



SimplyMustard

Frequently Asked Questions

October 2020



1. Which assessments are used for cognitive and behavioural?

The assessment dimensions applied during the assessment of Level 1* positions are:

**Level 1 are Entry Level/Intermediate positions whereby employees are responsible for the transactional and day-to-day execution of work.*

DIMENSION	INSTRUMENT	DESCRIPTION	COSTS
Cognitive Ability	Saville Swift Analysis Aptitude	This is an aptitude test measuring an individual's ability to reason with information presented in verbal, numerical and diagrammatic formats.	R354,00
Work related Behaviour (Personality)	Saville Wave Professional Styles	This Personality assessment provide insight into an individual's behaviour and way of managing situations. Therefore, predictions can be made about how an individual will respond across a range of vastly different work-related activities.	R542,00

The assessment dimensions applied during the assessment of level 2* and 3* positions are:

Level 2 are First Level Management positions whereby employees are responsible for the Resource Management of People, Process & Technology and

Level 3 are Middle Management positions whereby employees are responsible Day-to-day operations, Policies, Practice Benchmarking and thought Leadership.

DIMENSION	INSTRUMENT	DESCRIPTION	COSTS
Cognitive Ability	Cognitive & Potential Assessment	The COPAS gives a comprehensive measure of cognition as applied in the workplace. It provides information on the level of work complexity an individual is currently able to deal with, as well as the level of work complexity an individual shows the potential to deal with, based on Elliott Jaques Stratified Systems Theory.	R400,00
Work related Behaviour (Personality)	Saville Wave Professional Styles	Personality assessments provide insight into an individual's behaviour and way of managing situations. Therefore, predictions can be made about how an individual will respond across a range of vastly different work-related activities.	R542,00



2. What do the technical tests cost?

The cost per technical assessment is R850.00

3. What does the call centre assessment cost?

DIMENSION	INSTRUMENT	DESCRIPTION	COSTS
Cognitive and Behaviourial	Call Centre Agent Test Diagnostic Instrument	The CAT:DI assesses those cognitive and behavioural dimensions which are most predictive of successful performance.	R550,00

NB: All assessments costs are per candidate and excludes VAT

A transaction fee of R358,00 is charged for all created bookings

4. Are the tests / assessment approved by the HPCSA? (Applicable for SA only)

All the cognitive and behavioural assessments are approved and certified for use by the HPCSA.

5. Can a CP sign up another Channel partner and is there a multi-layer reward system?

Yes, they can if they manage it themselves and pay from their own commissions.

6. When do rewards get paid out?

Rewards to channel partners are consolidated on a monthly basis and will be paid out on a monthly basis.

7. Is the unique CP code automatic generated or issued as part of CP reseller agreement?

No, the CP unique code is given on completion and signature of the reseller agreement.

8. If candidate does not start the assessment process, do I keep a credit?

Yes, a credit is allocated within the system against the registered account.



9. If a candidate starts an assessment but does not complete it, what happens?

A credit is allocated within the system against the registered account.

10. If candidates drop off due to power failure, do they need to redo assessment or will assessment start where they dropped off?

If candidates want to complete the assessment, they can use the same link as received and start the assessment again. If the assessment is no longer available on the link please contact support@simplymustard.com

11. Who do we contact for technical or website issues?

Please contact support@simplymustard.com

12. Who do we contact if we have questions on assessment results or interpretation?

If you do not have access to a psychologist or psychometrist, you can log your query at support@simplymustard.com