

# Unlocking the benefits of diversity through fair assessment

## Creating a diverse workforce

Diversity is very much on the agenda and remains an important business issue for those companies within mature HR and testing markets, according to our Global Assessment Barometer survey. However, why this focus? The benefits of creating a more diverse workforce are clear:



## How to achieve diversity through assessment

Creating a diverse workforce is about welcoming a blend of skills, languages, experiences and ways of working. To do this well, companies need to:

- ▶ Attract applicants from a wider talent pool;
- ▶ Ensure applicants are treated impartially during the hiring process;
- ▶ Encourage and embrace difference and diversity within the organisation;
- ▶ Offer equal opportunities during employment.

At the core of this is fair assessment. Fair assessment focuses on the requirements of the job and the attributes of the applicant which were tested, thereby removing human biases. All Aon assessments are built on fair testing and assessment principles. We design and trial our tests to eliminate bias. We continually investigate how our products work in real-world situations and our experienced consultants share their knowledge with clients on how to build fair processes.



### 5 Key factors for fair testing to help create a diverse workforce

Aon's online assessments are designed and implemented based on fair testing principles. Kunnan (2004) suggests a framework that "views fairness in terms of the whole system of a testing practise, not just the test itself".

Kunnan integrates multiple facets into his framework:

- Accuracy
- Equality
- Accessibility
- Practicability
- Reversibility

## Aon is the partner to help you ensure fairness in assessment

To make sure that your testing and assessment processes are impartial, you need an assessment partner with scientifically-proven tools and knowledge of fair processes. You need to understand how assessments fit with your corporate culture and how they can be tailored without unjust discrimination for different roles. Here is why Aon is the preferred assessment partner for many companies:

### ▶ **Fairness to all – regardless of language spoken**

Aon's online psychometric assessments can be taken in up to 40 different languages, so that candidates can complete them in their preferred language.

### ▶ **Fairness to all – including those with learning disabilities**

High quality online psychometric assessments can be adapted for people with learning disabilities to make the process fairer. For example, the time given to a candidate with dyslexia can be increased – this is similar to them receiving more time for an exam at school.

### ▶ **Ensuring fairness in volume recruitment**

Online psychometric assessments are scored automatically. This makes them highly efficient to administer early in the application process and allows a fairer, more standardised approach to a large number of candidates. This allows candidates a level playing field at a time when they will want to impress.

### ▶ **Adding objectivity through scoring**

Human biases can come into play when candidates are assessed face-to-face, over the phone or via video. Including online psychometric assessments in your selection means that the automated scoring removes human bias.

### ▶ **Cutting assessment time and improving the user experience through adaptive testing**

Many of the Aon online psychometric assessments are adaptive. This means that the questions presented are adjusted in real time and are based on those answers given to test questions earlier in the test. This means that for more capable applicants, the easier questions can be missed out and they focus on the more difficult items. It makes the assessment as short as possible and gives a clear picture of an applicant's capability. However, it also improves the user experience as the assessment better fits the applicant's ability.

### ▶ **Predicting performance**

Online psychometric assessments are some of the most highly predictive tools to look at future job performance. Decades of research have proven this time and again.

### ▶ **Minimising cheating through unique testing**

All Aon online assessments use item generators or item banks. It means that no two Aon tests are ever the same and, therefore, no candidate is at an advantage. This makes the process fairer by reducing the training effect and eliminates the risk of assessment answers leaking online.

### ▶ **Enabling applicants to apply and be assessed anywhere and any time**

Online psychometric assessments can be completed online almost anywhere and at any time. It makes them more accessible to people than other more traditional methods, such as phone interviews, face-to-face interviews or assessment centres. These assessment approaches are often better deployed at a later stage in the application process.

We're here to empower results.

To learn more about diversity, please visit:  
[assessment.aon.com/diversity](https://assessment.aon.com/diversity)



#### **Multiple languages**

The system, assessments and reports are already available in a large number of languages. Additional languages can be requested.



#### **Norm groups**

We continually update and add to the international and local sets of norm groups.