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assessment skills training
... making psychology accessible



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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

“I find KCP's products straightforward to use for candidates and managers. Their comprehensive range of products is suitable for a thorough selection or development process at all levels. There is also a reliability factor with KCP tests that is missing from other products promising a similar outcome. As an organisation, KCP are always helpful, professional, prompt and efficient - nothing is too much trouble, at whatever time of day. 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 & Operations, Cancer Research UK



WHY GAIN THE BPS CERTIFICATES OF COMPETENCE?

As individuals we all strive to fulfill our potential and seek satisfaction at work. We want to be treated fairly, and we want to enjoy what we do.

As employers, we want to find the very best people for our organisation. We try to create a workplace that is both productive and harmonious.

Above all, we require decisions about our lives to be fair and objective.

Whilst no assessment technique is perfect, ability tests and personality questionnaires bring greater objectivity and transparency to the decision making process.

FEATURES OF BPS E-LEARNING

- Our Test Administration, Level A and B online training can be completed anywhere in the world at any time
- No attendance requirement - practical sessions are conducted via web conferencing/video
- All courses fully verified by the British Psychological Society
- Multi media learning materials

BENEFITS

- No time away from work or home
- Study at your own pace
- Tutorial support available 7 days a week
- Course Director has over 37 years experience as an Occupational Psychologist
- Access to a broad range of tests and questionnaires
- Join an international network of practitioners
- Competitively priced



WHAT INSTRUMENTS WILL I BE ABLE TO USE?

Your Level A Certificate of Competence will enable you to score and interpret ability and aptitude tests from all major publishers.

At Level B, all publishers have to nominate a specific “substantive instrument” to the BPS. In our case, this is the Managerial and Professional Profiler - MAPP.

Here’s what the BPS Review has to say about MAPP:

“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.”

MAPP gives you:

- Assessment of personality and motivation
- Online, PC or paper based administration
- Expert reporting options including a full trait based analysis, interview questions and predictions of Jungian Type
- Exceptionally high reliabilities
- English, US English, Dutch, French, German, Spanish and Russian versions

In addition, you will have access to the full range of KCP’s questionnaires and development tools.

COURSE TUTOR

Your course tutor throughout your training will be:

Andy Roberts (BSc, CPsychol, CSci, AFBPSS, BPS Verified Assessor, T538, CFIPD, Registered Psychologist)

CONTACTING KCP DURING YOUR BPS TRAINING

If you need any help with your course assignments, or technical assistance with setting up your webcam, you can contact Andy or one of his team on the telephone numbers and email addresses given below. During normal office hours (Monday-Friday between 8am-6pm) somebody will always be available to help you on the main KCP telephone number. Out of office hours, including weekends, we do try to ensure that we are as accessible as possible. If you call the main KCP number in the evening or at the weekend, you may be diverted to a mobile or you can call the mobile direct (see number below). If you reach a voicemail, just leave a brief message and your contact details, and somebody **will** get back to you as quickly as possible.

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Mobile	+44 (0)7818 878687 (weekends and evenings)
Email	andy@kcpltd.com or cathy@kcpltd.com



LEVEL A COURSE OVERVIEW

Your Level A training comprises the following elements:

Theoretical: Units 1, 3, 5, 6, 7 & 8 - a combination of:

- Background reading/study (via a series of Factsheets to be downloaded and printed, and some online videos and slide shows)
- Online assignments (assessment portfolio and two case studies)

Practical: Modules 2 and 4 - during your Level A training, you will undertake **two** OBSERVED practical test administration sessions. For both these sessions, you will **download** the relevant test materials and will require a webcam and a guinea pig (see notes below).

Notes

1. Webcam/Video Camera: you will require a webcam or video camera for your **two** Level A practical sessions. Ahead of the sessions, you will need to ensure that your pc/laptop is correctly configured for using a webcam. We will of course be happy to advise on any technical issues you might have beforehand. We also offer a recorded session option for delegates who have time and/or broadband challenges.

