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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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Specification for service of personnel assessment

人才测评服务规范

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1 Scope

The document lays down the general requirements, the basic safeguards, the service content, the requirements for the service process, and the service evaluation and improvement of personnel assessment services.

It applies to the personnel assessment services carried out by human resources service organizations, called service organizations in the text.

The normative references are GB/T 20269 on security management requirements for information systems and GB/T 35273 on personal information security.

3 Terms and definitions

3.1 personnel assessment: the activity of measuring and evaluating the knowledge, skills, ability, personality, motivation and interests of the person assessed, by qualitative and quantitative means. Drawn with modification from GB/T 33529-2017.

3.2 knowledge and ability test: the personnel assessment method that tests the degree to which the person assessed has mastered the relevant knowledge and the ability to use that knowledge to solve problems.

3.3 psychological test: the personnel assessment method that uses instruments compiled on psychological principles to measure and evaluate the ability, personality, motivation and interests of the person assessed.

3.4 interview: the personnel assessment method that uses conversation and observation as

its main means to assess the knowledge, skills, ability and personality of the person assessed. 3.4.1 structured interview, in which item composition, assessment factors, evaluation criteria, timing, composition of the panel, procedure and scoring are all designed and carried out to one standard. 3.4.2 semi-structured interview, in which assessment factors, criteria, panel, procedure, scoring and part of the items are standardized while further questions are put according to the competencies of the post and the characteristics of the person assessed. 3.4.3 situational interview, in which the person assessed is given a simulated work situation, takes on a role and solves the problems that arise in it. 3.4.4 behavioural event interview, in which questions are put on the concrete circumstances of a past work scene or life experience described by the person assessed.

3.5 assessment centre technology: the activity of assessing the competencies of the person assessed by simulated situations, using group discussion assessment, the in-basket test, role-play assessment, management game assessment, presentation assessment and the newer methods derived from them. 3.5.1 group discussion assessment, in which several persons discuss a given problem and reach a conclusion, with or without assigned roles. 3.5.2 in-basket test, in which the person assessed deals within a set time with given work-related documents, forms, letters and telephone records. 3.5.3 role-play assessment, in which the person assessed handles a problem by playing a role in a particular situation. 3.5.4 management game assessment, in which the person assessed completes a simulated activity based on a real task, in the form of a game and from given materials and tools. 3.5.5 presentation assessment, in which the person assessed sets out their own view on a given theme within a set time.

3.6 biodata measurement: the personnel assessment method that evaluates fitness for a post by analysing the personal particulars, the work and study history and the record of achievement of the person assessed. Drawn from GB/T 33529-2017.

3.7 360 degree feedback: the personnel assessment method in which people who work closely with the person assessed evaluate that person, so that information on their actual performance at work is gathered from every side. A note names those people as the superiors, peers, subordinates and service recipients of the person assessed.

3.8 competency: the measurable individual characteristic that distinguishes outstanding from average performers in a given task or role. A note lists knowledge, skills, self-concept, social role, traits and motives as the main kinds of characteristic.

4 General requirements

The organization has to make public to the client the service items, the service flow and the fee schedule; a note explains that client means the party that has a personnel assessment need.

It has to draw up the project proposal and carry out the service on the basis of the

competencies of the post the client needs to fill.

The reliability, the validity and the norm sample of the standardized instruments chosen have to reach the basic requirements of psychometric technique. A note explains reliability as the degree to which the assessment is dependable or consistent, validity as the degree to which it is accurate or effective, and the norm as the distribution of test scores of a representative sample of persons assessed.

The data and the results have to be handed to the client truthfully and objectively. Data and results obtained during the service are not to be put to another use without authorization.

Schemes, items, instruments, data, results and the information on the persons assessed and on the client are to be kept confidential. The organization has to communicate with the client at each stage of the service and deal promptly with feedback and suggestions, has to establish a clear complaint-handling procedure and make it public, and has to sort and file the project records promptly.

5 Basic safeguards

5.1 The organization has to draw up the rules its assessment work requires, have staff, premises, facilities and equipment matching that work, and possess the capacity for information-based service and management.

5.2 The rules have to cover personnel management and confidentiality management as business rules, and project management, item development, project delivery and evaluation as service rules.

5.3 Staff. Four categories are named: project management staff, item development staff, delivery staff and evaluation staff. Project management staff handle needs analysis, drafting of the proposal, contract signature, allocation of tasks and overall control of the project, and have to hold the relevant knowledge and experience and know the methods, workflow and key project management points well enough to adjust progress and quality to the client's needs. Item development staff handle analysis of the application scenario, determination of assessment factors, item writing and scoring criteria, and have to hold professional knowledge and experience in assessment or item development. Delivery staff draw up and carry out the working scheme and have to know the workflow. Evaluation staff mark items, evaluate interviews, apply the instruments, interpret reports and write the evaluation report, and have to hold professional knowledge of assessment or of the field of the post, experience in talent evaluation or human resources, and command of the techniques and instruments.

5.4 Premises, facilities and equipment. There has to be a separate assessment venue, quiet, well lit, at a suitable temperature and meeting fire safety requirements; a secure room and secure box meeting confidentiality requirements; the office equipment needed, computers, printers and monitoring equipment among them; and, for on-line assessment,

computers, a suitable network, cameras and servers. The on-line examination system used has to support the scale of candidates concerned and provide photograph capture, video recording, identification of the person assessed and anti-cheating functions. A note defines on-line assessment as personnel assessment carried out by computer and internet.

5.5 Information management. The organization has to build the platform and configure the systems its assessment service needs; have the capacity to analyse and process data, optimizing collection, storage, processing, analysis and mining so as to use and manage data efficiently; establish a sound personal information protection system, the security of personal information conforming to GB/T 35273; and hold the network information security capacity needed, with a risk monitoring mechanism, information security conforming to GB/T 20269.

6 Service content

The organization has to choose, according to the client's needs, at least one of the following methods: knowledge and ability testing; psychological testing; interviewing, in its structured, semi-structured, situational and behavioural event forms; assessment centre technology, covering group discussion assessment, the in-basket test, role-play assessment, management game assessment and presentation assessment; biodata measurement; and 360 degree feedback.

7 Requirements for the service process

7.1 Acceptance of the commission. The organization has to understand the client's assessment needs and show the client the papers evidencing its qualification to provide the service, then confirm the client's own qualification or identity and accept the commission.

7.2 Drafting the project proposal. The proposal has to cover at least the persons to be assessed, the purpose of the assessment, the competency factors, the methods and instruments, the form of organization and delivery, and other related matters such as the service team. The proposal has to be confirmed by the client.

7.3 Signing the contract. The organization and the client sign a project contract setting out the service content and standard, the rights and duties of both sides, the confidentiality obligation, and the treatment of breach and dispute.

7.4 Drawing up the delivery scheme. Working from the persons, purpose, methods and instruments fixed in the proposal and from the matching flow in Annex A, the organization sets the service requirements, the staffing and the timetable of each step and draws up the concrete delivery scheme.

7.5 Carrying out the assessment. The assessment is carried out according to the confirmed proposal and the delivery scheme, each method following the matching flow in Annex A. Where evaluators are involved, an evaluation panel is formed and its members chosen