

KCP e-learning



learn anytime, anywhere in the world



brochure

KCP e-learning



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about kcp



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 Register of Qualifications in Test Use (RQTU) Training
- ◆ Training in Assessment and Interviewing Techniques
- ◆ Individual Assessment
- ◆ Assessment and Development Centres
- ◆ Team Effectiveness
- ◆ 360° Feedback
- ◆ Dyslexia Screening
- ◆ Occupational Cognitive Behavioural Therapy

“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

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WHY GAIN THE BPS RQTU Certificates?

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 Assistant Test User, Test User Ability and Test User Personality online training can be completed anywhere in the world at any time
- No attendance requirement - practical sessions are conducted via web conferencing or 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 39 years experience as an Occupational Psychologist
- Access to a broad range of tests and questionnaires
- Join an international network of practitioners
- Competitively priced

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BPS E-LEARNING ESSENTIAL INFORMATION



WHAT INSTRUMENTS WILL I BE ABLE TO USE?

Your Test User Ability qualification will enable you to score and interpret ability and aptitude tests from all major publishers.

For Test User Personality, all publishers have to nominate a specific “substantive instrument” to the BPS. In our case, this is the Managerial and Professional Profiler - MAPP. However, you can easily add other instruments if you wish.

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 DIRECTOR

Your course director throughout your training will be:

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



COURSE OVERVIEW & TIMETABLE



Prior registration requirements: None

Overview of role: Assistant Test Users

- Are able to administer and score specific tests under the supervision of a person qualified at Test User level or above.
- Have awareness of broader issues related to testing and test use, of limitations and value of using tests, and know when to seek more expert help.
- Are not able to make choices about which tests should be used or provide interpretations of test scores beyond those provided in standard reports.
- An Assistant Test User will be an individual who uses specific tests in well-defined and constrained contexts, such as routine recruitment and selection procedures or standardised assessment for staff development programmes and who operates within organisational policies and directives on testing and test use. Choice of tests and details of how they are to be used and applied is outside the Assistant Test User's responsibility.

Course modules

- module one - introduction to testing
- module two - administering tests to one or more candidates - Part One
- module three - administering tests to one or more candidates - Part Two
- module four - maintaining security and confidentiality of the test materials and the test data

ASSISTANT TEST USER COURSE TIMETABLE

It is impossible to be precise about how long it will take you to complete your KCP Online **ATU** 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, the typical completion time for most students should be around **8 hours**.



COURSE OVERVIEW & TIMETABLE



Prior registration requirements: Assistant Test User

Overview of role: Test Users - Ability

- Are able to make choices between tests and to determine when to use or not use tests.
- Have an understanding of the technical qualities required of tests sufficient for understanding use but not for test construction.
- Can work independently as a test user.
- Have the necessary knowledge and skills to interpret specific tests.

Typically, Test Users - Ability will be working in an HR department, employment agencies or within consultancies offering testing services. They may be involved in testing for personnel selection, development or career guidance and advice.

Course modules

- module one - ability and aptitude
- module two - basic principles of scaling and standardisation/principles of norm referenced interpretation
- module three - classical test theory and reliability/item response theory
- module four - validity and utility
- module five - relating assessments to job requirements
- module six - interpretation and providing oral and written feedback
- module seven - deciding when tests should or should not be used

TEST USER ABILITY COURSE TIMETABLE

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

However, the typical completion time for most students should be around **20 hours**.



COURSE OVERVIEW & TIMETABLE



Prior registration requirements: Assistant Test User

Overview of role: Test Users - Personality

- Are able to make choices between tests and to determine when to use or not use tests.
- Have an understanding of the technical qualities required of tests sufficient for understanding but not for test construction.
- Can work independently as a test user.
- Have the necessary knowledge and skills to interpret specific tests.

Typically, Test Users - Personality will be working in an HR department, employment agencies or within consultancies offering testing services. They may be involved in testing for personnel selection, development or career guidance and advice.

- module one - personality and influences on personality
- module two - personality assessment
- module three - basic principles of scaling and standardisation/norm referenced interpretation
- module four - classical test theory/item response theory
- module five - validity and utility/relating assessment to job requirements
- module six - mapp interpretation and providing oral and written feedback
- module seven - deciding when tests should or should not be used

TEST USER PERSONALITY TIMETABLE

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

However, the typical completion time for most students should be around **20 hours**.



ESSENTIAL INFORMATION



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 39 years experience as an Occupational Psychologist
- Join an international network of practitioners
- Competitively priced

COURSE DIRECTOR

Your course director throughout your training will be:

Andy Roberts (BSc, CPsychol, CSci, AFBPSS, FCIPD, Registered Psychologist)



COURSE OVERVIEW & TIMETABLE



COURSE OBJECTIVES

On completion of the Behavioural Interviewing Skills course, delegates will be able to:

- 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

COURSE CONTENT

- 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**).



ESSENTIAL INFORMATION



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
- Course Director has over 39 years experience as an Occupational Psychologist
- Join an international network of practitioners
- Competitively priced

COURSE DIRECTOR

Your course director throughout your training will be:

Andy Roberts (BSc, CPsychol, CSci, AFBPSS, FCIPD, Registered Psychologist)



COURSE OVERVIEW & TIMETABLE



COURSE OBJECTIVES

On completion of the Assessment Centre Techniques course, delegates will be able to:

- 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

COURSE CONTENT

- 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
 - > Group activities
 - > Presentation activities
- Assessor skills in written exercises
 - > 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**).

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PRICES



■ BPS Assistant Test User only	£320.00
■ BPS Test User Ability only	£800.00
■ BPS Test User Personality only	£800.00
■ BPS ATU, TUA, TUP Combined	£1,250.00
■ Behavioural Interviewing Skills	£450.00
■ Assessment Centre Techniques	£450.00

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.

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TESTIMONIALS



"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)

"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."

Karen 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)



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