How Questionmark Aids ISO 10667 Compliance

ISO 10667 is an international standard covering procedures and methods in assessment within workplace settings (corporations and government organizations). This white paper briefly describes ISO 10667 and explains how using Questionmark to manag, author, deliver and report on assessments can help you comply with the standard.

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1. Introduction

ISO 10667 is an international standard introduced in 2011 setting standards for use of assessments in the workplace. Its full title is "Assessment service delivery — Procedures and methods to assess people in work and organizational settings". It's a wide-ranging standard that covers all kinds of assessments in the workplace from appraisals and coaching through psychological tests. It includes knowledge and skill assessments in recruitment, training and compliance.
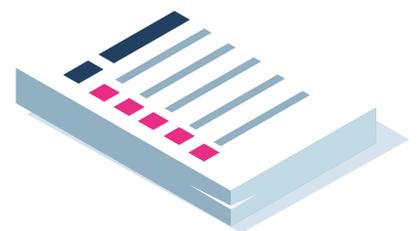
There are three key roles defined in the standard as follows:

SERVICE PROVIDER

Provider of assessment (e.g. vendor or internal department)

CLIENT

Organization or other who arranges the assessment

ASSESSMENT PARTICIPANT

Individual being assessed

The standard has two parts:

- Part 1, Requirements for the client
- Part 2, Requirements for service providers

You can be compliant with one or both parts.

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2

Potential advantages of being compliant with ISO 10667 are:

- Assessment in the workplace lets you see into the minds and hearts of employees and other stakeholders, which is why it is so useful. But it also gathers sensitive data that requires privacy. ISO 10667 covers issues such as informed consent and what to do to ensure proper treatment of assessment data.
- If you are making decisions on the future of employees (e.g. hire, fire, promote) as a result of assessments, then following the standard could be helpful evidence if any such decisions are disputed (by trade unions, courts of law or individual employees).
- When people cheat at assessments, they often rationalize the cheating to themselves, reasoning that it's fair to do so because the assessment program is unfair. Publicly committing to a standard like ISO 10667 can help you promote your assessment program as open, fair and reasonable and so make it less likely that people will rationalize cheating on it.
- The standard represents consensus by assessment experts and, by following it, you are learning from and adopting best practice.

Section 2 of this white paper gives an overview of ISO 10667, and the different areas it covers.

Section 3 describes how Questionmark can help you comply with ISO 10667 when delivering assessments within an organization.

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1. Overview of ISO 10667

ISO 10667 deals with assessments in the broadest sense:

- Individual assessments, for example recruitment selection assessments
- Group or team assessments, for example team performance assessments
- Organizational assessments, for example employee engagement assessments

The standard applies across the employment lifecycle including recruitment, personal development and selection for promotion; it includes assessments in all kinds of mediums – for instance verbal, paper and online. It is aimed at assessment in the workplace, not assessment of students in schools, colleges and universities. Typical users will be companies and government organizations that assess their employees, and service providers to these organizations.

Part 1 of the standard covers client requirements and part 2 covers service providers. It's possible to be compliant with part 1 and/or part 2, depending on whether you act as client, service provider or both for assessments. For instance, a company that consumes assessments created and delivered by another party is a client. But a company that creates and delivers their own assessments for use in training or compliance is likely to be both a service provider and a client (and will find part 2 most useful, albeit they may also want to review part 1).

Each part of ISO 10667 is divided into the following sections:

0   Introduction, giving context and users

1   Scope

2   Terms and definitions

3   Agreement procedure, describing how Client and Service Provider are to work together

4   Pre-assessment procedures, for example on defining needs

5   Assessment delivery, covering seven steps of assessment delivery:

-        Planning the assessment

-        Informing assessment participants

-        Conducting the assessment

-        Interpreting the results

-        Preparing and providing reports

-        Providing feedback

-        Continuous evaluation of the assessment process

6   A short section on post-assessment review

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The standard specifies procedures and principles but does not go into technical detail. For example, under security, it requires that participants not be given inappropriate access to assessment materials, but does not state how this is to be achieved. The standard has an excellent two-page annex on the rights and responsibilities of assessment participants, which sets out clearly what rights a participant has (e.g. to be treated with courtesy and impartiality) and what responsibilities he/she has (e.g. to represent himself/herself honestly).

This white paper assumes that you have access to a copy of the standard. The two parts of the standard need to be purchased from a Standards Organization, for example from:

- ISO (part 1, part 2)
- ANSI in the USA (part 1, part 2)
- BSI in the UK (part 1, part 2)

3. How Questionmark can help you comply with ISO 10667

Questionmark is widely used to author, deliver and analyze assessments for:

- Pre-employment testing
- Certification and credentialing
- Learning and training
- Regulatory compliance
- HR & talent management.

Questionmark helps you comply with ISO 10667 by:

- Capabilities that support an effective and legally defensible authoring process
- Easy ways of presenting consent information to participants, recording their acceptance
- Secure, robust, efficient and scalable delivery of assessments online
- Effective security preventing inappropriate access to assessment data and results
- Useful and meaningful reports on assessment data
- A comprehensive assessment management system that can deliver all your organization's assessments and so provide a central place of reference for compliance with the standard.

