

JvR

talk

psychological test providers in africa

VOLUME 03

2008

MEASURING

COGNITIVE ABILITY

Issues in South Africa

There is little argument about the utility of including tests of general cognitive ability in psychological test batteries when selecting individuals for job positions. In fact, according to Schmidt (2002), there can be no debate: Cognitive ability has repeatedly been shown to be a significant predictor of job performance. The predictive validity of cognitive ability tests tends to range between 0.30 and 0.60 depending on level of work complexity, but most studies report operational predictive validities of around 0.50 for cognitive ability assessments alone (e.g., Bertua, Anderson, & Salgado, 2005). This is a considerable amount of variance to account for in predicting success in the workplace – a weighty argument for including measures of general mental ability in any selection battery.

So why is there such a debate on the use of general mental ability tests in South Africa? Some of the debate surrounding the use of these tests has to do with the idea of adverse impact. In South Africa, this would be when the selection ratio of previously disadvantaged groups is less than 80% of the selection ratio of previously advantaged groups (Potosky, Bobko, & Roth, 2005). This obviously would have serious implications for corrective policies such as BBBEE and affirmative action in selection settings. The racial differences found when using cognitive ability tests internationally tend to be 3 to 5 times larger than using other predictors such as biodata, structured interviews, and measures of personality (Outtz, 2002). The same pattern appears to emerge in South Africa. Within the context of the Employment Equity Act, which requires psychometric tests to be unbiased and fair, such differences rightly cause much consternation. In addition, the misuse of cognitive assessments during the apartheid era adds to the negative perception of the use of these tests.

However, the use of cognitive ability tests should not be simply discounted for this reason, as they truly have been shown to be valid predictors of performance for many

ethnic groups. In addition, changing the structure of general mental ability tests to reduce group differences is likely to result in the loss of validity (Schmidt, 2002), and simply eliminating measures of cognitive ability could well result in poor hiring decisions. So how does a practitioner balance the utility of general mental ability tests against the likelihood of adverse impact? Studies have scientifically demonstrated that the inclusion of measures of conscientiousness and a structured interview with cognitive ability tests reduce the potential for adverse impact, and can increase the predictive validity of the assessment battery (e.g., Potosky et al, 2002). Also, creating group-specific norms could provide a viable alternative for interpreting scores on general mental ability assessments, as is the practice for different age groups. This again might open an entirely separate debate, which is beyond the scope of this article, but worth debating nonetheless.

Based on some preliminary research done on the Raven's Standard and Advanced Progressive Matrices with applicants in South Africa (due to be published in a book by John and Jean Raven: *Uses and Abuses of Intelligence*), JvR intends to conduct a standardisation of the Raven's Progressive Matrices in the South African context. You are invited to send your data to us to assist in achieving our goal. For more information, please email research@jvrafrica.co.za.

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We would like to extend our gratitude to all the delegates who attended our recent MBTI ILS (International Lecture Series) trainings at Maropeng as well as Nancy Barger, Linda Kirby (Left) and Michael Segovia (Right) of CPP who made the training such as success.



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A VISIT TO THE ANNUAL

SIOP CONFERENCE

The 23rd Annual Conference of the Society for Industrial and Organisational Psychology was held at the Hilton Hotel in San Francisco, California from 10-12 April 2008. This prestigious Conference was attended by approximately 4,000 delegates this year. At any point in time, there were at least 19 choices of different sessions to attend, all of which were presented by leaders in the field of IO Psychology.

This year, the Conference featured theme tracks, or actionable themes reflecting a cutting-edge topic or trend that appeals to academics and practitioners alike. The themes included Individual and Organisational Health and The Dynamic State of IO Education. Delegates were able to follow multiple integrated sessions (e.g. invited speakers, debates) scheduled back to back. In all, there were 30 topics, including Coaching, Training & Leadership Development; Global, International & Cross-Cultural Issues; Occupational Health, Safety, Stress-Response; and, Testing & Assessment. Much weight was placed on topics related to aspects of Leadership, Assessment, Evidence-Based Practice and specific applied solutions, such as improving Health and Safety performance.

