

# Administrative Dilemmas™

Online Assessment for Key Administrative Roles



**Ensure that you recruit and select people into administrative, clerical and secretarial jobs who possess the key competencies needed to succeed in the role.**

Administrative Dilemmas™ is a cost effective **Situational Judgement Test (SJT)**, which can be used to sift and select candidates into business critical back office roles.

Administrative Dilemmas can be combined with a Competency Based Interview to form a quick, reliable selection process that delivers excellent value for money.

## Why Administrative Dilemmas?

- Administrative Dilemmas is cost effective, quick and easy to access online.
- It is applicable to all administrative, clerical and secretarial roles at non-management level.
- It is suitable for any organisation of any size, single site or multisite – use the test with a handful of candidates or thousands.
- It has high job relevance as it contains a range of typical work situations and has been trialled extensively across a range of industry sectors.
- Marking is fully automated, so it's 100% error free and quicker than traditional competency based assessments, which have previously taken much longer to mark.
- Results are competency based and can be easily mapped to the requirements of a specific administrative position.
- The assessment is delivered via A&DC's Apollo™ platform, which means that you can easily invite candidates to take tests, track their progress, and view or export candidate scores at any point in a recruitment or selection project, or for learning and development.



## What does it Measure?

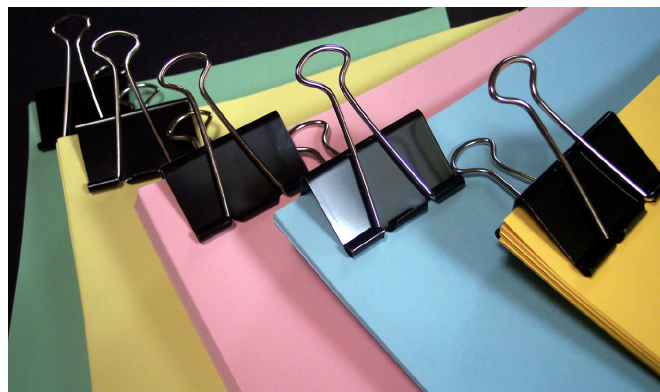
Administrative Dilemmas takes around 30 minutes to complete and measures an individual's judgement and decision making skills in 20 typical administrative scenarios. It then generates a comprehensive feedback report against five key competencies >

- Planning & Organising
- Service Orientation
- Effective Communication
- Achieving Results
- Teamwork

**Administrative Dilemmas – Fast, effective online assessment and reporting**

## Administrative Dilemmas in Action

- 1 Choose to administer assessments yourself, or with help from A&DC.
- 2 Candidates are issued with login details and complete the test online.
- 3 Candidate scores relating to each competency, as well as an overall score for the test, can then be viewed online.
- 4 Reports can be accessed (free of charge) to support decision making and candidate feedback.



## Using Administrative Dilemmas

Administrative Dilemmas can be made available to candidates by A&DC or through your own authorised practitioners. If you are running a recruitment or selection project in-house, our simple registration process and user training allow your practitioners to set up and invite candidates via our Apollo™ online platform. Alternatively, A&DC can set up and manage the administration process on your behalf and then provide your Registered Users with reports according to the agreed timescale.

The test is purchased using 'credits', with a specified number of credits making up the per administration fee. Please see our price list for more information.

We can customise Administrative Dilemmas to suit your needs, including corporate branding and bespoke content for added job relevance.

### Lean Assessment of Administrative Staff

Administrative Dilemmas can be combined with other A&DC ready to use tools to build an effective, efficient, lean assessment process. This will help you to minimise the risk of making costly mistakes when hiring people for key administrative jobs. These tools can be used in a single or multi stage process, combining the benefits of speed, accuracy, ease of use and value for money.

- AC-EXS®** Over 30 ready to use behavioural simulation exercises at non-management level, including In-Basket and Analysis Exercises that measure typical administrative competencies.
- Inbox™** Online or PC administration of In-Basket Exercises, with quick marking functionality.
- CBI-Smart™** Competency Based Interview Builder, generating interview questions against the competencies you need to assess, all formatted in a printable interview guide.

## Administrative Dilemmas from A&DC

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