

Occupational Solutions
(Administrative Personnel and Customer Service)
Norms Updates
Frequently Asked Questions

Question: When will the updated norms be available?

Answer: The updated norms will be available on December 22, 2013.

Question: What process did Pearson use to create the new norms?

Answer: The updated norms were created using a national database of Occupational Solutions test results. The data were collected from 2010-2013 via the internet-delivered administration of the Administrative Personnel and Customer Service Occupational Solutions.

Question: What's different in the new norms?

Answer: Detailed information on each norm group is available by viewing the Norm Group Composition Tables, which will be available on the Occupational Solutions product page of Pearson's online testing platform or on the TalentLens.com Product Support Materials page (<http://us.talentlens.com/product-support-materials>). The file is available for viewing or printing using Adobe Acrobat.

Question: How will I know if a report was scored with the new norm group?

Answer: The copyright notice on any report scored using the new norm group will contain "2014" as a copyright year. All reports scored with the previous norms will only have "2008" as the copyright year.

Question: How should I transition from the set of norms I have been using to the updated norms?

Answer: If you are already making hiring or promotion decisions for a group of applicants using an old norm group, you will probably want to continue using the *previous* norm group until there is an appropriate time to make the transition. An example of an appropriate time would be when you have already made a hiring decision for a specific position, and will be testing a new group of applicants for another open position. Although the previous norms will not be available after December 22 and the new norms will be applied to assessments completed after that date, a conversion table of the previous norms is available upon request by contacting the TalentLens team at 888-298-6227 or email at TalentLens@Pearson.com.

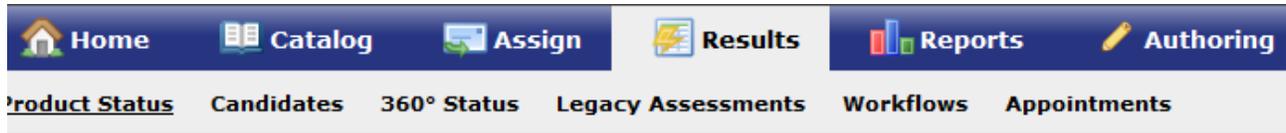
Question: Can I compare candidates who have scores based on the old norms against those who have scores based on the new norms?

Answer: This type of comparison is not recommended. If you have already given one of these two Occupational Solutions to a group of applicants using the old norms and you plan to test additional applicants for the same position, you will need to use a common comparison group (e.g., the *previous* norm group) for the entire group of applicants.

Question: What if I have already determined an appropriate cut-score based on the *previous* norm group?

Answer: A look-up table of the previous norms is available upon request by contacting the TalentLens team at 888-298-6227 or email at TalentLens@Pearson.com. You will probably want to compare the new norms with the previous norms when adjusting your cut score or deciding to maintain your current cut score. Many factors will influence the decision to adjust or continue with the same cut score (e.g., situational factors such as the need to keep jobs filled and the supply of talent in the local labor market). For example, if you have been using the 50th percentile as the cut score and the new norm group requires a higher raw score to obtain the 50th percentile, you will eliminate more candidates than you did with the old norm group.

Question: What will happen to my already “Assigned” Occupational Solutions (Administrative Personnel or Customer Service Representatives) assessments after the new norms are made available (i.e., after December 22)?



Product Status Matrix

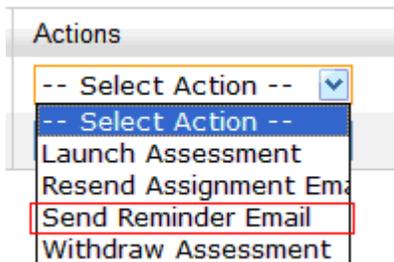
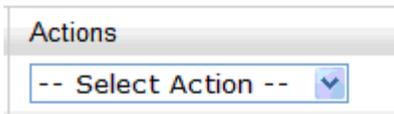
+ View by Status

Product Title	Available	Assigned
Occupational Solution: Administrative Personnel	2	1
Occupational Solution: Customer Service	3	0

Answer: The assessments in the “Assigned” category (as shown above) will be scored with the new norms once the examinee completes the assessment after December 22.

If you want the examinee(s) in the “Assigned” category to be scored with the *previous* norm groups, then you will need to encourage the test taker to complete the assessment prior to December 22.

You can do so by contacting the test taker directly, or you can use the system functionality to send a reminder email by selecting “Send Reminder Email.”



Question: What will happen to my “Completed” Occupational Solutions assessments on December 22?

Answer: All assessments completed prior to December 22 will be scored and

using the *previous* norm groups. The report for these assessments will always reflect the percentile based on the *previous* norm group.