

Assessment Design and Delivery Service

Questionmark offers a consultancy service that helps customers get more value from their assessment programs and provides best practice advice on how to deliver assessments effectively.

This document summarises the range of assessment consultancy services on offer.

Addressing the challenge

Assessments serve a critical role in countless organisations, helping them to measure the effectiveness of L&D and ensure employees are compliant with regulations. However, running an assessment program which is valid, reliable, fair and defensible requires expertise. Many organisations lack the in-house resources to consistently produce and administer high-quality assessments and may be missing out on opportunities.

Questionmark's consultancy service allows companies of all sizes to bring in industry-leading experts to help design and deliver assessments. This consultancy will help companies ensure that tests are robustly designed and administered, and that every organisation is getting the most from their L&D and compliance programmes.

How the service works

This service through our partnership with AlphaPlus is an extension of Questionmark's professional service offering, which provides customers with both leading assessment products and expert consultancy assistance. Businesses can rest assured their assessments are delivered the right way every time.

Experts are available to help Questionmark customers at every stage of the assessment process, from test design and writing to administering, reporting and evaluating results. The services will be provided through Questionmark's consulting arm.

The benefits

- Customers have access to a one-stop shop for assessment solutions, which includes both the core assessment product and consultancy to ensure that organisations meet their business objectives
- Questionmark provides advice and guidance to organisations, so they can consistently deliver uncompromised, fair, valid and reliable assessments and results, regardless of existing in-house capabilities

Services

- **Assessment evaluation and statistics**

Questionmark can provide educational statisticians to analyse assessment performance. This ensures that companies can generate high-quality insights from their assessments.

- **Assessment design**

Expert writing teams can help companies to establish standards and specifications and train authoring teams within the company to provide long-term assessment validity, reliability and fairness.

- **Assessment trials management**

Questionmark offers a fully managed trials service with representative groups of candidates.

- **Portfolio and work-based assessments**

Organisations have access to support for managing evidence-based assessments such as on-the-job practical assessments.

- **Adaptive testing**

Advanced adaptive testing support for formative assessments, which can support the learning process and prepare participants for higher stakes exams.

- **Certification strategy**

Expert advice on assessments and certifications ensure that organisations can be confident in their process, scoring, results, and grading.

- **Policy and governance**

Questionmark provides support for certification bodies in high stakes, highly regulated environments to guarantee that every qualification from an assessment is justified.



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Why Questionmark?

Questionmark provides a secure, enterprise-grade assessment platform and professional services to leading organizations around the world – delivered with care and unmatched expertise. Its full-service online assessment tool and professional services help customers to improve their performance and meet their compliance requirements. Questionmark enables organizations to unlock their potential safely and securely by delivering assessments that are valid, reliable, fair, and defensible.

Questionmark's platform enables collaborative, secure authoring and robust integration with proctoring services – making it easy to bring everything together in one place.

Questionmark's cloud-based assessment management solutions offer rapid deployment, scalability for high-volume test delivery, available 24/7 support, and the peace-of-mind of secure, audited U.S. and European-based data centers. Questionmark's flexible APIs and support of major industry standards ensure interoperability with a variety of enterprise systems.

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