



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

**Part 2: Requirements for
service providers**



AS ISO 10667.2:2019

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- Australian Council of Trade Unions
- Australian HR Institute
- Australian Industry Group
- Australian Organisation for Quality
- Australian Society of Rehabilitation Counsellors
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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 service provider in working with a client to carry out the assessment of an individual, group or organization for work-related purposes and to deliver quality assessment services.

This Standard addresses the requirements for the service provider with respect to, among other areas—

- (a) choice, integration, implementation and evaluation of assessment procedures and methods in making recommendations to a client who has an assessment need, in carrying out and delivering such assessments, and in assisting the client in communicating with assessment participants and others;
- (b) interpretation of assessment results and subsequent reports;
- (c) handling and storage of personal data of assessment participants and of assessment data;
- (d) required competence and professionalism of the service provider and others under its control who are taking part in the assessment process; and
- (e) organizational-related decisions, e.g. training, team building, ascertaining organizational culture or morale.

This Standard also contains guidance for the service provider in the delivery and use of 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, climate 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 10667-2:2011, *Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 2: Requirements for service providers*.

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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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