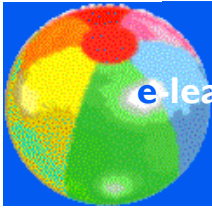
2. Guinea Pigs: Your guinea pigs need to be briefed properly about their role in your training. You will be emailed a 'Guinea Pig Information Sheet' at the outset of your training, and you should give your guinea pigs a copy of this before their sessions. Full support will be provided by KCP when you are ready to organise these sessions.

LEVEL A COURSE TIMETABLE

It is impossible to be precise about how long it will take you to complete your KCP Online Level A training modules. Much will depend upon how much time and effort each delegate is able to put in.

However, it is our experience that the following schedule is typical for most students (a total of just over **16 hours**).

- **Module 1:** theoretical study/online assignment - **allow 2 hours study time**
- **Module 2:** preparing for practice test admin session – **allow 1.5 hours study time**
- **Module 2:** completing practice test admin session via webcam/video – **allow 30 minutes**
- **Module 3:** theoretical study/online assignments – **allow 3 hours study time**
- **Module 4:** preparing for assessed test admin sessions - **allow 1.5 hours study time**
- **Module 4:** completing assessed test admin & feedback session via webcam/video – **allow 40 minutes**
- **Module 5:** online assignment – **allow 3 hours study time**
- **Module 6:** International Bank Case Study – **allow 2 hours study time**
- **Module 7:** Clerical Assistant Case Study – **allow 1.5 hours study time**
- **Module 8:** online assignment – **allow 30 minutes study time**



LEVEL B COURSE OVERVIEW

Your Level B training comprises the following elements:

Theoretical: Modules 1, 2, 3, & 4 - a combination of:

- Background reading/study (via a series of Factsheets which can also be downloaded and printed, and some online videos)
- Work assignments completed via your online assessment portfolio and one case study
- Report writing - the BPS require you to complete three reports in total. These will be based on the three MAPP feedbacks from your practical sessions - see below)

Practical: Module 5 - after some background reading and completion of the theoretical elements of Module 5, you will undertake **three** practical sessions (two of which will be OBSERVED). **You will require a webcam for two of these sessions, and three guinea pigs, one for each session (see notes below).**

Notes

1. Webcam/Video camera: you will require a webcam or video camera for **two** of your three practical MAPP feedback sessions. Ahead of your two practical sessions, you will need to ensure that your pc/laptop is correctly configured for using a webcam. We will of course be happy to advise on any technical issues you might have beforehand. We also offer a recorded session option for delegates who have time and/or broadband challenges.

2. Guinea Pigs: Your three MAPP guinea pigs will all need to complete the MAPP questionnaire online, ahead of their feedback sessions with you, and will also need to be briefed properly about their role in your training. You will be emailed a 'Guinea Pig Information Sheet' at the outset of your training, and you should give your guinea pigs a copy of this before they complete MAPP.

LEVEL B COURSE TIMETABLE

It is impossible to be precise about how long it will take you to complete your KCP Online Level B training modules. Much will depend upon how much time and effort each delegate is able to put in. However, it is our experience that the following schedule is typical for most students (**a total of just over 20 hours**).

- **Module 1:** theoretical study/online assignment - **allow 3.5 hours study time**
- **Module 2:** theoretical study/online assignment – **allow 2 hours study time**
- **Module 3:** theoretical study/online assignment – **allow 3 hours study time**
- **Module 4:** online assignment - **allow 45 minutes study time**
- **Module 5:** preparing for practice feedback session – **allow 2 hours study time**
- **Module 5:** completing practice feedback session via webcam/video – **allow 1 hour**
- **Module 5:** Case Study - **allow 2 hours study time**
- **Module 5:** preparing for assessed feedback session – **allow 2 hours study time**
- **Module 5:** completing assessed feedback session via webcam/video – **allow 1 hour**
- **Follow-up report writing** based on feedback sessions – this is a BPS requirement. Three reports are necessary. Report templates are supplied by us, to speed up the process. **Allow 3 hours study time in total (1 hour per report).**



