



**Assessment service delivery
— Procedures and methods
to assess people in work and
organizational settings**

Part 1: Requirements for the client



AS ISO 10667.1:2020

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- Australian Council of Trade Unions
- Australian HR Institute
- Australian Industry Group
- Australian Organisation for Quality
- Australian Society of Rehabilitation Counsellors
- Griffith University
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Preface

This Standard was prepared by the Standards Australia Committee MB-009, Human Resources and Employment.

The objective of this Standard is to establish requirements and guidance for the client working with the service provider to carry out the assessment of an individual, a group, or an organization for work-related purposes. This Standard enables the client to base its decisions on sound assessment results.

This Standard specifies the requirements of the client with respect to—

- (a) the needs and rationale for using assessments;
- (b) the conditions under which the assessment will be used;
- (c) the decisions about the assessment approach together with the implementation and evaluation of assessment procedures and methods;
- (d) the required competence and professionalism of the client's employees who are involved in the assessment process;
- (e) the decisions about the access, use, and storage of assessment results and subsequent reports; and
- (f) organizational-related decisions, e.g. training, team building, ascertaining organizational culture or morale.

This Standard also specifies assessment methods and procedures that can be carried out for various work-related purposes made by or affecting individuals, groups or organizations, including, but not limited to—

- (i) employment-related decisions, e.g. recruitment, selection, development, appraisal, promotion, outplacement, succession planning and reassignment;
- (ii) career-related decisions, e.g. recruiting, coaching, guidance, vocational rehabilitation and outplacement counselling;
- (iii) group decisions, e.g. training initiatives, team building; and
- (iv) organization decisions, e.g. restructuring, morale and culture initiatives, mergers and acquisitions.

No technical professional standards form part of the AS ISO 10667 series. However, the quality of assessment procedures and methods should be considered in relation to the purposes of the assessment, the relevance of the measures involved, their validity, reliability, equity, standardization and any issues relating to special needs of the assessment participant and other factors that affect the practicality, acceptability and utility of the assessment.

This Standard does not detail the specific competences required for assessors as these are dependent upon the nature of the assessment.

This Standard is identical with, and has been reproduced from, ISO 10667-1:2011, *Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 1: Requirements for the client*.

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- (B) A full point substitutes for a comma when referring to a decimal marker.

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The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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