

hr potentials

Training & Certification Handbook

Digital Psychological Assessment Certification
for Psychologists and Administrators

Conducting digital psychological assessments is a highly specialized task that requires appropriate education, additional training, and certification.

Available certifications

CERTIFIED PROFESSIONAL (CPp)

CPps are the hr potentials platform's primary users, able to use its features without limitations so they can focus on psychological tasks.

These tasks include, but are not limited to: configuration of target profiles and batteries, ordering assessments, offering support to candidates, reviewing and accepting/rejecting results, interpreting results to customers, and, upon request, interpreting results to candidates.

CERTIFIED PROFESSIONAL (CPa)

The hr potentials platform's secondary users act as support to Certified Psychologists, taking on all administrative tasks. This role is usually fulfilled by HR professionals.

These tasks include, but are not limited to: administering system users, configuring basic organization information, creating procedures, importing candidates, configuring the ATS system, configuring message templates, sending invites, offering technical support to candidates, reviewing and verifying TestAnywhere reports, recording CV Fit values, etc.

Gaining certification

CERTIFIED PSYCHOLOGISTS (CPp)

CONDITIONS FOR ENROLLMENT

Only candidates with a Bologna master's degree in psychology or its recognized equivalent are eligible to enroll.

In countries with licensing regulations, a license to practice psychology is required instead.

SCOPE OF TRAINING

Theoretical training conducted by a Recognized Expert will cover:

- Various elements of psychology in human resource procedures
- The validity of various methods of personnel selection
- Familiarization with the O*NET database - presentation and usage
- A presentation on the science behind the *hr potentials* assessment tools

Practical training conducted by an *hr potentials* Instructor will cover:

- An overview of the application - creating target profiles, assessment batteries
- A demonstration of an assessment procedure
- A review of report types and guidelines for interpretation of assessment results
- Instructions for the practical exam

Training (without the practical exam) is conducted in a single 4-hour session with appropriate breaks.

GRANTING CERTIFICATION

This exam consists of running a procedure with real candidates, followed by interpretation of results.

To receive your certification, you must pass a practical exam administered by a Recognized Expert.

PRICING

€500 per participant excluding VAT

CERTIFIED ADMINISTRATORS (CPa)

CONDITIONS FOR ENROLLMENT

Certification is especially appropriate for HR professionals but anyone can enroll.

SCOPE OF TRAINING

Theoretical training conducted by a Recognized Expert will cover:

- Differential psychology in human resource procedures
- Validity of different methods of personnel selection
- Familiarization with the O*NET database
- Presentation of science behind the *hr potentials* assessment tools

Practical training conducted by an *hr potentials* Instructor will cover:

- Overview of the application
- Demonstration of a complete assessment procedure
- Supporting and communicating with candidates
- Using TestAnywhere to review candidate monitoring
- Instructions for the practical exam

Training (without the practical exam) is conducted in a single 4-hour session with appropriate breaks.

GRANTING CERTIFICATION

To receive your certification, you must pass a practical exam administered by a Recognized Expert.

This exam consists of running a procedure with real candidates, supported by an assigned psychologist.

PRICING

€500 per participant excluding VAT

Using the certification

RESPONSIBILITIES

Certified Professionals must conduct all assigned assessment procedures following all legal, ethical, and professional standards.

When tasked with conducting an assessment procedure, they are responsible for:

CERTIFIED PSYCHOLOGISTS

- Configure the procedure's psychological aspects
- Appropriately select and modify the target profile to optimally suit the client's needs and requirements
- Select an appropriate assessment battery
- Set up and configure the selection procedure
- Support candidates in the assessment
- Review and approve or reject selected data
- Interpret results to the clients
- Upon request by the candidate, interpret the results to the candidate

CERTIFIED ADMINISTRATORS

- Set up and configure the selection procedure
- Configure all communication messages
- Configure the Application Tracking System (ATS) if enabled, otherwise, import candidates
- Offer procedural support to candidates
- Review TestAnywhere monitoring data
- Notify candidates of rejection/selection

RIGHTS

USING THE *HR POTENTIALS* PLATFORM

Certified Professionals are **granted the right to use the *hr potentials* platform** in accordance with the limitations and responsibilities of their specific certification.