TEST ADMINISTRATION COURSE OVERVIEW

Your Test Administration training comprises the following elements:

Theoretical: a combination of:

- Background reading/study (via a series of Factsheets to be downloaded and printed, and an online video)
- Work assignments completed via your online assessment portfolio

Practical: during your Level A training, you will undertake **two** OBSERVED practical test administration sessions. **For both these sessions, you will **download** the relevant test materials and will require a webcam and a guinea pig (see notes below).**

Notes

1. Webcam/Video Camera: you will require a webcam/video camera for your **two** Test Administration practical sessions. Ahead of the sessions, you will need to ensure that your pc/laptop is correctly configured for using a webcam. We will of course be happy to advise on any technical issues you might have beforehand. We also offer a recorded session option for delegates who have time and/or broadband challenges.

2. Guinea Pigs: Your guinea pigs need to be briefed properly about their role in your training. You will be emailed a 'Guinea Pig Information Sheet' at the outset of your training, and you should give your guinea pigs a copy of this before their sessions. Full support will be provided by KCP when you are ready to organise these sessions.

TEST ADMINISTRATION COURSE TIMETABLE

It is impossible to be precise about how long it will take you to complete your KCP Online **Test Administration** training modules. Much will depend upon how much time and effort each delegate is able to put in, and of course their own personal deadline.

However, it is our experience that the following schedule is typical for most students (a total of just over **5 hours**).

- **Module 1:** theoretical study/online assignment - **allow 2 hours study time**
- **Module 2:** preparing for practice test admin session – **allow 1.5 hours study time**
- **Module 3** completing practice test admin session via webcam /video– **allow 30 minutes**
- **Module 3** preparing for assessed test admin sessions - **allow 1.5 hours study time**
- **Module 3:** completing assessed test admin via webcam/video – **allow 30 minutes**
- **Module 4:** online assignment – **allow 30 minutes study time**
- **Module 5:** online assignment – **allow 30 minutes study time**



WHY GAIN THE KCP CERTIFICATE IN BEHAVIOURAL INTERVIEWING SKILLS?

The most frequently used selection technique is without doubt the interview. However, the predictive power of interviews is notoriously weak - quite simply a poorly conducted interview frequently provides no insights into how well someone will perform the job.

Behavioural interviews have been shown to be almost as effective as more objective techniques such as ability testing, and are therefore an important tool in the armoury of anyone - line manager or HR professional - who is involved in selection at work.

FEATURES OF KCP'S BIS E-LEARNING PROGRAMME

- Our BIS e-learning programme can be completed **anywhere in the world** at any time
- No attendance requirement - practical sessions are conducted via web conferencing/video
- Multi media learning materials

BENEFITS

- No time away from work or home
- Study at your own pace
- Tutorial support available 7 days a week
- Course Director has over 37 years experience as an Occupational Psychologist
- Join an international network of practitioners
- Competitively priced

COURSE TUTOR

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BIS COURSE OVERVIEW

COURSE OBJECTIVES	COURSE CONTENT
<p>On completion of the Behavioural Interviewing Skills course, delegates will be able to:</p> <ul style="list-style-type: none"> • Describe the main sources of error in interviews • List ways of overcoming error in interviews • Describe the benefits of structured interviews • Conduct a Repertory Grid Interview • Conduct a Critical Incidents Interview • Use information from these interviews to specify characteristics that you require in candidates • Describe interviewing techniques that don't work • List the characteristics of behavioural interview questions • Develop an introduction to a behavioural interview • Conduct an effective behavioural interview 	<ul style="list-style-type: none"> • Error Suspect One - The Interviewer • Error Suspect Two - What Are You Looking For? • Error Suspect Three - Structure, Structure, Structure • Repertory Grid Technique • Critical Incidents Technique • Interview Techniques that Fail • Introducing an Interview • Core Questioning Skills • Verbal and Non-verbal Behaviour • Behavioural Interviewing • Sample Questions and Behavioural Indicators

BIS COURSE TIMETABLE

It is impossible to be absolutely precise about how long it will take you to complete your KCP Online Behavioural Interviewing Skills modules. Much will depend upon how much time and effort each delegate is able to put in.

