



**Assessment
and consultancy
solutions at work ...**

2008-9

... making psychology accessible



"...As an organisation, they are always helpful, professional, prompt and efficient - nothing is too much trouble at whatever time of day, even when it is down to the customer's bad planning! I find their products straightforward to use for candidates and managers. KCP's comprehensive range of products is suitable for a thorough selection process and for recruitment at many levels. There is also a reliability factor with KCP tests that is missing from other products promising a similar outcome. With KCP, you get the personal service you would normally receive from a smaller organisation but the professional products you would expect from a larger corporate."

Karen North, Director of Employee Services and Operations, Cancer Research UK, Nov 07



Knight Chapman Psychological (KCP) is a specialist consultancy of Chartered Occupational Psychologists.

Established in 1988, KCP is a leading provider of assessment and consultancy solutions at work. Our goal is to make the theory, principles and practice of applied psychology more accessible to businesses, public sector organisations and individuals across the globe.

Our extensive portfolio of products and services includes:

- ◆ Ability and Aptitude Tests
- ◆ Assessment/Development Centre Exercises
- ◆ Personality and Motivation Questionnaires
- ◆ Management Development Tools
- ◆ BPS Certificates of Competence in Occupational Testing Training
- ◆ Training in Assessment Techniques
- ◆ Individual and Group Assessment
- ◆ Dyslexia Screening
- ◆ Occupational Cognitive Behavioural Therapy
- ◆ Cognitive Hypnotherapy



KCP Supra Series

High Potential Graduates ♦ Managers ♦ Professionals

The Supra Series is a unique battery of **high level ability tests** and **assessment exercises** specifically designed for the assessment of senior managers, professionals and high potential graduates.

The Supra Ability Test Battery breaks new ground because it is based around an integrated work-related scenario. Unlike other commonly used batteries the Supra Series reflects real life problem solving by presenting items within known parameters and then requiring candidates to integrate and manipulate information just as they would at work. The tests measure:

- ♦ Verbal Critical Reasoning
- ♦ Numerical Critical Reasoning
- ♦ Creative Thinking - Fluency, Laterality, Originality
- ♦ Written Communication

Supra Assessment Exercises are a range of high level in-tray and group exercises assessing core management competences including planning, prioritising, decision making, influencing skills, team sensitivity and organisational awareness.

Exercise

Rationale and Suitability

- | | |
|---|---|
| <ul style="list-style-type: none"> ■ AEB In-Tray and Group ■ Brightport In-Tray and Group ■ Realcare In-Tray and Group ■ Project Excellence Group ■ Service 2009 Group ■ Urban Regeneration Group | <ul style="list-style-type: none"> ➤ Especially useful for managers with strategic responsibilities ➤ Managers with strategic and operational responsibilities in the public sector ➤ Managers in an operational environment ➤ Managers in a commercially challenging environment ➤ Managers in service organisations ➤ Suitable for both public and private sector senior managers |
|---|---|

Administration:

- *paper & pencil*

	£
Manuals:	
Complete Supra Series	85.00
Ability tests only	50.00
Assessment exercises only	50.00
Individual admin/scoring cards	25.00*
Ability Tests:	
<i>Reference material (25s)</i>	<i>250.00*</i>
<i>Verbal booklets (10s)</i>	<i>225.00</i>
Verbal answer sheets (50s)	90.00*
Verbal scoring key	16.00*
<i>Numerical booklets (10s)</i>	<i>225.00</i>
Numerical answer sheets (50s)	90.00*
Numerical scoring key	16.00*
Creative thinking (10s)	120.00*
Written communication (10s)	80.00*
Assessment Exercises:	
In-tray file contents (10s)	160.00*
In-tray exercise booklets (10s)	100.00*
Group exercise booklets (10s)	100.00*

* Subject to VAT @ 17.5%

Items in italics are re-usable

Related Personality Questionnaire: MAPP



KCP Potentia Series

Managers ♦ Graduates

The Potentia Series is a battery of **critical reasoning and creative problem solving tests** and **assessment exercises** designed for the assessment of **junior to middle managers and graduates**.

