

## Frequently Asked Questions (FAQ)

### General

1. (Q) *What is PLI?*

(A) PLI is a scientifically validated management tool that offers fresh understanding of the individual logical basis that makes people work – and gives you the insight to enable them to work better.

2. (Q) *What Does PLI Stand for?*

(A) Professional Learning Indicator<sup>®</sup>. The name indicates that PLI is an assessment that measures people's abilities to learn on the job, *i.e.* absorb job knowledge.

3. (Q) *What Does PLI Measure?*

(A) The PLI measures an individual's level of general cognitive abilities. It does not measure a person's IQ, but it is related to common IQ tests.

4. (Q) *Does Using PLI in My Company Require any Training?*

(A) No. However, we recommend that you peruse the information material provided. This will give you insight into the scientific background of the assessment, how to use and communicate the results of the assessment, etc.

5. (Q) *Who in the Company Should be in Charge of PLI?*

(A) HR and hiring Managers

6. (Q) *Is PLI Directed at Any Particular Profession or Work 'Level'?*

(A) No, the assessment is applicable to all jobs at all job levels.

7. (Q) *What do the Assessment Results Tell me about an Individual?*

(A) They are a proven, practical, reliable indicator of the general cognitive abilities that a person possesses, and thus, they are also a strong predictor of the person's 'trainability'. By 'trainability' we mean a person's ability to retain and utilize training back on the job.

8. (Q) *How Can the Assessment Results Improve my Business?*

(A) PLI helps you make sound people decisions with the best results for the company, and for the talent on your team.

9. (Q) *Does PLI Provide Cut-off Scores for Certain Jobs?*

(A) PLI does not dictate specific scores for certain jobs and job types. The reason behind this is that each company has its own supply and demand when it comes to recruitment of staff to their vacant positions. Not two companies face the exact same supply of applicants nor do their open positions include the same tasks/level of complexity and thereby demand the same cognitive ability. A PLI client will by far benefit the most from establishing their own cut offs based on internal data, since knowledge of and experience with the different positions and job roles is crucial in this respect. It should be noted that 'cut offs' should ideally be ranges rather than minimum scores.

10. (Q) *How Many Languages is PLI Available in?*

(A) PLI is currently available in 60+ languages; more will be added on a regular basis. Please contact PLI if a specific language is needed.

11. (Q) *What Does it Cost to Use PLI?*

(A) Contact your local PLI distributor (see [www.learningindicator.com](http://www.learningindicator.com)) or [info@learningindicator.com](mailto:info@learningindicator.com) to enquire about prices.

12. (Q) *Is There a Set of PLI Guidelines?*

(A) Yes, there is. In the PLI Code of Conduct you can read how to ensure that PLI is used correctly in the organisation, internally towards candidates and externally in line with local legislation. The PLI Code of Conduct is available in the administration system under Downloads and as a client you are expected to sign off on the Code of Conduct.

## **Administering PLI**

1. (Q) *How is PLI Administered?*

(A) The PLI Administrator sends an email to the candidate's email address, containing an instruction and a link to the assessment. The link can only be used once. Or PLI can be opened in the Kiosk Mode allowing companies to assess candidates on an on-site computer.

2. (Q) *With a Dynamic Assessment system, Can a Candidate be 'Reassessed'?*

(A) Yes, a second and third assessment can be issued online. In fact, we recommend that you always conduct two assessments on the candidate (kindly consult 'User Guidelines')

3. (Q) *Should We Reassess Candidates?*

(A) Generally, we recommend that all candidates are assessed twice via the 2<sup>nd</sup> assessment option. In this way, candidates with a low score are given a second chance, in case they were interrupted the first time, and you can verify a candidate's high score. If only candidates with a low score in the 1<sup>st</sup> PLI are reassessed some will have a higher score the second time, if the low score was caused by external factors such as interruptions during the session. This can lead to large differences between the scores in the 1<sup>st</sup> and the 2<sup>nd</sup> test. If, on the other hand, all candidates are assessed twice, most candidates will have very similar scores in their 1<sup>st</sup> and 2<sup>nd</sup> tests, and the ratio of unusual cases will be minimised.

