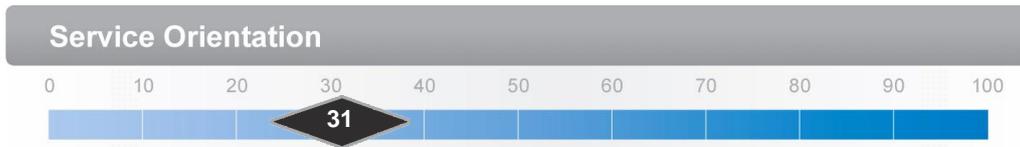
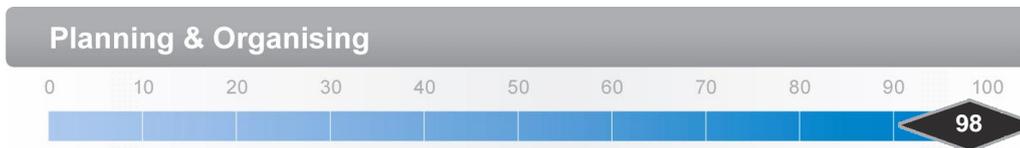
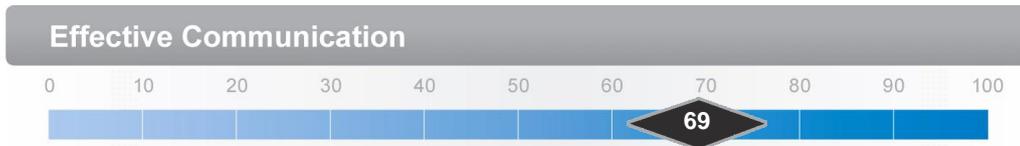
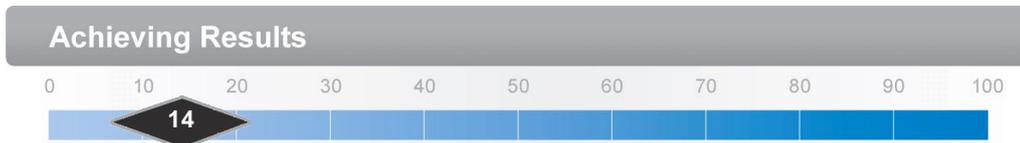
The Overall Judgement score indicates the overall level of performance achieved by **Ann Example** in responding to the situations in the test. Sub-scores on the competencies assessed in the Administrative Dilemmas test are also provided for additional interpretation about her test performance. The competency sub-scores can indicate relative strengths or potential areas for development in terms of judgement and decision-making. The sub-scores should be used with caution and interpreted in the context of the Overall

Completion time: **6 minutes, 22 seconds**

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## Competency Sub-Scores



# Interpretation Guidance

This section provides detailed interpretation of the Administrative Dilemmas scores obtained by **Ann Example**. A broad guideline about how to interpret her percentile scores is shown in the table below. This table shows five bands of percentile scores and a performance description for each band.

91-99	Well above average
71-90	Above average
30-70	Average
10-29	Below average
1-9	Well below average

## Overall Judgement

This score indicates the overall level of performance achieved by **Ann Example** on the Administrative Dilemmas test. This score indicates the quality of judgement and decision-making across all of the scenarios presented in the test.

**Ann Example** achieved an Overall Judgement score that was higher than **73%** of the comparison group. Overall, her performance was **above average** when judging the effectiveness of actions across all of the situations presented in the test.

## Achieving Results

This competency relates to situations which require respondents to identify the best way to overcome obstacles and complete tasks to a high standard.

**Ann Example** achieved a score for this competency that was higher than **14%** of the comparison group. Her performance was **below average** when judging the effectiveness of actions in situations that required a focus on Achieving Results.

## Effective Communication

This competency relates to situations which require respondents to identify the best way to communicate information to others or convince others of their point of view.

**Ann Example** achieved a score for this competency that was higher than **69%** of the comparison group. Her performance **average** when judging the effectiveness of actions in situations that required a focus on Effective Communication.

## Planning & Organising

This competency relates to situations which require respondents to prioritise activities and manage time and resources to meet deadlines.

**Ann Example** achieved a score for this competency that was higher than **98%** of the comparison group. Her performance was **well above average** when judging the effectiveness of actions in situations that required a focus on Planning & Organising.

## Service Orientation

This competency relates to situations which require respondents to respond to the needs of internal and external customers and go the extra mile to exceed their expectations.

**Ann Example** achieved a score for this competency that was higher than **31%** of the comparison group. Her performance was **average** when judging the effectiveness of actions in situations that required a focus on Service Orientation.

## Teamwork

The competency relates to situations which require respondents to support others in the completion of their tasks and work as part of a team.

**Ann Example** achieved a score for this competency that was higher than **88%** of the comparison group. Her performance was **above average** when judging the effectiveness of actions in situations that required a focus on Teamwork.

## Appendix: Standardised Scores

Sten Scores and T-Scores are provided for users who are trained to interpret them, as an alternative to Percentile Scores. Alongside this, the Raw Scores from the test are also given.

A Sten Score is a standardised test score presented on a 10-point scale, with a mean of 5.5 and a standard deviation of 2. A T-Score is a standardised test score with a mean of 50 and a standard deviation of 10. The Raw Scores, Sten Scores and T-Scores based on the responses given by **Ann Example** are provided in the table below.

Norm group: **Norm 1 - UK Administrative Staff**

	Raw Score	Sten Score	T-Score
<b>Overall Judgement</b>	<b>64</b>	<b>7</b>	<b>56</b>
<b>Competency Sub-Scores</b>			
Achieving Results	9	3	39
Effective Communication	13	7	55
Planning & Organising	15	10	71
Service Orientation	8	5	45
Teamwork	19	8	62

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