The Potentia Ability Test Battery is unlike traditional ability tests because it is based around an integrated work-related scenario. This scenario mirrors problem solving at work by requiring candidates to integrate and manipulate verbal, numerical, financial and graphical data just as they would at work. The tests measure:

- ♦ Verbal Critical Reasoning
- ♦ Numerical Critical Reasoning
- ♦ Creative Thinking - Fluency, Laterality, Originality

Potentia Assessment Exercises constitute a range of in-tray and group exercises assessing core management competences including planning, organising, prioritising, decision making, communication, influencing skills, team membership and political awareness.

Exercise

Rationale and Suitability

- Heritage Theatre In-Tray > Equally useful for managers and graduates in both the public and private sectors
- Image Haircare In-Tray > Based in a sales environment and Group
- Tremaynes In-Tray > Managers in market driven, manufacturing organisations and Group
- Wycherley's Group > An activity based exercise that is particularly appealing to graduates

Administration:

- **online (combined admin: verbal & numerical tests)**
- **paper & pencil (all tests and assessment exercises)**

	£
Online:	
Combined PVT & PNT admin/report	40.00 *

Paper & pencil:

Manuals:

Complete Potentia Series	85.00
Ability Tests only	50.00
Assessment Exercises only	50.00
Individual admin/scoring cards	25.00 *

Ability Tests:

<i>Reference material (25s)</i>	<i>250.00 *</i>
<i>Verbal booklets (10s)</i>	<i>225.00</i>
Verbal answer sheets (50s)	90.00 *
Verbal scoring key	16.00 *
<i>Numerical booklets (10s)</i>	<i>225.00</i>
Numerical answer sheets (50s)	90.00 *
Numerical scoring key	16.00 *
Creative thinking (10s)	120.00 *
Written communication (10s)	80.00 *

Assessment Exercises:

In-tray file contents (10s)	160.00 *
In-tray exercise booklets (10s)	100.00 *
Group exercise booklets (10s)	100.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information

Related Personality Questionnaire: MAPP



KCP Prima Series
Candidate Screening

The **Prima Series** is a battery of two **critical reasoning tests** specifically designed for **pre-screening managers and graduates**.

Prima series comprises:

- ◆ the **Short Verbal Test (SVT)**
- ◆ the **Short Numerical Test (SNT)**

The SVT and SNT are quick and easy to administer and score, and can be administered together or separately.

- SVT test duration > 8 minutes (15 items)
- SNT test duration > 15 minutes (16 items)

Since both tests are **strong predictors of performance on longer critical reasoning tests** they are especially suitable for **pre-screening large volumes of candidates**.

So, whilst the Prima Series is not designed to replace more substantive tests such as KCP's Supra and Potentia Series, the Watson-Glaser or SHL's tests, the Prima Series **DOES provide employers with the confidence** that upon final assessment, candidates are on average likely to include **higher performers**.

PRIMA TESTS: SOME BACKGROUND

The SNT was originally developed for one of the world's leading oil companies. Their requirement was for a test that could be used in pre-screening applicants (alongside other data) for graduate and managerial positions where high-level numerical ability was essential for effective performance.

A sample of graduates completed the SNT and SHL's NMG. The correlation coefficient between the SNT and SHL's NMG was no less than 0.75 confirming that there was a strong relationship between the two tests.

The SVT was subsequently predicated along the same lines as the SNT. However, in this case the criterion measure was KCP's APST (now Supra) Verbal Reasoning Test. This test is generally regarded as measuring verbal critical reasoning ability at the highest level of item difficulty.

A composite sample of graduates and managers produced a correlation of 0.74 between the SVT and the APST(V), again demonstrating a strong correlation between the two tests.