4. (Q) *When Reassessing a Candidate, Will Some of the Questions from the 1<sup>st</sup> assessment be Repeated?*

(A) No – the system will recognise this and ensure that not a single question is repeated in the 2<sup>nd</sup> assessment.

5. (Q) *Do Incorrect Answers Count?*

(A) The raw score is the number of correct answers and it is not as such affected by incorrect answers. A result of 20/25 reflects the same cognitive ability as a result of 20/35. It is up to the recruiter to decide whether a person with a high or low ratio of correct vs. answered in total is preferred, as this ratio could be an indication of the candidate's personality and approach to an assignment. If for some candidate there is a fear that he/she has guessed a larger number of questions we recommend an additional assessment, perhaps in a controlled environment.

6. (Q) *How Can I Use the Sub-Scores?*

(A) The sub-scores provide a breakdown of the raw score into the three main categories of. The verbal, numerical and abstract sub-scores illuminate the strengths and weaknesses of the candidate in these 3 areas. The sub-scores should never stand alone, and it is the combined result of these (the raw score) that indicates the cognitive ability of the candidate.

The sub-scores will give the recruiter a picture of how the candidate responded to the three specific types of tasks, and extremely low or high values in one or more of the sub-scores, relative to the other sub-scores, indicate that the candidate has a weakness or strength in that area. Thus, the sub-scores should in no way be used

during the final hiring decision, but they may provide a topic of discussion during the feedback interview.

7. (Q) *Is it Important if the PLI is Taken by the Candidate at home or on site?*

(A) It is irrelevant as such, but it is our recommendation to assess candidates in comparable settings in order to make valid and objective decisions. In general it is recommended for companies to conduct two PLI's for each candidate, namely a first assessment remotely (via email) and the second assessment in the office to ensure a similar environment for all and to eliminate the risk of cheating.

8. (Q) *How is it Recommended to Best Incorporate PLI in the Company HR Processes?*

(A) There is no right or wrong as such. Please consult "User Guidelines", where best practices are shared and various approaches are provided.

9. (Q) *Is the PLI only Available in the Language of the Country the Client Operates in?*

(A) No, the assessment is available in the entire portfolio of languages to all clients, regardless of the country in which they operate. The assessment will give by far the most accurate result when the candidate takes the assessment in his/her mother tongue.

10. (Q) *Why Must I Enter Demographical Details about the Candidate?*

(A) The demographical details are for your statistics. By entering the full set of demographical details you ensure that your company will get the most accurate statistics.

11. (Q) *Who is Responsible for a Proper Assessment and Feedback Process?*

(A) PLI is fully committed to achieving and maintaining the highest standards at all times and that local legislation and guidelines such as EEOC in the US are 100% respected. Ultimately the client organisation is responsible for establishing a assessment process in their organisations and that the employees involved are all qualified and properly trained. The PLI distributor, as the sole point of contact with the client, is responsible for assuring the highest standards in this respect, and in extreme cases the distributor has the full authority to immediately suspend any client agreement if it is concluded that these standards are not met.

12. (Q) *Can I use PLI on a Candidate Suffering from Dyslexia or a Similar Disorder?*

(A) Dyslexia and dyscalculia (number blindness) affect people's ability to work with letters/numbers. Hence, people suffering from either of these may experience difficulties with some of the questions in a cognitive assessment, and they might therefore get a score which does not truly reflect their cognitive abilities. In cases of severe dyslexia/dyscalculia you have the opportunity to instruct the candidate to focus on certain questions, but in some cases you might choose to recommend the candidate not to complete the assessment at all.

### Technical

1. (Q) *Will the 12 Minutes Differ on Faster or Slower Computers or Internet Connections?*

(A1) No. A unique programming procedure has been developed that eliminates this risk.

(A2) All questions are downloaded in one go to the 'assessment computer' before the assessment starts and the time starts counting down. The computer time, furthermore, is repeatedly validated against the server time.

