ORAL Feedback: Checklist

*Making appropriate use of test results, providing accurate written and oral feedback to clients and candidates*

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| 1 | Was the room suitably arranged for the feedback session? |  |
| 2 | Did you introduce yourself? |  |
| 3 | Did you remind the test taker of the purposes of the test session (e.g. selection or general personal and professional development)? |  |
| 4 | Did you briefly remind the test taker of the number and types of tests taken? |  |
| 5 | Did you give the candidate an opportunity to comment on the overall  test administration? |  |
| 6 | Did you give a brief description of what the test measures before describing the score for each test? |  |
| 7 | Did you give in lay terms a rationale and justification for the use of each test before describing the score for each test? |  |
| 8 | Did you allow the test taker to comment on their experience of the particular test before describing the score for that test? |  |
| 9 | Did you explain clearly and in a non-technical manner the nature of norm group comparison and their relevant characteristics? |  |
| 10 | Did you describe the meaning of the scale (e.g. percentiles) or scales (e.g. percentiles and T scores) accurately and in terms which the test taker could understand? |  |
| 11 | Did you communicate clearly and accurately the test taker’s score for each test? |  |
| 12 | Did you communicate clearly and accurately the confidence limits associated with each test score? |  |
| 13 | Did you try to link the information from the test with other information gained from the candidate? |  |
| 14 | Did you explore the extent to which other information supports or contradicts the test results? |  |
| 15 | Are any statements of future implications (e.g. for work performance or work fit) supported by background information for the test (e.g. validity)? |  |
| 16 | Did you provide guidance/suggestions for how the ability scores (i.e. verbal and numerical reasoning) may be improved? |  |
| 17 | Did you share the discussion and avoid inappropriate judgement and stereotyping? |  |
| 18 | Did you communicate clearly and accurately any score comparisons made across the tests taken? |  |
| 19 | Did you give the candidate opportunities to ask questions and to express disagreement on such issues as fairness and accuracy? |  |
| 20 | Do you give clear guidance as to the appropriate weight to be put on the findings (e.g. such tests are only one source of information about abilities and values)? |  |
| 21 | Did you explain clearly what will be done with the test results and does this comply with the Data Protection Act?  <https://www.gov.uk/data-protection/the-data-protection-act> |  |
| 22 | Did you give clear closure to the feedback session? |  |