Administration:

- **online**
- **paper & pencil**

£

Online:

SVT admin/report	27.50 *
SNT admin/report	27.50 *

Paper & pencil:

Administration & scoring (each)	25.00 *
<i>SVT booklets (10s)</i>	<i>175.00</i>
SVT answer sheets (50s)	70.00 *
SVT scoring key	15.00 *
<i>SNT booklets (10s)</i>	<i>175.00</i>
SNT answer sheets (50s)	70.00 *
SNT scoring key	15.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information

Related Personality Questionnaire: MAPP, MAPP-8 or RPMQ



KCP Integra Series
Clerical ♦ Administrative ♦ Sales

The **Integra Series** is a battery of **ability tests** and **assessment exercises** specifically designed for the assessment of **administrative, clerical and sales staff**.

The **Integra Ability Test Battery** focuses on core abilities required in effective employees in these roles. The Integra Series reflects real life work relevant tasks.

The tests measure:

- ♦ Following Instructions (**FIT**)
- ♦ Numerical Computation **WITHOUT** a calculator (**NCT**)
- ♦ Computer Data Entry (**DET**)
- ♦ Proof Reading (**PRT**)

Integra Assessment Exercises consist of a **group exercise** and, **unusually at this level, an in-tray exercise**. The latter is unique insofar as it builds in a sudden, unexpected change that requires a rapid change in priorities. Other attributes assessed in the exercises include oral and written communication, team membership and organisational ability.

Exercise

Rationale and Suitability

- Wycherley's Group
 - Especially useful for assessing team membership and interpersonal communication
- Summerton Services In-Tray
 - Administrators in fast-moving private or public sector environments

Administration:

- **online (FIT, NCT, DET, Summerton In-Tray)**
- **pc-based (DET and Summerton In-Tray)**
- **paper & pencil (FIT, NCT, DET, Summerton In-Tray, Wycherley's Group)**

	£
Online:	
FIT admin/report	8.00 *
NCT admin/report	8.00 *
DET admin/report	8.00 *
Summerton Services admin	8.00 *
Summerton scoring guidelines	FoC
Summerton bureau scoring	20.00 *

PC-based:	
Software shells	FoC
DET units (1 per admin/report)	8.00 *
Summerton units (1 per admin)	8.00 *
Summerton scoring guidelines	FoC

Paper & pencil:

Ability Tests	
Complete Integra Manual	60.00
Individual admin & scoring	30.00 *
<i>FIT booklets (5s)</i>	75.00
FIT answer sheets (25s)	35.00 *
FIT scoring key	15.00 *
<i>NCT booklets (5s)</i>	75.00
NCT answer sheets (25s)	35.00 *
NCT scoring key	15.00 *
PRT answer booklet (10s)	50.00 *

Assessment Exercises	
Summerton file contents (10s)	150.00 *
Summerton booklets (10s)	90.00 *
Wycherley's Group (10s)	90.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information

Related Personality Questionnaire: RPMQ/RWP



Managerial and Professional Profiler

High Potential Graduates ♦ Managers ♦ Professionals

MAPP is a substantive, normative, self-report personality and motivation questionnaire.

It provides an assessment of typical preferences on **19 personality dimensions** (clustered in the **People, Task and Feelings** domains), and **14 motivational and values dimensions**.

MAPP was developed as an integrated questionnaire which explores **BOTH** personality and motivational dimensions. Extensive research and experience over 30 years as practical, professional occupational psychologists enabled us to maximise the effectiveness of existing personality questionnaires whilst minimising their limitations and scale redundancy.

Whilst other questionnaires give an insight into underlying personality traits and behavioural preferences, **MAPP includes the important fourth dimension of values and motivation.**

THE MAPP SCALES

PEOPLE	TASK	FEELINGS	VALUES
Affectionate	Free-Thinking	Self-Assured	Material Wealth
Sociable	Strategic	Anxious	Competition
Confident	Intuitive	Sensitive	Results
Convincing	Distractable	Expressive	Recognition
Perceptive	Systematic		Personal Authority
Candid	Cautious		Responsibility
Assertive			Intellect
Uncompromising			Novelty
			Self-Expression
			Altruism
			Intimacy
			Levity
			Security
			Work

RESPONSE STYLE

Self-Critical

QUOTATION FROM THE BRITISH PSYCHOLOGICAL SOCIETY'S REVIEW OF LEVEL B INSTRUMENTS

"Overall, the MAPP is a well constructed, easy-to-use questionnaire which gives information on a range of occupationally relevant scales relating not only to personality but also to work-related values. It is, therefore, a potentially powerful instrument for the full range of uses in employee selection, development and guidance at the managerial and professional level and offers considerably more than many other popular instruments which deal exclusively with personality."

