In order to assist and educate our customers, IPMA-HR has created a comprehensive Test Administration Handbook answering questions from the basic (e.g., what is a test?) to the more advanced (e.g., what are the different types of validity?). The Handbook also discusses a range of practical issues such as legal and professional considerations with references to the Americans with Disabilities Act, Civil Rights Act of 1991, Principles for the Validation and Use of Personnel Selection Procedures, Standards for Educational and Psychological Testing, and Uniform Guidelines on Employee Selection Procedures. There is also an objective discussion on test procurement that examines the advantages and disadvantages of customization versus using tests from publishers. Other topics presented in the Handbook include score interpretation and gathering local validation evidence. While the Handbook is written for a novice audience, those of you with more specialized training and experience will also benefit from IPMA-HR’s new Test Administration Handbook. This publication will be available for purchase in Winter 2008. Call today to pre-order your copy.

As you may know, IPMA-HR offers a free Candidate Item Challenge Service for both stock promotional tests and for customized tests. In the past year, IPMA-HR has received requests for clarification on how to handle item challenges. To better assist our customers, IPMA-HR has created an Item Challenge Handout containing detailed steps for resolving item challenges while still ensuring test security. If you have already ordered your copy and have questions regarding this Handout, please contact the Assessment Services Manager. To order your free electronic copy, please call customer service to place an order. You must have a valid email address to receive a copy.
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Have a question or comment? Contact the Assessment Services Department!

PHONE: (800) 381-TEST (8378)  
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Assessment Center Educational Materials

Learn everything you need to know about administering and scoring assessment center processes! Although these materials can be used to run any assessment center process for any job within your organization, the Assessment Center Educational Materials include many sample materials for the ranks of Police Sergeant, Lieutenant, and Captain.

The materials include an Administrators Manual that contains the following sections:
- Assessment Center Overview and Model
- Content Validation Guidelines
- Sample Project Management Plan
- Sample Assessment Center Schedules
- Strategies for Compiling Scores and Establishing Eligibility Lists
- Candidate Feedback Suggestions
- Test Monitor Preparation

The following manuals are also included:
- Assessor Trainer Guidelines and Assessor Training Manual
- Candidate Orientation Trainer Guidelines and Candidate Orientation Manual
- CD containing Assessor Training and Candidate Orientation PowerPoint Presentations as well as Microsoft Word documents containing sample support materials (e.g., forms, schedules, etc.).

>> Call today for more information!
Testing in the News

Court Finds Lieutenant’s Promotion Arbitrary

The Superior Court of New Jersey, Appellate Division ruled that the borough of Glassboro, NJ’s procedure for promoting a sergeant to lieutenant was arbitrary and finds that Sergeant Peter Amico should have been promoted. Borough of Glassboro, v. Fraternal Order of Police Lodge No. 108, in the matter of Sergeant Peter Amico, Docket No. A-3145-05T2, August 27, 2007.

Peter Amico, William Highley, and Gregory Bruynell were all police sergeants vying for one lieutenant position that opened in 2004. The sergeants went through the borough’s three step process and Highley was selected for the position. The union filed a contractual grievance on behalf of Peter Amico, arguing that Amico was in first place after the completion of the first two-steps of the process and the promotion of Highley was arbitrary.

The first step in the process includes a written and an oral exam administered by the International Association of Chiefs of Police. The oral exam in step one consists of an interview with four independent chiefs of police. In step two, the applicant is interviewed by the Borough Chief of Police who assesses the sergeant’s background and experience and assigns a score. The two scores are then combined and only the top three candidates move to the third step.

At the completion of the second step, Amico had a score of 93.8, Highley had a score of 92.4, and Bruynell had a score of 80.24. The third step is a subjective oral exam where the applicant is questioned by the Borough Public Safety Committee, comprised of council members, the administrator, and the chief of police. At the conclusion of the third step, Highley was chosen to fill the lieutenant position.

The matter went to arbitration before the Public Employment Relations Commission (PERC) and the arbitrator ruled in favor Amico, a decision that was upheld by the Law Division and by this court. Amico argued in part that the decision might have been made based on the fact that he recently moved out of the borough. Residency requirements are prohibited for the purposes of promotion, having been changed in 1972. Residency requirements, according to the court, can only be used to break a tie, and here, there was no tie, Amico was in the lead.

The arbitrator ruled that because there was no record of how the candidates performed during the third step or any evidence of the borough having impermissibly considered the residency of either candidate, the decision was entirely arbitrary. In upholding the arbitrator’s decision the court noted that it was not the subjectivity of the third step, but rather the lack of any documentation as to why Highley performed better during this third step that made the court rule in favor of Amico.

Firefighters Allowed to Proceed with Claim

Two City of Conway, Arkansas firefighters should be allowed to proceed with their claim that the city made changes to a promotional exam at the last minute without informing them. The firefighters are also asking that the city be directed to hold the test in accordance with the city’s exam announcement. Rick Powell and Fred Nutt v. Tab Townsell, Mayor, City of Conway, Docket No. CA 06-1097, May 2, 2007.

The Conway Fire Department issued a notice of promotional exam for the rank of lieutenant and said that it would consist of a written exam and a “scenario test” or practical exam but when they sat for the test in April 2005, they found the scenario test had been replaced by a 25-question quiz on the department’s standard operating procedure.

Following the test, they learned of other firefighters being promoted “off the test” and they wrote to the fire chief asking for a meeting to discuss the test. They met with the chief and were told there was nothing he could do about it. They then asked for and received a meeting with Mayor Townsell, who followed up with a courtesy letter explaining that he felt the test was fine and no changes were needed to adjust the results.

The firefighters then filed this lawsuit. The lower court found that the firefighters had not exhausted their administrative remedies because they should have followed the grievance procedure set forth in the employee handbook. The Court of Appeals of Arkansas, Division II, reversed and remanded.

The grievance procedure requires employees to present a complaint in writing to a supervisor within 10 calendar days and if not resolved, present the complaint in writing to his department head and finally to the mayor, whose decision would be final. At that time only, would the firefighters be able to bring suit.

The court said that the firefighters should be allowed to proceed because at this point it is not clear that the grievance procedure applies to the test, and whether or not the city waived compliance with the formalities of the procedure. Nor is there is no evidence to show that the handbook constituted a contract between the city and these firefighters.
ABOUT IPMA-HR: IPMA-HR has provided high-quality, reliable test products and services to the public sector since 1953. IPMA-HR provides more than 200,000 tests annually to public jurisdictions including the United States, Canada and the European Union. Developed by experienced psychometricians, IPMA-HR tests have been validated and are backed by more than 50 years of experience. Let us assist you as you make the difficult hiring and promotional decisions specific to your field. Our customers agree that we always provide excellent customer service, from the ordering process until long after test administration. IPMA-HR is your trusted source for test products and services.

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