However, we would estimate that the following schedule would be typical (a total of just over **10 hours**).

<ul style="list-style-type: none"> • Module 1: theoretical study/online assignment - allow 2 hours study time • Module 2: theoretical study/online assignment - allow 1.5 hours study time • Module 2: completing job analysis interviews – allow 1 hour to 1.5 hours • Module 3: theoretical study/online assignments – allow 3 hours study time • Module 3: preparing for assessed interview - allow 1.5 hours study time • Module 4: completing assessed interview via webcam/video – allow 40 minutes



WHY GAIN THE KCP CERTIFICATE IN ASSESSMENT CENTRE TECHNIQUES?

Research studies into the effectiveness of assessment methods consistently demonstrate that multiple selection techniques have the highest validity. Nevertheless, poorly designed and organised assessment or development centres immediately negate their predictive powers.

KCP's Certificate in Assessment Centre Techniques provides delegates with the confidence and skills to identify competencies, design or select appropriate activities, apply observational and assessment skills, and ensure the smooth running of centres.

FEATURES OF KCP'S ACT E-LEARNING PROGRAMME

- Our ACT e-learning programme can be completed **anywhere in the world** at any time
- No attendance requirement - practical sessions are conducted online
- Multi media learning materials

BENEFITS

- No time away from work or home
- Study at your own pace
- Tutorial support available 7 days a week
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ACT COURSE OVERVIEW

COURSE OBJECTIVES	COURSE CONTENT
<p>On completion of the Assessment Centre Techniques course, delegates will be able to:</p> <ul style="list-style-type: none"> • Describe the key features of multiple assessment • Identify the similarities and differences between assessment centres and development centres • Conduct a Repertory Grid Interview • Conduct a Critical Incidents Interview • Use information from these interviews to specify characteristics that you require in candidates • Design or select appropriate activities • Apply observation and assessment skills • Chair a wash-up session • Ensure the successful administration of a centre 	<ul style="list-style-type: none"> • Background to assessment centres • What do we mean by competence? • Defining observable and measurable behaviours • Typical assessment exercises • Assessment centre design • The role of the assessor • Assessor briefing/training • Assessor skills in observed exercises <ul style="list-style-type: none"> > Group activities > Presentation activities • Assessor skills in written exercises <ul style="list-style-type: none"> > In-trays and e-trays > Analysis activities • The “wash-up” • Centre administration

ACT COURSE TIMETABLE

It is impossible to be absolutely precise about how long it will take you to complete your KCP E-learning Assessment Centre Techniques modules. Much will depend upon how much time and effort each delegate is able to put in.

However, we would estimate that the following schedule would be typical (a total of just over **12 hours**).

<ul style="list-style-type: none"> • Module 1: theoretical study/online assignment - allow 2 hours study time • Module 2: theoretical study/online assignment - allow 2 hours study time • Module 3: completing job analysis interviews – allow 1 hour to 1.5 hours • Module 4: theoretical study/practical assignments – allow 4 hours study time • Module 5: theoretical study/practical assignments - allow 2 hours study time • Module 6: theoretical study/online assignment – allow 1 hour
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■ BPS Level A only	£750.00
■ BPS Level B (Intermediate) only	£750.00
■ BPS Level A and B (Intermediate) combined	£1250.00
■ BPS Test Administration only	£280.00
■ Behavioural Interviewing Skills	£400.00
■ Assessment Centre Techniques	£400.00

All prices subject to VAT at 20% (if applicable)

For all KCP training programmes, payment terms are immediately upon receipt of invoice.

Training programmes will not be confirmed or activated without receipt of cleared funds by KCP.



"I thought the materials and tuition were superb, easy to work through and you are both very approachable and down to earth - also excellent value for money; I funded this myself and KCP were more affordable in terms of fees, and the online dimension just made the whole thing more accessible.....overall a great experience, so thank you both so much for making this a lot less onerous than it could have been. I would love to keep in touch, I shall miss our chats, you feel like part of the family now."