In opening the Conference, the outgoing President of SIOP, Professor Lois Tetrick shared the results of research,

conducted in the USA, into the main challenges that IO Psychology is perceived to be facing. An integrated list of these challenges (representing the views of academics and practitioners), in priority order, is summarised below:

1. Dealing with Change
2. Ensuring Business Relevance
3. Promoting Visibility of the Discipline
4. Interdisciplinary Co-operation (including links with Psychology)
5. Embracing Technological Change
6. International Interface and Co-operation
7. Closing the Science / Practice Gap

The Conference was, as always, well organized and there was an opportunity to meet and listen to academics and practitioners at the leading edge of IO Psychology –people whose work we may have read and cited in our studies, such as Latham, Pearlman, Burke, Kuhnert, Fitz-Enz and Cascio. Aletta Odendaal and Deon de Bruin from the University of Johannesburg presented a paper on Issues in Personality Assessment in non-Western Cultures. We also had the opportunity to meet with friends, colleagues and business partners based in the USA (most of whom belong to all three of the aforementioned categories), including Prof Hennie Kriek, and Dr Robert Hogan.



Pictured at the Hogan Assessments stand at the Conference are, from left to right, Joyce Hogan (Hogan Assessments), Robert Hogan (Hogan Assessments), Grant Freedman (JvR Consulting Psychologists), Jarrett Shalhoop (Hogan Assessments) and Audrey Wallace (Hogan Assessments).

Next year, the Conference will be held in New Orleans.

LEADERSHIP DEVELOPMENT

A THREE DIMENSIONAL APPROACH

By Dr. Debri van Wyk

The effective development of leaders to ensure optimal functioning and achieving maximum return to the company is a constant challenge for most organisations. One approach to developing this is to create self-awareness and drive performance through focusing on three main areas; personality, leadership style, and emotional intelligence. The awareness of one's personality style sets the foundation for understanding leadership, and more specifically one's leadership style. Attention can then be shifted to emotional maturity and the integration of various aspects of personality into the self. By focusing on these three dimensions (personality, leadership style and emotional intelligence), we can pave the way to effective leadership development.

In a recent consulting project, this approach was used as part of a workshop where the focus was on team interaction and improving leadership ability.

The first phase of the workshop focused on personality type. The Myers-Briggs Type Indicator® instrument (MBTI®) was used to identify individual personality preferences, and with the overall team preference, a team personality profile was identified. As Diagram 1 indicates, through understanding of the team personality profile, awareness was created of how each individual fitted into the team and helped team members to understand each team members' unique contribution to the group. Furthermore, a session was facilitated where the specific "Organisational Personality" was identified in order for the team to see the individual's contribution to the organisation, as well as the teams' role in the organisation.

Meredith Belbin once wrote: "A team is not a bunch of people with job titles, but a congregation of individuals, each of whom has a role that is understood by other members."

The I-T-O Synergy model



The second phase of the workshop focused on understanding leadership and each team members' leadership style and characteristics through the facilitation of the California Psychological Inventory™ (CPI 260™) results. The overall leadership style of the team was also identified and individual contributions to the overall executive team explored. Building on the individual personality preferences as identified in phase one, context was given to the different leadership styles and how it affects the overall effectiveness of the team as the leaders in the company.

In the third and last phase of the workshop, by using the Baron Emotional Intelligence Inventory (BarOn EQ.1™) the focus shifted from awareness of personality and leadership style, to understanding the ability to effectively manage emotions. Individual

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The Effective Leader

emotional intelligence was identified, as well as the overall emotional intelligence of the group. Diagram 2 indicates that awareness and leadership style can effectively contribute to leadership performance when encapsulated by emotional intelligence.

The workshop concluded with a facilitated discussion on where the team reflected in terms of their individual results as well as how each team member contributed to the overall effectiveness of the team.