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5

Questionmark OnDemand (our OnDemand service) and Questionmark OnPremise (our software product) allow easy, collaborative authoring of assessment and delivery on a range of platforms including online, via test centers, on mobile devices and on paper. Questionmark assessments can be delivered standalone or linked with learning platforms including SharePoint, SAP and most learning management systems. See www.questionmark.com for more on Questionmark.
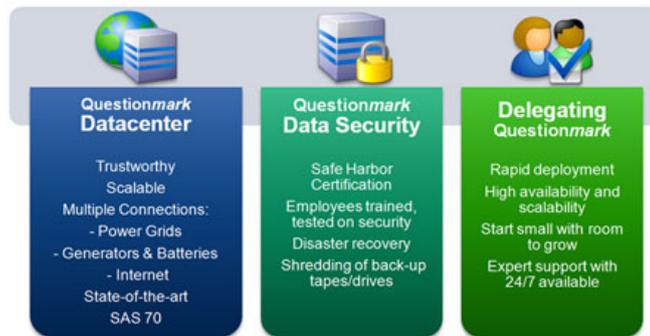
The table below lists parts of the standard where Questionmark can help you comply. Since part 1 on Client requirements and part 2 on Service provider requirements largely mirror each other, the table covers both parts. Any specific applicability to one part is shown below. Sections not mentioned in the table are procedural or are areas where Questionmark cannot significantly help.

Part 1 Section Number	Part 2 Section Number	Area of Standard	How Questionmark can help
3.4	3.4	Requirement that persons involved in assessment are competent	Questionmark runs training courses and users' conferences that help customers understand the principles of writing valid and reliable assessments. We also have many free resources in our learning café at www.questionmark.com and publish good practice and useful learning links at blog.questionmark.com.
4.1	4.1	Determine and document assessment needs	Questionmark technologies can be used to deliver needs assessments, job task analysis surveys, surveys to collect demographics and other assessments to identify needs.
4.2	4.2	Recommend assessment methods to meet needs, based on justification and evidence	Questionmark can be used to pilot assessments to gather data to justify use in a wider context. Assessments are easy to deliver in multiple contexts, and results calculated quickly. It's also possible to use experimental questions (that do not count on the final score) within production assessments to gather data, and to include comment boxes so that participants in pilot assessments can make comments on questions.
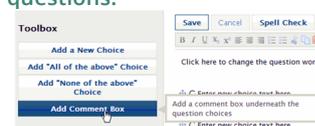
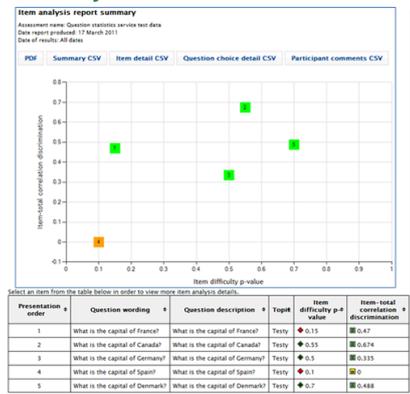| 5.2.2	5.2.2	Security of the assessment materials is maintained throughout the process from authoring through delivery and after delivery	Questionmark is a purpose-built assessment management system and we have invested heavily in security of the technology. Some key capabilities include: • No scoring information transmitted to the assessment participant's computer • Assessments usually set to be accessed only when scheduled • Assessments can be scheduled such that a monitor (or proctor) is required to sign in the participant • A secure browser (Questionmark Secure) is available to prevent inappropriate participant access • All authoring access to the Questionmark system controlled by permissions, so authors only have access to the material they are permitted
			Monitor Login Please wait for a monitor to enter their name and password before starting Participant **participant001** Assessment **Mechanical Mathematics Test** Monitor Name Monitor Password Start Go Back
5.2.3	5.2.3	Respect participant rights	Questionmark enables you to respect participant rights by delivering assessments in a fair, reliable and consistent manner. Providing authors follow our best practice guide to creating accessible assessments, Questionmark assessments will "out of the box" follow good practice (including WCAG 2 and Section 508) with regard to disabled participants taking assessments. Where participants are entitled to appeal or review results, Questionmark's Results Review Assessment capability can help with formal complaints and appeals.
5.2.4	5.2.4	Maintain data protection for the assessment participants	When using Questionmark, data recorded includes: • Scheduling data controlling who can take the assessment • Detailed results data covering answers, timings and scores for every question in the assessment • Total scores and demographics information for the assessment All data on assessment participants is stored in the Questionmark repository (database), which can be encrypted if required using standard database or systems technology. Depending on settings, some data may also be stored in transactional logs, usually only available to system administrators. If it is desired to collect data anonymously (e.g. in surveys), there is an option when authoring an assessment to identify it as anonymous, in which case the participant name (and in some cases the demographics) are not stored with results. See here for further details.