Administration:

- online
- pc-based
- paper & pencil

£

Online:

Admin/interview report	65.00 *
Admin/profile chart	27.50 *
Admin/report & profile chart	92.50 *

PC-based:

Software shell	FoC
MAPP Units (each)	10.00 *

PC unit allocation & costs:

25 pc admins + profile/report	1500.00 *
25 profile/report (P&P admin)	1000.00 *
25 report only (P&P admin)	750.00 *
25 profile only (P&P admin)	250.00 *

Paper & pencil:

MAPP Manual	70.00
<i>MAPP booklets (5s)</i>	<i>112.50</i>
Part 1 answer sheets (25s)	70.00 *
Part 2 answer sheets (25s)	70.00 *
Profile charts (25s)	125.00 *
Set of scoring keys	70.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information

Note: MAPP is also available in shorter format as MAPP-8 (admin time approximately 25-30 mins)

**Related Test Battery:
SUPRA**



RPMQ

Administrative ♦ Sales ♦ Call centre ♦ Customer Service

The RPMQ is a self-report personality and motivation questionnaire specifically designed for non-managerial positions. It provides an assessment of typical preferences on 22 personality and motivational dimensions relevant to effective performance in graduates, sales, call centre personnel, telesales, administrative and IT support staff roles.

THE RPMQ22 SCALES

Sociable	Proactive	Resilient	Results
Confident	Innovative	Positive	Change
Convincing	Systematic	Energetic	Self-directing
Empathetic	Detailed		Work
Team-focused	Reliable		Material Wealth
Flexible			Competition
			Recognition
Self-Critical			



Roberts Workstyles Profiler

Skilled ♦ Semi-skilled ♦ Operator

The RWP is a self-report personality questionnaire specifically designed for operator, semi-skilled and skilled positions.

It provides an assessment of typical preferences on 7 personality dimensions relevant to effective performance in "blue-collar" positions.

THE RWP SCALES

Sociable	Systematic	Resilient
Team-focused	Reliable	Energetic
	Detailed	

Administration:

- online
- pc-based
- paper & pencil

£

Online:

Admin/interview report	45.00 *
Admin/profile chart	17.50 *
Admin/report & profile chart	62.50 *

PC-based:

Software shell	FoC
RPMQ units (each)	10.00 *

PC unit allocation & costs:

25 pc admins + profile/report	1250.00 *
25 profile/report (P&P admin)	1000.00 *
25 report only (P&P admin)	750.00 *
25 profile only (P&P admin)	250.00 *

Paper & pencil:

RPMQ manual	40.00
RPMQ booklets (5s)	100.00
Answer sheets (25s)	62.50 *
Profile charts (25s)	125.00 *
Set of scoring keys	60.00 *

RWP Administration:

- online
- paper & pencil

£

Online:

Admin/profile chart	5.00 *
Admin/report	5.00 *

Paper & pencil:

RWP admin & scoring	30.00 *
RWP booklets (5s)	95.00
Answer sheets (25s)	60.00 *
Profile charts (25s)	95.00 *
Scoring keys	20.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information

Related Test Battery:
INTEGRA



Personal Adaptability Questionnaire

All staff facing change

The **PAQ** is a self-report questionnaire specifically designed for use in **change management interventions**. It is designed to provide insights into the readiness for change, and likely response to change in individuals and groups.

- | | |
|---------------|--|
| Optimistic | - a positive or negative outlook |
| Self-assured | - a measure of self worth |
| Innovative | - a preference for looking at problems from new angles |
| Collaborative | - an individualistic vs collaborative approach |
| Purposeful | - a clear sense of direction |
| Structured | - a measure of self-organisation |
| Proactive | - a preference for anticipation and resolving problems ahead of time |



Influencing Styles Questionnaire

Managers ♦ Professionals ♦ Consultants

The **ISQ** is a self-report questionnaire designed to explore how a person typically goes about **influencing and gaining support from others**. It provides a hierarchical pattern of scores that indicate the extent to which the individual uses the eight main differing approaches to influencing others.