2. (Q) *Can you Complete the Assessment on a Blackberry, iPhone or Similar?*

(A) Technically it is possible, but we advise against it as it could cost valuable time due to its lesser capacity in terms of processing power and screen size.

3. (Q) *Can You Complete the Assessment on an iPad?*

(A) Yes, PLI has been optimized to work on iPad, and that format is thus very well suited for the assessment.

4. (Q) *Which Browsers are Compatible with / Support the PLI System?*

(A) Recommended browsers are Internet Explorer, Firefox, Safari and Chrome. Please consult the 'IT Guidelines' for details.

5. (Q) *Are US Data Stored on a US Server?*

(A) Yes.

6. (Q) *Where are the Data Stored?*

(A) In two locations, in the US and Europe.

7. (Q) *Can More than One Person Access the Same Client Account?*

(A) Yes

### **The Validity of the Results**

1. (Q) *Can you 'Train' Yourself in These Types of Questions to Increase Your Scores?*

(A) Experience shows that if you are used to these types of assessments you will be able to get consistently closer to your 'capacity' or ideal/maximum score. In other words it is actually ideal when a assessment taker is trained as it gives the company the best possible insight in the candidate's true potential.

2. (Q) *In Some Countries Assessments and Quizzes are Used More in the School System. Do They have an Advantage?*

(A) In relative terms yes, but it should not significantly impact the scoring. It only means that the very 'quiz savvy' individuals come closer to their potential (max) in terms of their respective cognitive ability - never above.

3. (Q) *How do You Ensure that the Assessment is Culturally Neutral?*

(A) The assessment contains no questions that require knowledge that is specific to a certain culture or a certain part of the world. The questions in the assessment are thus culturally neutral and relate to the logical ability of an individual, and not to specific knowledge and/or wisdom.

4. (Q) *Is the result valid if PLI is taken in another language than the mother tongue?*

(A) The assessment result is valid, but the result might not reveal the true potential of the candidate. It is highly recommended that every candidate takes the assessment in his/her mother tongue in order to get the most valid result.

5. (Q) *Is There an 'Age Handicap' Built into the Assessment?*

(A) Studies conclude that IQ does not increase or decrease between the age of 20 and 60.

6. (Q) *Is a High Score more Important in Some Jobs than in Others?*

(A) General cognitive abilities become a better predictor of job performance as the complexity of the job increases. For the more complex jobs e.g. Senior Leadership or strategic levels or for certain specialist jobs, a measure of general cognitive abilities will show an even higher predictive validity.

7. (Q) *What is a Good Score?*

(A) A good score is one that reflects a cognitive ability that corresponds to the complexity of the job. An individual with a very high PLI score will not be motivated by repetitive and simple tasks, whereas an individual with a low PLI score will not be able to manage a highly complex job with a high pace of learning required. Thus there are no 'good' or 'bad' scores; only results that indicate a good fit to the position, reflecting the actual tasks and challenges at hand in the job (in order for the candidate to be capable of handling it and, on the other hand, not to lose motivation due to lack of stimuli).

8. (Q) *Is the Use of Psychometric Assessments Valid on Teenagers?*

(A) According to the scientific research literature the constructs "Personality" and the "General Cognitive Ability" are partly inherited and developed from birth to adulthood. However, the constructs show a fair degree of stability during puberty. Stability is evident, but can be difficult to measure with complex assessments, which are often used for assessing personality traits and cognitive abilities. Therefore, the assessments to measure these constructs at this young age must be simple and not draw on work-related experience, and it can be necessary to make case-by-case evaluations. Both PLI and PI are among the simplest assessment tools on the market, as they require very moderate work-related experience, and this is a clear advantage when 15-19 year-olds are assessed.

The general cognitive ability (measured by PLI) is more stable than personality (measured by PI), but both PLI and PI can be applied for trainee and intern programs on candidates down to 16-17 years of age.

We advise you to apply an exploratory approach to the feedback, to verify that the results are accurate, and to question the candidates about their experience completing the assessments (PI/PL). The accuracy of the results will increase with age, and it is therefore essential to only consider the general "trend" for the youngest candidates.