New MBTI® Publication

→ IMPORTANT WHEN PLACING ORDERS

Please take note: JvR do not carry big quantities of all the psychometric products in storage. Most products are ordered from our overseas suppliers on request. These orders usually take between 2-3 weeks to arrive at our offices. Please notify the Procurement or Psychometry department in advance when material is required. When you are compiling a proposal, please enquire whether the products that you have included, must be ordered or not, to avoid disappointment.

MBTI Type Tables for Occupations compiled by Nancy A. Schaubhut and Richard Thompson (2008) is a resource for those who are interested in the relationship between personality and occupation. This international publication uses 250 tables to show the relative frequency of each personality type employed in a wide range of occupations. This information could be very useful for those who wish to explore careers or those who plan to transition between careers.

A total sample of 195,320 was selected from more than 800,000 commercially obtained MBTI® assessments. The assessments were those of persons who responded to either the Form M or Form Q (the first 93 items of Form Q are the same as Form M items). The steps taken to ensure that the data accurately represent occupational groups included

- Including individuals who were full time employed and who provided their job title
- Representing the most common age groups (20-70)

- Controlling for the highest level of education, demographic information and that the organizational level correspond with the occupational title of each person
- The strength of the information contained in this publication relates to the large samples, the information is recent and it covers the current world of work reasonably well. Very important, as well, is the fact that all cases were scored using the IRT method, which is most precise especially when scores are near the midpoint (in other words, scores with slight or unclear preference clarity indexes). The Type tables are reported on by referring to the occupational title, the O*NET TM Code, a brief occupational description, whole type, self-selection ratios, preferences, attitude pairs, function pairs, focus of energy and perception pairs, judging and external orientation pairs and temperaments.

This is an excellent publication for all those who are interested in matching the world of work to personality preferences.

MBTI® FORM



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The research department at JvR has embarked on an exciting project with the MBTI Form Q. Nationwide data is being analysed in an attempt to gather South African specific information on the assessment.

At the moment, this research is preliminary and it will carry over into the next few weeks. There were roughly 6000 people in the sample obtained from the JvR database. From the analyses done, the research team has identified interesting differences on the facet scales for the MBTI Form Q. These differences are similar to what was reflected in the MBTI Form M data analysis, but allow a deeper understanding of the nature of the differences. On the EI facet scales of Gregarious vs. Intimate, more men reported a preference for

the Gregarious facet and more women reported a preference for the Intimate facet. Moreover, more men reported a preference for the Active facet scale, while more women reported a preference for the Reflective facet scale. On the SN facet scale Traditional vs. Original, more men reported a preference for the Original facet, while women tended to lean towards the Traditional facet scale. The directions of the differences were as expected with more women reporting preferences for the Feeling facets than men, and some interesting distinctions within the Judging-Perceiving facets.

If this has whetted your appetite, please contact the research department at JvR for more information at research@jvrafrica.co.za. Look out for the full report in the coming weeks of June.



HOGAN SAFETY REPORT

On-the-job accidents are a major source of unnecessary human misery and business expense. Employee safety challenges can have a devastating effect on efficiency and profitability and companies have a moral and fiduciary responsibility to reduce them.

Poor safety practices result in:

- Lost-time accidents
- Worker's compensation claims
- Insubordination
- Absenteeism
- Rule violations
- Turnover

Hogan's research started in the early 1970's, and shows that some people tend to engage in unsafe behaviour at work due to carelessness, recklessness, rebelliousness, and other

reasons. In time, these behaviours increase the possibility of on-the-job accidents. It has also shown that unsafe work behaviour is not a unitary concept—several distinct themes underlie this behaviour. Finally, research indicates that it is possible to develop valid psychometric measures of these themes. The Hogan Safety Report is applicable to a wide range of industries. It determines a candidate's work style and overall safety orientation, assuring you of high-quality, safety-conscious employees, which in turn will reduce costs, lower turnover and increase customer satisfaction.

The report is organised in three sections: **Section I** defines the dimensions of safety-related behaviours, **Section II** provides a graphic report of the candidate's assessment results, **Section III** summarises the candidate's results and our recommendation regarding potential hiring

→ Catalogue

Please collect your own copy of our new bi-annual Catalogue for 2008/09, featuring exciting new South African and international products, at the JvR stand during this year's SLOPSA conference.

