

Utilising Best Practice Psychometric Principles



Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. They provide a wide range of services in order to help prevent injury, make sure people can get treatment for injury (if it happens) and help people get back to everyday life as soon as possible.

THE CHALLENGE

ACC sought a psychometric assessment provider to deliver a broad spectrum of robust assessments that could be delivered entirely online, which support both the selection and development of staff. A key requirement of this assignment was that any assessments could be administered and interpreted internally by ACC's Human Resources team.

OPRA'S SOLUTION

OPRA equipped ACC with the assessment software and online access necessary to conduct psychometric assessments in-line with their internal requirements. A series of customised in-house courses were then delivered that were designed to up skill internal ACC HR staff on the best practice utilisation (administration and interpretation) of ability, personality and preference assessments.

This training covered the rationale for using assessments, the importance of test standardisation, the range of assessments, responsible use of psychometric tests, how to interpret ability and personality assessment results, how to report on and deliver candidate and managerial feedback on results, the benefits and limitations of psychometrics, and how to use assessments and their results strategically.

RESULTS

ACC's HR team are now qualified to administer and interpret a broad range of psychometric assessments to the level A & B standard laid out by British Psychology Society standards.

Through this process ACC are able to:

- Reduce operating costs by conducting assessments internally
- Increase the accuracy of selection systems through the in-house best practice use of psychometrics
- Facilitate in-house learning and development workshops that engage employees at an individual and team level and facilitate enhanced performance, professional development, job satisfaction, and harmony.

"Implementation of the OPRA suite of tools has been seamless thanks to the service, training and ongoing support from the OPRA team. The tools provide ACC's HR Team with a diverse range of options that support recruit and grow manager capability across the organization."

Leanne Mallia
Recruitment & Selection
Manager, ACC