- Rewarding/punishing
- Assertive persuading
- Setting example
- Political awareness
- Consulting
- Empowering
- Sharing vision
- Being dramatic



Roberts Type Questionnaire

All levels

The **RTQ** is a self-report questionnaire designed as a **development tool** to help explore someone's preferences in terms of the **Jungian model of psychological types**.

- Extraversion vs Introversion
- Sensing vs Intuition
- Thinking vs Feeling
- Judging vs Perceiving

In common with other measures of type, it is not suitable for use in selection situations.

PAQ Administration:

- online
- paper & pencil

£

Online:
admin/combined profile+report 25.00 *

Paper & pencil:

PAQ admin & scoring	30.00 *
<i>PAQ booklets (5s)</i>	<i>95.00</i>
Answer sheets (25s)	60.00 *
Profile charts (25s)	95.00 *
Scoring keys	20.00 *

ISQ Administration:

- online
- paper & pencil

£

Online:
Admin/ profile chart 15.00 *

Paper & pencil:

ISQ admin & scoring	30.00 *
<i>ISQ booklets (5s)</i>	<i>95.00</i>
Answer sheets (25s)	60.00 *
Profile charts (25s)	95.00 *
Scoring keys	20.00 *

RTQ Administration:

- online

£

Online:
Admin/profile + report 15.00 *

* Subject to VAT @ 17.5%

Items in italics are re-usable

Volume discount rates are available for online testing - please contact KCP for more information



BPS Certificates of Competence
HR Professionals and Consultants

The British Psychological Society's Certificates of Competence in Occupational Testing are designed to ensure that test users are able to make fair and effective use of psychological tests and personality questionnaires in the workplace.

The Certificates represent a nationally recognised standard of competence in the administration, scoring, interpretation and feedback of ability test data (Level A) and personality questionnaires (Level B).

Our courses are internet based, combined with focused workshops, to make it simpler, quicker and enjoyable to gain these nationally recognised qualifications in psychological testing. Delegates complete pre-course assignments online in their own time, **minimising time away from the workplace and home**. The practical elements of both courses are then covered intensively in **short 2.5 day workshops**, giving the option of completing both Level A & B in five working days (Monday to Friday).

Level A course structure

Pre-course Assignments (internet-based)

- ◆ Defining assessment needs
- ◆ Basic principles of scaling and standardisation

Practical Training Components (at KCP)

- ◆ Administering Tests
- ◆ Scoring and Interpretation
- ◆ Making Use of Test Results
- ◆ Providing Accurate Written and Oral Feedback

Level B (Intermediate) course structure

Pre-course Assignments (internet-based)

- ◆ Personality Theory
- ◆ Principles of Personality Assessment

Practical Training Components (at KCP)

- ◆ Questionnaire Development
- ◆ Questionnaire Administration
- ◆ Principles of Feedback
- ◆ Issues Associated with Interpretation
- ◆ Practical Feedback Skills
- ◆ Report Writing

Training Dates

2008

	A	B
October		FULL
November		FULL
December	8-10	10-12

2009

	A	B
January	12-14	14-16
February	9-11	11-13
March	16-18	18-20
April	20-22	22-24
May	18-20	20-22
June	15-17	17-19
July	13-15	15-17
August	Contact KCP	
September	14-16	16-18
October	12-14	14-16
November	9-11	11-13
December	7-9	9-11

**Training Fees
2008/2009**

	£
Level A	900.00 *
Level B	900.00 *
Level A & B combined	1400.00 *
Test Admin Workshop	450.00 *

* Fee per delegate.
Fees subject to VAT at 17.5%



ACT Workshop **Assessment Centre Techniques** Managers ♦ HR Professionals ♦ Consultants

ACT workshops provide line managers or HR professionals with a thorough grounding in the skills of assessing candidates in assessment or development centres. This programme can be tailored to meet particular client requirements.