→ Training Schedule

The 2008 version of the JvR training academy schedule is available in both electronic and hardcopy formats. If you would like to receive a copy of the schedule, requests can be sent to elma@jvrafrica.co.za

→ Website

We are currently in the final stages of our new website's development. We will be launching as soon as possible in 2008. We look forward to introducing a fresh new look, feel and functionality for our website. In the meanwhile we appreciate your patience.

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NEW

The EQ-i Business Report

The EQ-i™ Business Report was created in response to the popularity of the EQ-i™ in corporate settings. The report contains business-specific strategies and action plans that are meaningful to the corporate audience. There is also added content that helps to explain the scales in greater detail and indicates how each can affect individual and organisational performance.

Two versions of the new Business Report exist. The client version of the report is a bit shorter and is broken down into 3 sections: a results section with business content, a strategies section, and

a development section. The coach version is essentially the same report as the client version, but the Coach's Summary is an added section that houses the numerical results at the end of the report.

The Business report incorporates development strategies for all 15 subscales. This interpretive section gives the client actual first steps toward emotional intelligence development. Action-planning strategies and exercises for continued emotional intelligence growth and long-lasting behaviour change are some of the benefits of this report.

EQ-i®

ADVANCED WORKSHOP

Continuous Education for Practitioners with:

Dr. Carina Fiedeldey-Van Dijk, president of ePsy Consultancy (Canada)

JvR is proud to bring this international event directly to our practitioners in South Africa!

Here is where you're at: You continue to be intrigued by EI as a concept, and enjoy the accomplishments that this has brought for you and for others. But you are also aware that you would like to expand and deepen your knowledge.

There's more to the EQ-i® report and to the EQ scales than what you know (or remember). Learn from both the latest international and uniquely South African research findings:

- How to make the EQ-i® profile come alive through different clusters of scales that address healthy emotional management, leadership smarts and sustainability;
- Become fluent in appreciating and drawing skilfully from the dynamic interplay of EQ competencies when working with groups through custom competency models;
- Ponder over the counsellor's section of the EQ-i report for new ideas and insights;

- Discover hidden gems in the EQ-i report that will enrich your interpretation and feedback.

You know from experience that the real power of the EQ-i lies in scale combinations that bring deeper insights. These are now at your fingertips as extensions of the familiar EQ-i reports – come share in this breakthrough!

Date: 9 June 2008 **Johannesburg**
Venue: JvR Office, 15 Hunter Avenue, Ferndale, Randburg

Date: 11 June 2008 **Cape Town**
Venue: JvR Office, Block 3, Oude Westhof Village Square, Van Riebeeckshof Raod, Bellville.

Time: 08:30 - 16:00
Price: R 3 300

For more information or to book for this workshop please contact daleen@jvrafrica.co.za or call her on **011 781 3705/6/7**

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A little symbol that represents value

JvR subscribes to the following principles as published by the Association of Test Publishers (ATP): Copyright laws protect the value and intellectual rights of those who, by their creativity, add to our literature, art, and among other things, tests. Court Rulings confirm that test authors deserve protection under the law. They perform significant creative work in designing test items, scoring data, norms, and other materials.

Often test authors are not compensated for their work until tests are sold. Unauthorized use of a test violates the law and deprives authors of revenue that is rightfully theirs. It undermines the incentive to create new instruments and it jeopardizes funds to improve existing test products.

Most often, illegal use occurs when the tests product is reproduced without permission through photocopying, reprinting, or copying onto a computer or disk.

JvR respects the intellectual property of test developers and distributors and ask the same of our Test users and catalogue subscribers. This will allow us to continue to serve your professional needs with continually improving test products.

JvR reserves the right to terminate the distribution of tests, to users who infringe the intellectual property rights of others.

