



The art of assessment

# QUALITY CHARTER

FOR THE DEVELOPMENT AND THE USE  
OF CENTRAL TEST'S PSYCHOMETRIC ASSESSMENTS



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THE INTERNATIONAL TEST COMMISSION

## Why this charter?

This charter presents **Central Test's quality criteria** in the creation and validation of its psychometric tests in order to support evaluators in the process of using our tests and implementing data protection. This charter aims at address the way Central Test responds to the "State of the Art" in the field of psychometric assessment and contributes to its development. The precautions to be taken by the evaluators are stated at the end of the document.

## Scientific and legal agreements

Created in 2002, Central Test abides by **French law** and supports HR professionals in their assessments with **tests that have been validated** under the international psychometric norms (ITC, APA, BPS, NAOp). Central Test also applies the **recommendations** of associations such as the SFP, the ITC, and the ANOP.

As an editor of online assessments, Central Test respects **the legal agreements stipulated by French Labour Law** and the **regulatory provisions** issued by the law of the 6th of January 1978, relating to informatics, files, and liberties (CNIL).

## Central Test, a committed publisher

**Central Test** belongs to the **French and international scientific communities**, participates in the diffusion and the acknowledgement of psychometric knowledge in the media, contributes to the improvement of techniques, ensures qualifying psychometric training abroad and sponsors conferences, such as:

- The NAOp conferences
- The Asian Association of Social Psychology conferences
- The international days of Differential Psychology

## 1 – Implementation and Purpose

With validated tests and training programs, **Central Test** supports HR professionals, managers, directors and psychologists, from various organizations in their recruitment and evaluation assessments:

- Recruitment firms, temporary employment agencies
- Human resources consulting agencies
- Centres of assessment of abilities
- Large firms

- Private Businesses
- Institutions, administrations, associations
- Schools, Universities
- Career centres

### **Different types of psychometric tools are offered:**

- Personality questionnaires
- Professional interests and career orientation questionnaires
- Aptitude questionnaires

### **The different tools offered by Central Test respond to different needs:**

- Interview support during the recruitment process
- Internal development
- Training and coaching
- Orientation and career management
- Help in the search for employment, integration into the workforce
- Improvement of the work environment
- Pre-selection, in the case that what is being measured is crucial for the position, such as language level.

### **Differentiation of tools offered to the wider public:**

Central Test offers a range of tests to internet users for the orientation and the management of careers as well as for personal development. However, these tests are simplified and differ from the majority of tests available to professionals.

The tests used by professionals in the context of recruitment<sup>1</sup>, are either fully or partly unavailable to internet users in order to avoid the risk that candidates could prepare and train for the tests.

## **1 – Implementation and Purpose**

Central Test's tools are developed by professional psychologists and they respect international standards. The tests abide the criteria for psychometric validation established by the International Test Commission and by the American Psychological Association. The same process of validation is applied to all the tests in every language available (English, French, Spanish, German...).

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Professional Profile, Sales Profile, CTPI-Pro, Big-Five Profile, Reasoning Test, Emotional Intelligence Test, Business English Test, French Language Test

Every Central Test tool comes with a **manual** presenting its psychometric qualities and calibration studies. Specific calibration studies may be conducted upon demand to the R&D department.

In order to minimize the risk of cheating, **social desirability** is accounted for in every personality and professional interests questionnaire by means of a social desirability scale.

**External validity studies** (comparisons between test scores and observations, such as performance in a given field), not mandatory but recommended by the scientific community, are included in the validity studies.

Every tool is **revised on a regular basis** and, if necessary, updated in accordance with the theoretical progress of the concerned field. The norms and calibration studies are equally revised and updated on a regular basis.

For relevance purposes, the construction and revision of tools is conducted by a team of psychologists together with active consultants and managers specialized in the field in question.

Central Test provides a **personalised report** of the results with each test taken, including detailed commentary and a summary of character traits. These reports are presented with precision and clarity to avoid ambiguity in the interpretation of the results (personality traits, profiles, interests...).

Since its creation, Central Test has dedicated more than **20% of its budget to its R&D department**, which includes the development of the online platform, psychometric work and the cultural adaptation of tools. This level of investment will be maintained in the years to come in order to continue offering a variety of assessment solutions, always more innovative and efficient.