Typical Content

Day 1

- ♦ Background to assessment and multiple assessment techniques
- ♦ Defining competences
- ♦ Typical assessment exercises / Selecting and designing exercises
- ♦ The role of the assessor / observation skills/mini skills practical

Day 2

- ♦ Providing accurate feedback
- ♦ Assessor skills in observed and unobserved exercises
- ♦ Practical work: Group Exercises, In-Trays, Presentations & Role Plays
- ♦ Integrating assessment data

Day 3

- ♦ Mini assessment centre practical with volunteers
- ♦ Facilitation of assessor conferences
- ♦ Overview of the programme
- ♦ Personal action plans for back-home implementation



Masterclass in Advanced Assessment Techniques

This **masterclass** is designed for experienced assessors who hold a BPS Level B Intermediate Certificate in Occupational Testing AND are users of the Managerial and Professional Profiler (MAPP) or the Roberts Personality and Motivation Questionnaire (RPMQ).

Typical Content

Day 1

- ♦ In-depth analyses of real-life case studies
- ♦ Advanced feedback skills

Day 2

- ♦ Using MAPP-EI - Emotional intelligence at work
- ♦ MAPP and CBT: New ways of facilitating real development

ACT Workshop Dates **2008/2009**

*Please contact KCP
for scheduled dates*

ACT Workshop Fee

£750.00 *

Masterclass Dates **2008/2009**

*Please contact KCP
for scheduled dates*

Masterclass Fee

£750.00 *

Course Director Andy Roberts,
BSc, CPsychol, CSci, AFBPsS, FCIPD,
CertCBTHyp, Managing Director
Knight Chapman Psychological Ltd

Workshop numbers The dynamics of these workshops require a minimum of 4 and maximum of 6 delegates.

Corporate bookings please contact KCP and we will be happy to schedule a workshop as soon as required, subject to availability.

If you are unable to book one of our scheduled workshops, we will be happy to co-ordinate your available dates with other interested parties.

** Fee per delegate.
Fees subject to VAT at 17.5%*



Individual and Group Assessment

High Potential Graduates ♦ Managers ♦ Professionals

Our individual and group assessment services encompass external selection; the assessment of potential within organisations; career planning; and, problem resolution.

Much of our work is focused upon senior executives, typically those who are at, or close to Board level.

We have conducted projects where every manager in an organisation has been assessed, through to projects that are exclusive to one individual.

Individual assessments all vary depending upon the objective, but may extend from a half day session through to three or four days.

Our approach to each project is identical:

- Clarify and agree the objective with the commissioning client.
- Conduct a rigorous analysis of the competences and attributes to be assessed.
- Design and agree the assessment procedure with the client.
- Brief the candidate(s).
- Conduct the assessment (at our Lewes office or your choice of location).
- Provide a full written report to the client highlighting strengths, limitations and developmental recommendations.
- Provide full feedback to the candidate.

Consultancy Fees

Fee dependent on size and scope of project. *

Please call for a detailed quotation.

** Fees subject to VAT @ 17.5%*



Cognitive Behavioural Therapy

All levels

CBT has gained a substantial reputation for being one of the most effective **brief therapy** interventions.

KCP's CBT services help address typical workplace challenges that may arise from the assessment of development needs. In particular, we provide rapid interventions in these areas:-

- ◆ Assertiveness at work
- ◆ Coping with change
- ◆ Social/team skills
- ◆ Influencing others
- ◆ Decision making
- ◆ Stress management
- ◆ Social/team skills
- ◆ Presentation skills



Cognitive Hypnotherapy

All levels

Cognitive hypnotherapy can be used as an adjunct to CBT or on its own.

Our services include face-to-face therapy sessions as well as the production of individually tailored self-hypnosis CDs. Using a unique blend of psychometrics and CBT principles, our Cognitive Questionnaire enables us to design the most effective and personalised interventions.