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Questions & Comments



Having just visited the HPCSA website it is clearly stated that the people currently on the Board for Psychology will hold office until December 2008. The document : Regulations Relating to the Constitution of the Professional Board for Psychology (2003) published on the website clearly states that 12 Psychologists (of whom at least 6 are Black), one registered counselor, one psychometrist, will be elected by South African registered psychologists to the board. It is indicated that the Minister will appoint 6 people representing education, health and community representatives.

We wonder when the election process is going to start and we really hope that the rumors that there will be no more democratic elections to the Board, that all future Board members will be nominated by the Minister of Health, is inaccurate and untrue.

We believe that it is important to know that a decision has been made by the HPCSA Professional Board for Psychology that CPD points will only be given to those international experts visiting South Africa and conducting workshops, lectures and information

sessions if they are themselves registered with the HPCSA (personal communication to JvR Senior Management at a meeting with the HPCSA)

It seems that much of the decision making at the Professional Board for Psychology is driven by an awareness and application of what is referred to as "Perverse Incentives". The document on perverse incentives is difficult to find on the HPCSA website but you will find it under Guidelines for Good Practice in the Health Care Professions (2nd ed) Booklet 7, 2007. We strongly suggest you read this document.

In summary it refers to the responsibility of all health care professionals to act in the best interests of their "patients" and that the HPCSA will actively seek to identify incentive schemes and forms of inducement that could create a conflict of interest, negatively affect the autonomy, independence or commitment of the professional or force a violation of ethical rules. Much is made of over-servicing clients, from having shares in companies, gaining income from rental or lease agreements, from paying or receiving commissions or sharing of fees and more.



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CONGRATULATIONS!!

JvR extends our warmest congratulations to Prof Gerard Labuschagne on his recent appointment as a Professor in the Department of Criminology at the University of South Africa (UNISA). This is in addition

to, not in place of, his work with the South African Police Service (SAPS). We feel very lucky to have you as the trainer on our Forensic Workshop! We wish you all the best with your new role."

CAS Version 2

JvR is pleased to announce that our Competency Assessment Series (CAS) is undergoing an upgrade. As with all open system assessments, new research drives continual improvement. The CAS team is incorporating the latest findings on competencies, which were presented by Deniz Ones's at the Assessment Centre Study Group (ACSG) Conference held in March 2008 in Stellenbosch.

Anne Buckett and Prof Deon Meiring, together with the JvR team, have been instrumental in producing an updated Competency Dictionary which will be systematically rolled out to existing and new CAS exercises. Current and future users of the CAS will notice that all upgraded exercises

will have the telltale 'V2' to indicate their status. In addition assessments will only be sold via 'paper-and-pencil' as opposed to the reproducible master format. We do hope this does not inconvenience anyone, and ensures that we can rollout the latest versions to our clients at all times.

For those clients considering work in this area, please note that we offer a two day training on Competency Assessment covering both theory and practice. Contact training@jvrafrica.co.za for more detail on this training.

If you have any questions about this range or about the upgrades, please contact Shani@jvrafrica.co.za



NEW PRODUCTS

IN LEADERSHIP AND MANAGEMENT

Campbell™ Leadership Index (CLI®)

Authors: David Campbell Phd

The CLI instrument helps measure personal characteristics that are directly related to the nature and demands of leadership. One of the basic assumptions underlying the use of this instrument is that effective leaders should have an accurate perception of how they are viewed by others. For this purpose, the CLI instrument quantifies the perceptions of the leader and selected observers, such as subordinates or peers. This instrument is used as an integrated component of leadership development programs in which individuals focus on the characteristics and qualities of effective leadership. CLI survey results can be used to help pinpoint areas for personal development.