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7

5.2.4	5.2.4	Maintain data protection for the assessment participants	Questionmark's analytics and reporting user interface controls access to the data by requiring login by a registered administrator (who can also be required to be from an IP address range). A security system controls which administrator can see which data. Participants' individual responses and scores are treated as confidential and only shared with those allowed to view them.
5.2.5, 5.6	5.2.5, 5.7	Agree what feedback will be delivered. Feedback should be accurate and relevant.	Questionmark allows feedback to be given after each block (section) of the assessment, at the end of the assessment or after an assessment via a Coaching report. It's possible to use Questionmark to provide effective and actionable feedback at question, topic and/or assessment level.
N/A	5.3.2	Allow the participant to prepare for the assessment including providing practice materials	As described above under 5.3.1, Questionmark easily permits you to include explanatory text to inform the participant and record that it has been viewed. Questionmark can be easily used to create practice or sample material to allow participants to practice in advance of a higher-stakes assessment. Practice tests can be made available on mobile devices as well as workstations, and it's easy to re-purpose retired exam questions as practice questions.
5.3.2	5.3.3	Before taking the assessment, participants must give their informed consent regarding the use of the assessment results	Information requesting informed consent can be placed either at the start of the assessment in an initial question or else by adjusting the login screens. A common practice by Questionmark customers is to place introductory material as an initial question in the assessment, which might ask for informed consent and/or confirm that the participant agrees to a code of conduct or honesty code. If the participant accepts, he/she is then taken to the main part of the assessment, and if he/she declines, the assessment is abandoned. The consent of the participant is recorded with the assessment results in the same way as other questions in the assessment.
5.4	5.4	Conduct the assessment itself fairly and reliably	Questionmark's main focus is to deliver assessments. Some key capabilities that impact the fairness and reliability of the assessment are: • Save as you go, which means that answers are saved on the fly so that connection or system failures do not cause loss of data • Browser checking software to ensure participant software is able to deliver the assessment properly • A well-designed user interface for participants • Accessibility capabilities to allow fair use by disabled participants • Auto-sizing technology to present the assessment appropriately on different-sized systems

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N/A	5.6	Reports consistently and appropriately describe the results of the assessment and are verifiable (i.e. based on evidence) and understandable	Questionmark provides a wide range of reports, which are configurable to meet user needs. All reports are based directly on data from the assessment or rules/text inserted during the authoring process. Questionmark documents fully how reports are laid out and can be controlled.
5.7	5.8.1	Conduct ongoing monitoring of the assessment to spot and deal with errors	Questionmark technology logs errors, for example those during the delivery process, and it's recommended that these log files are regularly reviewed. Monitoring can also be performed by running activity reports (e.g. Test Analysis report, Assessment Overview report or Survey report) on a regular basis and by reacting to requests and support issues raised by participants and monitors.
5.7	5.8.2	Review the assessment periodically to ensure that good practice is being used and that the assessment remains valid and that sub-groups of participants are being treated fairly	Questionmark reports that will be particularly useful when reviewing the assessment are the Item Analysis Report and the Test Analysis Report, which should be regularly reviewed. The Item Analysis Report identifies statistics on each item including its difficulty and correlation with test results and can indicate poorly performing questions that need review. For example, the report fragment below highlights one question (in orange) that may need review.
6	6	Conduct a post assessment review to learn from the process of assessing to improve for the future.	Questionmark reports are useful in reviewing assessment results as input to this review.

About Questionmark

Questionmark assessment and portal solutions enable organizations to measure knowledge, skills and attitudes for certi cation, channel expertise, workforce learning and regulatory compliance. Questionmark's assessment management system, available as a cloud-based solution or for on-premise deployment, enables collaborative, multilingual authoring; multiple delivery options including mobile devices; trustable results and comprehensive analytics.

Complete details are available at https://www.questionmark.com

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Questionmark provides a secure enterprise-grade assessment platform and professional services to leading organizations around the world, delivered with care and unequalled 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 by delivering assessments which are valid, reliable, fair and defensible.

Questionmark offers secure powerful integration with other LMS, LRS and proctoring services making it easy to bring everything together in one place. Questionmark's cloud-based assessment management platform offer rapid deployment, scalability for high- volume test delivery, 24/7 support, and the peace-of-mind of secure, audited U.S., Australian and European-based data centers.

Questionmark has the experience to ensure that its customers get results they can rely on. It has helped its customers deliver more than 95m unique assessments and, since starting, has been trusted by more than 2,500 customers worldwide.

The business has a wide range of expertise across industry sectors, government and academia. These include, but are not confined to, financial services, technology, pharmaceuticals, utilities, retail, public sector and government, awarding bodies and higher education.

Questionmark has achieved authorization from the Federal Risk and Authorization Management Program (FedRAMP). The FedRAMP Authorization means Questionmark is approved to deliver cloud-based assessments for the US government and military organizations.

The business supports the full range of roles within customers' organizations to deliver valid, reliable, fair, and defensible assessments. This includes senior managers and departmental heads, technical assessment teams, and consultants and intermediaries. Questionmark also supports in-house functions such as IT, data, legal and procurement teams.

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