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**NATIONAL STANDARD OF THE  
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**Assessment service for people in work and organizational  
settings -- Requirements for service providers**

在职人员评估服务 服务提供者要求

**(English Translation)**

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## Foreword

This standard was drafted according to GB/T 1.1-2009 given rules.

This standard uses the translation method identical with ISO 10667-2:2011 Flow "Assessment service delivery and institutional settings in personnel evaluation Processes and methods - Part 2. Service providers require. " the editorial changes made the following standards.

Processes and methods of international standard name "Assessment service delivery and institutional settings in staff assessment - Part 2. Service Provider Suppliers claim "to" service personnel to assess requirements for service providers. " this standard by the National Standardization Technical Committee of Psychological Counseling Services Sub-Committee (SAC/TC264/SC1) and focal points.

This standard drafting units. China National Institute of Standardization.

## 0.1 General

The criteria for assessing service delivery process provides an empirical, measurable focus will help organizations and institutions more effectively Use assessment tools to the introduction of better employment policy, personal potential development staff to enhance their well-being, maintaining harmonious labor relations. This standard Delivery will promote norms for fair assessment services. This standard will enhance the authorities, other government agencies and society as a whole for the assessment of service the trust services.

The standard for service providers to provide a detailed, concise guide specification, the following ways to ensure that all stakeholders recognize the Quality assessment of potential effects of activities may be achieved.

- Define the processes and methods of quality assessment activities;
- Evaluation process to ensure consistency;
- Assess the quality of service to be properly evaluated.

However, the present standard user the ability to vary the standardization in the field of vocational assessment activities for individual, team or organization stream the level of understanding and familiarity with the process and methods vary widely. Therefore, for the convenience of all users and to guide its use, it will focus on the introduction of the medium Shao development purposes of this standard and frame structure.

## 0.2 Standard features

This standard for assessment services to individuals, teams and organizations close. This standard is intended to promote good practice and encourage the customer and the working relationship between the service provider clearly, and its function is to assess the service delivery process of a service provider to provide practical guidance.

This standard describes not only prior to the assessment of service delivery, the delivery process after the delivery obligations and responsibilities and service providers, but also put forward the rights and responsibilities of the assessor is to assess the results of the recipient and other assessment services participants. Figure 1 of the relevant parties in the evaluation process of service delivery the relationship that may exist are described.

**Note:** Assessment of the parties involved in the service delivery process play different roles, various mutual relations between them established evaluation services throughout the entire process.

In addition, a participant may play multiple roles. For example, the assessment may be customers, the service provider may also be customers. Career planning consultation Consultation service, to be assessed due later to become customer service; the same is provided by an external supplier of services or by the institution to assess the institution

Internal HR team.

a definition of the different roles, see "2 Terms and definitions."

Figure 1 assessment services during the different roles

### 0.3 Standard target users

This standard provides assessment services to the hope that by improving processes and collaborative assessment services to ensure the effectiveness of the service provider and customer use. Refers to the work of service providers and institutional environment assessment service providers, including internal and external service providers as customer staff Ministry service providers. Customer means an individual or organization for individuals or an organization seeking to evaluate the service.

This standard is intended to promote good practice assessment services, encourage between customer service and establish a standardized assessor partnership. In the present Standard, Appendix A defines the rights and responsibilities are evaluated in the evaluation of service delivery in person.

### 0.4 Other stakeholders

In addition to the service provider, the customer and to be assessed, other stakeholders include.

- a) end-use mechanism to assess the results of the strategic or operational decisions assessment service participants, such as the use of assessment services to carry out the election Pull hiring managers using the assessment service to develop a succession plan office or agency talent management human resources manager, the use of assessment Estimated administrative services manager to deploy a merger or acquisition.
- b) intermediaries or indirect users, including but not limited to.
  - 1) evaluation process developers or subcontractors;
  - 2) Executive Search, coaches, re-employment of consultants;
  - 3) license or certification assessment bodies;
  - 4) vocational training or education program evaluators;
  - 5) decision-makers, such as policy-makers to assess the human resource managers, trade unions participate in the assessment process and policy making, as well as such as professional bodies, regulators and other external dependency assessment policy makers.

Assess the type of service covered by the standard 0.5 this standard covers the following processes and methods of assessment services.

- a) assess the individual level, such as interviews, career guidance, deep senior executive of

the training, career development, selection, promotion planning;

b) assess the level of the team, such as the assessment team aims to enhance the overall level of teamwork and performance against;

c) assess institutional level, such as employee satisfaction (data reflect the level of institution), as a result of mergers or acquisitions corporate culture Change of the level of staff dedicated business unit.

This standard covers the whole life cycle assessment of the employment service delivery.

Employment Career various aspects of its life cycle include.

--- Hiring and selection;

--- Career guidance or vocational guidance;

--- Re-employment guidance;

--- Personal development and training;

--- Promotion program;

--- Employment and retirement plans.

Organization and implementation of standard 0.6 to ensure the effectiveness of standards and for customers and service providers of the applicability of the assessment service processes can be divided into the following four stages.

--- Stage agreement was signed;

--- Pre-assessment stage;

--- Assess the delivery stage;

--- Assessment services visit stage.

This standard employment career for the purpose of selecting service providers who provide the technical basis for service providers to meet customer choice and Needs to provide technical support.

For more than four stages, by present standards are four separate chapter of the specification (namely the "agreement was signed 3", "4 pre-assessment stream Cheng "," 5 to assess service delivery "and" 6 Assessment Services visit ").

a) "agreement was signed" (Chapter 3) gives the responsibility and obligation of the service provider, and the format and protocol service agreement shall be related to Content set forth requirements.

b) "pre-assessment process" (Chapter 4) The main contents include.

1) to determine the content and methods of assessment services, based on a clear