CLI instrument measures the following:

- Leadership (ambitious, daring, dynamic, enterprising, experienced, farsighted, original & persuasive)
- Energy
- Affability (affectionate, considerate, entertaining & friendly)
- Dependability (credible, organized, productive & thrifty)
- Resilience (calm, flexible, optimistic & trusting)

Management Readiness Profile (MRP®)

Authors: PRLH

The purpose of the MRP is to assist in identifying attitudes that lead to management success in frontline supervisory positions and can be administered to employees in supervisory and entry-level management positions

The MRP assessment helps measure the attitudes and aptitudes that are commonly critical to management success. An applicant who possesses these attitudes and aptitudes will generally be ready for an entry-level management position. This assessment may help in selecting and promoting individuals who:

- Possess managerial interest
- Follow company guidelines
- Get along with co-workers
- Contribute to increased productivity
- Motivate others to perform at their best

Dimensions measured are: Managerial Interest, Leadership, Energy Level, Practical Thinking, Interpersonal Skills, Business Ethics, Management Responsibility, Management Readiness Index, Validity/Candidness and Validity/Accuracy:

Management Success Profile (MSP™)

Authors: PRLH

To help evaluate the skills and attitudes that is commonly critical to management success and can be administered to Management personnel

An applicant who possesses the skills and attitudes to be a successful manager, will generally be more suited for a management position. The MSP assessment can be used to evaluate potential managers and also help identify training needs of current and potential managers.

Dimensions measured are: Work Background: Leadership, Coaching, Adaptability, Management Responsibility, Practical Thinking, Customer Service Orientation, Productivity, Job Commitment, Business Ethics, Management Potential Index, Validity/Candidness & Validity/Accuracy:

A current product which features a new report:

Leadership Skills Profile (LSP)

Author: Douglas N. Jackson, PhD

The LSP is a unique, empirically based system that analyses strengths and weaknesses on 42 dimension of expected job performance. Outcomes include Productivity, Motivating Others, Delegation, Vision and General Leadership Effectiveness. It also provides statements describing how the respondent's personality affects their managerial potential and leadership skills.

The LSP-Development Report is now available as a leadership development solution designed to unleash your organization's leadership potential. The report includes cutting-edge features such as

- The Leadership Skills Snapshot
- Personal Strengths and Development Opportunities charts,
- A Personal Development Workbook, and
- Extensive Development Feedback with tangible, customised strategies for enhancing leadership effectiveness



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Quanti-Skill

Accounting Modules

JvR is pleased to present the latest addition to the South African products range: the Quanti-Skill Accounting Modules. The product was developed by Theresa Griffioen and consists of three modules, namely:

- Debtors,
- Creditors, and
- Bookkeeper to Trial Balance.

The Quanti-Skill Accounting modules' are interactive computer based assessments of a user's understanding of accounting theory and concepts and his/her ability to perform basic tasks.

We are excited about the potential use of this product because it is not a psychological test, and can be purchased

by anyone involved in HR, recruitment, and any areas where selection criteria include accounting knowledge. Users need an educational level of Grade 11/12 Accounting (NQF 3/4), or 3 months of Accounting at College level to complete the assessment.

The assessments can be administered in either a full test (25-35 minutes), or a quick test (15 minutes) format. All three modules are in standardised South African English, and are scored automatically by the programme itself and a report is generated, so there is no added fuss with scoring or report services.

If you would like further information about this product please contact:

christine@jvrafrica.co.za.

JvR OPEN DAY

On 30 May 2008, JvR in Johannesburg will, once again, open our doors to all our clients for our Annual Open Day. Visit us to attend short informative lectures on assessments and psychology/consulting, view our most popular assessments, experience our scoring systems and collect your copies of our most recent research reports. This is the opportunity to ask all those questions that you have been burning to ask for a long time. As always, some scrumptious refreshments will be available! Feel free to contact Daleen on **011-781 3705** or daleen@jvrafrica.co.za.

Short Lecture Topics will include:

- Neurobiofeedback to optimise performance in the workplace.
- Aligning Talent management to company strategy
- Forensic psychology in organisations
- The MBTI and return on investment
- Feedback from the HPCSA by Prof Gerty Pretorius (To be confirmed)
- New Competency, risk and integrity assessments from JvR

Newsletter Feedback

Should you have any comments or requests specific to our newsletter, please contact us at: hofmeyr@jvrafrica.co.za. We would love to hear from you.