### 3 – Supporting Evaluators

Central Test supports evaluators when using the tests with their customer service, consulting service, and training programs as well as with complete documentation.

Central Test's **Customer Service** can be reached by phone or email. It:

- Supports each client when using the online platform.
- Provides information about the available tools attends to the needs of the client and directs them to an R&D consultant.
- Offers the necessary technical assistance (option activation, credit activation, account reactivation...) within 24 hours.
- Remains at the service of the client for any demand during the duration of the contract.

Central Test's **Customer Service**, afforded by R&D consultants with degrees in psychology

- Guaranteed to clients of all levels and rates of activity. Consists of a **mandatory phone conversation** lasting from 20 to 30 minutes with the aim of presenting the tools, explaining the reading of the reports, and reminding the clients about the conditions of use.
- This service is available for active usage in order to personally assist you in your choice of tools, in interpreting the results, and in analysing the profiles.

**Training Programs** are offered by R&D consultants from Central Test, as a certified training firm.

These trainings:

- Allow users to adopt e-HR assessment techniques.
- Supply basic psychometric knowledge.
- Adapt to participant's profiles and to the user's needs.
- Supply a detailed explanation of the tests: theoretical basis, construction, description of dimensions.
- Advice about the meaning of the results, and the appropriate tools to compliment the results with, depending on the objectives of the user.
- Remind about the ethical principles for the use of assessment questionnaires.

Training sessions are performed on location, in the offices of Central Test in Paris, or by video-conference if necessary (DOM-TOM). These sessions are mandatory for big accounts and recommended for the rest.

Complete **documentation** is available to all clients as well as to sampling firms. A "documentation" tab founded in the client's account, gives access to the manuals, calibration studies, video demonstrations of how to use the online platform, etc...

#### 4 – Security and confidentiality

Central Test guarantees data protection and confidentiality in the administration of tests online.

- **Authentication.** Each account (the candidate's and the client's) are accessible via an ID and password.
- The **Passwords** are encrypted in the database and become inaccessible to everyone else.
- A **module for rewriting the URL** is installed with invisible access parameters for the user.
- **Management rights.** There are several categories that give the right of access to different parts of the client's online page. These are determined by the administrator of the account.
- **Material Security.** The tests, questionnaires, and Central Test's technology are protected by copyright law. None of the questionnaires can be copied or printed without prior permission from Central Test.
- **Online Platform Security.** The data base is protected against hacking. Moreover, all of the data is saved in a backup system.

## 5 – Precautions of use for evaluators

The rules of precaution of use are specified by contract and reminded during a mandatory phone conversation with one of Central Test's consultants

- **Informing the candidate.** The administrator must reveal the context of the test taking process and the reason behind the use of the test to the candidate who is free to reject taking the test. The consequences of refusing to take the test must also be made clear to the candidate.
- **Data confidentiality.** The results of a test cannot be transmitted to a third party without the explicit consent of the person being evaluated.
- **Access to the results.** The candidate has the right to access his or her results. The evaluator must automatically grant him or her access to the results, and must not refuse to do so upon demand.
- **Deleting the data.** The candidate holds the right to demand the permanent deletion of his/her personal data. He/she must directly contact the firm who is obligated to delete the data upon demand. If necessary, he/she can also contact Central Test.
- It is recommended to administer **aptitude tests** within the confines of the company.
- In the context of recruitment, personality questionnaires are meant to **compliment the recruitment process**. It is not advisable to use them as pre-selection tools.
- The evaluators must have a minimum **knowledge of the objectives of the tests being used and of the precise meaning of the dimensions being measured** in order to interpret the results accurately and to view them in relation to the profile of the person being assessed. The principle elements of the tests appear in the reports as well as in the test manuals. They can also be learned through the training sessions offered by the editor of Central Test.
- For certain tools, the candidate's profile is compared to **"function-types"** which are normatively defined by Central Test. The fitted profiles/functions-types defined by Central Test are **indicative** and allow for an assessment of the candidate's competencies. It is also possible for the firm to determine the parameters they wish to be measured in their candidates' profiles with the collaboration of Central Test's consulting team.