Fees

	£
Per session	90.00 *
Self-hypnosis CD	65.00 *

* Subject to VAT @ 17.5%

Related Questionnaire: **CQ**



..... some client testimonials

"The Kier Group has been using MAPP extensively since 2003 in both management development and selection. We like the ease of use, the psychometric robustness of the questionnaire, and the fact that it provides us and our managers with much richer data than other occupational competence based questionnaires."

Paul Sealy, Head of Group Training and Development, Kier Group, Dec 07

"I can thoroughly recommend MAPP for senior management assessment. The questionnaire explores not only core personality variables, but also values and motivation, making MAPP one of the most comprehensive instruments that I have used in over 30 years as a psychologist."

Lucean Headen, Occupational Psychologist Headen Thomas Ltd, Nov 07

"KCP offer wonderful support throughout their training programmes. As an organisation, they are always helpful, professional, prompt and efficient - nothing is too much trouble at whatever time of day, even when it is down to the customer's bad planning! I find their products straightforward to use for candidates and managers. KCP's comprehensive range of products is suitable for a thorough selection process and for recruitment at many levels. There is also a reliability factor with KCP tests that is missing from other products promising a similar outcome. With KCP, you get the personal service you would normally receive from a smaller organisation but the professional products you would expect from a larger corporate."

Karen North, Director of Employee Services Cancer Research UK, Nov 07

"As the developers and suppliers of the change implementation methodology - *People-Centred Implementation (PCI®)* - we and our clients have been very impressed by the effectiveness of KCP's online Personal Adaptability Questionnaire which we have used extensively in our workshops."

David Miller, Managing Director Changefirst® Ltd, Nov 07

"Thanks for an excellent week of training. All of us in the room have spent a fair while in the training business, so have run and seen loads of courses - I'd rate this right up at the top. I find MAPP superior to other personality questionnaires I have used. Its validity is significantly better and MAPP's wider coverage makes it ideal for use in selection. KCP provide excellent customer service with fast helpful responses to any enquiries. Overall, their products are undoubtedly of high quality, scoring particularly well on reliability and validity."

Robin Alcock, Search & Selection Consultant Elmstead Consulting Ltd, Oct 07

Ashridge Business School is a leading centre for executive development. It is consistently ranked as one of the top business schools in the world ... **and they say ...**

"We use KCP's Level A and B training on a regular basis for our faculty and associates. The flexible nature of the programmes means that we can pick and choose dates to suit the very full diaries of our staff, which is extremely beneficial to their learning. They have all commented on how they are made to feel like individuals at KCP and not like they are on a conveyor belt, as they have with other training organisations. Cathy and the rest of her training support team are knowledgeable and professional and make sure the whole booking process is quick, streamlined and clear and nothing is too much trouble for them. We will continue to use and recommend KCP in the future."

Karen Moyle, Business Development Manager Ashridge Psychometric Services, Nov 07

"I did my Level A via distance learning, and Level B as a workshop. The instructions, assistance and feedback I received for the Level A was fantastic. Very swift, very clear and very helpful. The Level B was wonderful - KCP made the whole experience fun and relaxed."

Lee Waller, Business Development Manager Ashridge Business School, Nov 07

"The humour with which the KCP team delivers what can be a very dry subject (statistics!), makes their classroom based Level A and B programmes effective as well as fun. We discussed questions, practiced with and coached each other and shared ideas, and the small group and the personal attention of the KCP team was invaluable in bedding in the learning. Thanks Andy and Cathy - I look forward to another visit to Lewes!"

Margaret de Lattre - Director, Tailored Executive Education, Ashridge Business School, Nov 07

"I did my Level A by distance learning - this approach was very flexible and easy to fit into my other activities. I did Level B in Lewes and found the workshop excellent, full of learning, well paced with a great deal of humour. The small group size that characterises KCP suited me well. I felt I got lots of individual attention and support - and lots of practice! Overall I have always enjoyed the contact I have had with KCP. Andy offers a characterful and off-beat approach, making the workshops more fun than you'd expect. KCP takes the time to get to know its clients individually - and it makes a difference."

Chris Nichols, Business Director Ashridge Consulting Ltd, Nov 07



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