If you do not want to receive the newsletter, reply to this message with the word "unsubscribe" in the subject line. To ensure that your address is removed from our database, please include the e-mail address the newsletter was originally sent to.

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JOBS ON OFFER

The JvR Group has the following vacancies available:

1. Researcher (JHB Office)

The ideal candidate must have proven research experience in the validation of psychometric assessments and must be proficient in using SPSS. The role requires a person with a Master's degree in Psychology, registration with the HPCSA as a Psychometrist/Psychologist and a minimum of 3 years experience in a research relevant capacity.

2. Trainer (JHB Office)

Requirements of the ideal candidate are: a passion for creating, facilitating and evaluating training, exceptional presentation, facilitation and consulting skills; experience in psychometric testing, assessment feedback and an understanding of the South African market. A Master's degree in Psychology, registration with the HPCSA as a Psychologist, and advanced knowledge of MS Office (Power Point and Excel) are a must.

3. Psychometrists - Independent Practice (JHB and CPT Offices)

The ideal candidates must be registered with the HPCSA as Psychometrists. They must be detail-oriented, client-oriented, have excellent written communication skills and a valid driver's license. The role will require the individuals to

administer, score and interpret assessments and to write reports.

4. Professional Assistant (JHB Office)

The role will require the individual to effectively handle administrative and business processes, arrange/co-ordinate events and administer project-related tasks. The following are essential requirements: proficiency with MS Office Suite, sound verbal/written communication skills (English), and a strong client-orientation. Experience with Pastel would be advantageous.

5. Training Coordinator (JHB Office)

competent in scheduling, organizing and coordinating training and marketing events. The ideal candidate should:

- Have the ability to gather data, compile information and handle general administration with great attention to detail
- Be proficient with MS Office Suite (advanced Excel would be an advantage)
- Have sound verbal/written communication skills (English)
- Have strong client-orientation skills and a valid driver's license.

If you meet the requirements of the above positions please e-mail your CV to rita@jvrafrica.co.za before 23 May 2008. If you need any more information contact Rita at **011 781 3705**.

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DATA FORM

Kindly fill in your details and fax this form to us at 011 781 3703 or e-mail it to custserv@jvrafrica.co.za if you would like to be put on the JvR database.

CLIENT DETAILS

Name _____ Title _____
 Surname _____
 Company _____
 Tel () _____ Fax () _____
 Cell () _____
 E-mail • GENERAL _____
 • ACCOUNTS _____
 • BUREAU REPORTS _____
 Postal Address of Company _____ Code _____
 Physical Address of Company _____ Code _____
 Personal Postal Address _____ Code _____
 ID Number _____

PERSON RESPONSIBLE FOR PAYMENT (if applicable)

Organisation _____
 Name _____ Title _____
 Department _____
 Tel () _____ Fax () _____
 Cell () _____ E-mail _____
 Postal Address _____ Code _____
 VAT Number _____
 Order Number _____
 JvR Account Number (if applicable) _____

PROFESSIONAL REGISTRATION WITH THE HPCSA (if applicable)

Registered as _____
 HPCSA Registration Number _____ HPCSA Registration Category _____

PLEASE PROVIDE SUPERVISING PSYCHOLOGIST'S INFORMATION (if applicable)

Name	HPCSA Registration Number
Tel ()	Cell ()
Fax ()	E-mail

ACCREDITATION COURSES COMPLETED AT JvR

Name of Courses	Accreditation Numbers	Year

PLEASE INDICATE PREFERRED METHOD WHEN RECEIVING MAIL FROM JvR

- Mail to company address
 Mail to personal address
 Collect from JvR
 Courier to company physical address
 Courier to personal physical address

PLEASE INDICATE IF YOU WOULD LIKE TO RECEIVE THE FOLLOWING

- JvR Catalogue
 JvR Training Schedule
 Monthly JvR Newsletter and other electronic marketing material

Client's Signature _____ Date _____

PLEASE INFORM US SHOULD ANY OF THE ABOVE INFORMATION CHANGE.