**Linda Jenkins, Lecturer, Aberdeen Business School, Dept of Information Management
Robert Gordon University**

"I thought I would write you a note of thanks for your support during my recent distance learning programs, BPS Level A & Level B. As an instructional designer, I found KCP's materials to be clear and also to support a diverse range of learning styles, from the provision of the 'bare bone' data sheets through to the in depth manuals (which I read and found accessible and comprehensive), with the choice of reference onscreen or in hard copy format. What really differentiated the learning experience was the very fast response to questions and also completed assignments, which allowed me to maintain momentum and complete the courses quickly against a tight deadline. I would not hesitate to use KCP in the future and I would be pleased to recommend your services to others."

James Graham MSc PMP, President, Training4Change, Seattle, Washington

"I must say that it certainly has been an excellent process for our team. We appreciated the opportunity to work together because we truly value principles of teamwork and collaboration. These are values that we seek to promote among the target population who benefit from our projects and it is critical that we ourselves emulate them. I thought that it was really great that this training was not impersonal and inflexible, as I thought an online program would be, but actually allowed our delegates to work together in such a meaningful and beneficial way. Again, allow us to express our appreciation to Cathy for her patient and tireless input into the development of our team. We all have gained tremendously. Regards!!"

Hazel-Ann Dillon, The Strategic Advancement Centre, Trinidad (team of ten delegates)

"What an enjoyable learning journey I had with KCP. Being always ready to support me, respecting my learning rhythm but still motivating me to continue, always bringing the perfect answers to my questions within a couple of hours... those are some of the great advantages you have offered me. Thank you for being there, and thank you for making it such a trouble-free path to take!"

Georges El-Helou, Training Developer & Facilitator, Montreal

"Thank you for the wonderful experience of training with you and for the unwavering support throughout the course."

Marie Therese De Villiers, Dubai-based delegate

"Just thought I'd drop you a quick line to say thanks for all your support during my training. It's been a great experience all round...so refreshing that your company considers those of us without corporate backing and unlimited funds/time."

Dr Kate Hammond

"KCP Level A and Level B internet based training does exactly what it says on the tin! They offer a full online/webcam based study course which allows you to work at your own pace - in my case 10 days! I can't praise them enough for the care they took to make sure they were available to fit in with my timescales, that I had the materials I needed at the times I needed them and that the technology worked! The course materials were comprehensive, easy to access and navigate through, and provided everything needed to learn successfully in this area. It was a revelation to me to be trained in this way and I would wholeheartedly recommend them to anyone who prefers to study at their own pace, in their own time, or who gets frustrated at the pace of face to face training. A slick, comprehensive set up where they have thought of everything and can't do enough to help you succeed."

Kareen Cranston, Cranston Cognition

"I am so happy I found KCP's totally online training course for the British Psychological Society's Level A and Level B certificates in psychometric/personality testing. I needed to learn at a distance and Hong Kong to England is certainly that. KCP's staff are truly helpful and patient with all queries. The teaching material is very interesting, easy to comprehend and logically organised. I actually enjoyed doing both of these courses. I can highly recommend this course to anyone with or without distance learning needs."

Scarlett Mattoli, (Hong Kong based delegate)

"It was quite daunting trawling through the internet, looking for a level A and level B psychometric training course. However, I need not have worried - after finding and phoning Cathy Roberts at KCP, the process of joining and training was very straightforward. KCP offer Level A and Level B completely online. All of my practical assessments were carried out via webcam, and the whole process was very easy to follow. The feedback on my online assignments came back very quickly on all occasions and KCP's friendly team were always available to give me help and advice every step of the way. With KCP, delegates are encouraged to work at their own pace, which takes the pressure off in today's hectic world. It was a great way to study, and I would definitely recommend KCP to anyone wishing to train in psychometrics. Thank you KCP, you were a fantastic help!"

Angela Batten, Coaching and Development Psychologist



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