

ACE

Customer support service personnel - screening

TIMOTHY TORRES

TIMOTHY.TORRES@NEWLINE-HR.COM



ACE (18/04/2017)

+ Interview Guide

INTRODUCTION

This report is generated from the responses to one or more tests developed by Master™. The report does not include information given in a feedback session or from any other sources.

ABOUT THE TEST

ACE evaluates the ability for logical analytical reasoning or, in other words, the ability to identify patterns and complex relations in information in order to draw conclusions and drive results. This is a ability we use to acquire new knowledge, validate arguments, solve problems and prepare action plans.

ACE contains questions that assess verbal, numerical and spatial reasoning, which all are linked to predicting work performance and are of a general nature, since they are not dependent on job specific knowledge.

Common to solving all questions is the ability to understand relationships between the information given in order to draw a conclusion.

SCORES

The results of the test are visualised using an intuitive scale ranging from 1 to 10, with 10 being the highest. The scale is commonly referred to as a STEN scale.

SCORE



EXAMPLE - THIS IS NOT YOUR REAL SCORE

NORM GROUP

The scores in this report are created by comparing the responses to the test with those of a representative group of test takers, referred to as a norm group. This allows for an accurate and practical understanding of the scores.

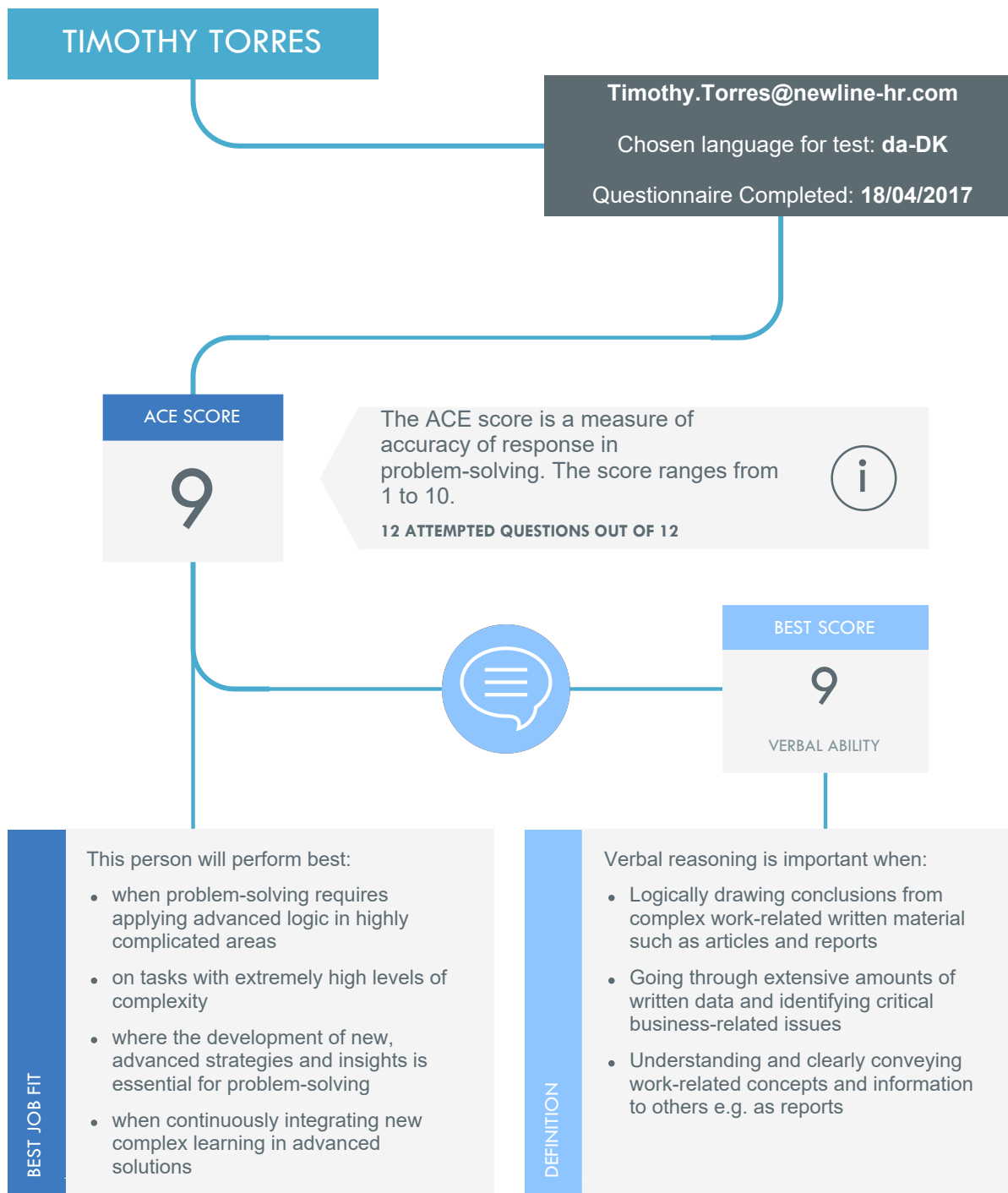
By considering age, gender, education, industry, and managerial level, the norm is representative of the group selected by the certified test user.

Selected norm: **International norm**

COMPUTER ADAPTIVE TESTING (CAT)

ACE applies the technology of Computer Adaptive Testing, which adapts the test according to the respondent's ability level. CAT selects questions for the purpose of maximising the precision of the test score based on what is known about the respondent from previous questions.

OVERVIEW



SCORES



LOGICAL ANALYTICAL REASONING

The level of complexity that the person can deal with on the job.

ACE SCORE



SPEED



ACE SCORE

MEANING

- Easily understands how extremely complex matters are related
- Successfully applies advanced problem solving skills in novel and complex tasks
- Very easily expands knowledge and comes up with new insights into problems and solutions
- Efficiently draws conclusions that require a superior level of overview and logic
- Very high logical reasoning ability
- High speed when compared to others with the same ACE score

BEST JOB FIT

This person will perform best:

- when problem-solving requires applying advanced logic in highly complicated areas
- on tasks with extremely high levels of complexity
- where the development of new, advanced strategies and insights is essential for problem-solving
- when continuously integrating new complex learning in advanced solutions



SPATIAL ABILITY

SCORE



SPEED



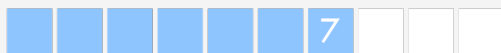
Spatial reasoning is important when:

- Analysing new information, fitting it into the organisational context, and applying it to solve work-related problems
- Identifying trends in organisational data e.g. visual presentations, graphs and graphics
- Thinking outside the box in terms of discovering new ways in which things are related



NUMERIC ABILITY

SCORE



SPEED



Numerical reasoning is important when:

- Identifying critical business-related issues and logically drawing conclusions from numerical data such as performance figures, financial results and analysis reports
- Conveying and presenting business-related issues in forms of charts and tables
- Monitoring performance and progress based on numerical data e.g. statistics and tables



VERBAL ABILITY

SCORE



SPEED



Verbal reasoning is important when:

- Logically drawing conclusions from complex work-related written material such as articles and reports
- Going through extensive amounts of written data and identifying critical business-related issues
- Understanding and clearly conveying work-related concepts and information to others e.g. as reports

INTERVIEW QUESTIONS

