



SITUATIONAL JUDGMENT TEST FOR HUMAN RESOURCES MANAGEMENT ADVISORS (HRMA-AT 08)

EVALUATION REPORT

Candidate:
John Smith

Evaluation date:
2010/01/15

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Explanation Note for this Type of Exam

The **Situational Judgment Test for Human Resources Management Advisors** (HRMA-AT 08) assesses the ability to react adequately to situations that might be encountered as a professional in HR management. Through fictitious situations representing tasks associated to human resources personnel, this exercise assesses the essential criteria associated with working as an advisor in this field.

During this exercise, the candidate was asked to read background information as well as situations related to the fictitious organization and answer thirty-five (35) multiple choice questions using the abilities required to assess three (3) competencies. For each question, the candidate analyzed and selected the best answer when facing this type of situation.

This exercise does not assess specific knowledge related to this professional field.

Rating Scale

For this report, the results are presented using the following rating scale:

Excellent 5	The candidate responds to the main aspects and criteria of the evaluation and his/her responses are appropriate. The candidate has surpassed expectations.
Very good 4	The candidate responds to most of the criteria of the evaluation and there were no major deficiencies noted for the aspects evaluated. The candidate demonstrated an above-average performance.
Good 3	Some of the main and secondary criteria of the evaluation were raised. The candidate demonstrates some minor deficiencies with regards to the evaluated criteria.
Weak 2	The candidate omits important aspects and criteria of the evaluation. The candidate presents some major deficiencies and is having problems.
Poor 1	The candidate omits most of the aspects that are evaluated and presents several major deficiencies. The candidate is incapable of responding or the answers are inappropriate.

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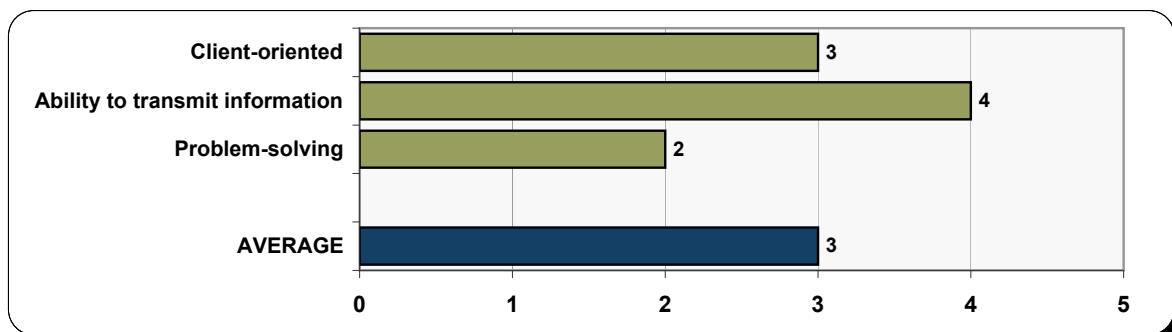
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Definition of the Competencies Evaluated

- **CLIENT-ORIENTED:** Strives to establish positive long-term relationships with clients and to achieve high client satisfaction by providing quality services.
- **ABILITY TO TRANSMIT INFORMATION:** Able to transmit information by actively using communication methods that are appropriate to the context and audience.
- **PROBLEM-SOLVING:** Able to identify and analyze a problem, evaluate possible solutions, and select the most suitable one.

Global Results

Here is a summary of the candidate's results for the assessment criteria assessed by this test. You will also find clarifications regarding the results in the following pages.



Rating scale:

Poor
1

Weak
2

Good
3

Very good
4

Excellent
5

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Results per Competency

A	CLIENT-ORIENTED	Result	3 / 5
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Establishes a professional contact with the client

Assesses to what extent the person implements conditions facilitating a professional contact with the client.

Focuses on the expectations of the clients and meets their requirements

Assesses to what extent the person implements approaches which allow the client to make better decisions and therefore meet his/her expectations.

B	ABILITY TO TRANSMIT INFORMATION	Result	4 / 5
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Transmits the information through efficient mechanisms

Assesses to what extent the person uses appropriate means to transmit the information to those concerned.

Provides accurate explanations to those concerned.

Assesses to what extent the person is preoccupied with transmitting complete and adequate information concerning the situation.

C	PROBLEM-SOLVING	Result	2 / 5
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Makes an objective analysis of the situation

Assesses to what extent the person seeks to gather pertinent information to make relations and paint an overall picture of the situation and the possible causes of the problem.

Suggests efficient solutions to problems

Assesses to what extent the person takes concrete actions or provides appropriate recommendations which take into account the nature of the problem as well as its gravity.