They **may use the platform for their employer, granting the employer a discount**: 20% for a Certified Psychologist (CPp) or 6% for a Certified Administrator (CPa).

Acting as an independent contractor, they may be **assigned to customers**, which employ no Certified Professionals, by an hr:p Account Manager.

When assigned to customers, they use the platform on their behalf while earning compensation, equal to a percentage of the cost of credits bought by the customer:

- 14% for a Certified Psychologist when supported by a Certified Administrator earning 6%
- 20% for a Certified Psychologist when performing all tasks

Certified Psychologists acting as agencies may **resell assessments** to their customers. In this arrangement, they are granted an additional 30% discount.

PURSUING CUSTOMERS AND ACTING AS AN ACCOUNT MANAGER

Certified Professionals acting as independent contractors can pursue and manage customer accounts. This earns a commission of 20% of the income from credits and certifications sold to the customers.

MENTORING OTHERS

By referring professionals for certification, they also gain the right to act as their Mentors. This role brings obligations to support and mentor, but also earns a reward.

Certified Administrators can only mentor other administrators.

The reward is 2% of any money earned in the Certified Professional *hr potentials* account. This money is not deducted from the earning Certified Professional but is instead given as an additional reward by *hr potentials*.

In cases where the mentored professional is acting as an agency (as explained in the last section of this document), the Mentor's reward comprises 5% of the credits bought by the agency.

Rules

These are the rules all Certified Professionals (Certified Psychologists and Certified Administrators) must follow. Breaking these rules can result in the revocation of licenses or, in the event of lesser infractions, the revocation of certain privileges.

Any Certified Professional can report rule violations to the *Country Manager*, who will conduct an investigation and report on its findings. A commission named by *hr potentials* will decide upon culpability and possible consequences.

QUALITY ASSURANCE FOR SERVICE DELIVERY

To ensure the best possible service provision for our customers, limits are placed on the amount of work a single Certified Professional may be assigned.

Taking into account a yearly limitation of 600 billable hours:

- When acting as a *Certified Professional* assigned to a customer, but not as an employee, each overseen candidate deducts 15 minutes from the CP's permissible hours.
- When acting as an *Account Manager*, time is deducted from the total permissible hours by 1 hour per 25 credits sold, resulting in commission being paid.
- When acting as a *Mentor*, time is deducted from the total permissible hours by 1 hour per €50 of commission. This rate is market-specific and based on the location of the service.

PAYMENT OF EARNED COMMISSION

Certified Professionals earn credits that are immediately converted into money owed, which is kept in an account provided by *hr potentials* and can be withdrawn on demand.

EARNINGS ACCOUNT

Every Certified Professional has an account with *hr potentials*, onto which all earned commissions are applied.

Money can be withdrawn from the account in any legal fashion that the owning Certified Professional chooses. Withdrawals can be made at most once per month. Limited accounting consulting will be provided on request.

Money that has not been withdrawn incurs no costs and earns no interest.

EARNINGS FROM CONDUCTING ASSESSMENTS

No commission is earned for customers who apply for a discount because they have a certified employee, since the commission was already given to the customer in the form of the discount.

In the absence of an application for such a discount, the *Account Manager* will assign *Certified Professionals* to fulfill the administrative and/or psychological tasks as needed by the customer. They may assign a Certified Psychologist to fulfill both roles. They may assign themselves to any role they are certified for.

All earnings are calculated based on the price after the applied bulk discount, ignoring any additional employee as a certified professional discount.

The total earnings of the Certified Administrator supporting an assigned Certified Psychologist will comprise 6% of the price.

The total earnings of a Certified Psychologist conducting an assessment while supported by a Certified Administrator will comprise 14% of the price. When working without support they will earn 20%.

Commission will be earned and transferred to the earnings account as the credits are used and can be withdrawn monthly.

Only credits used will result in earnings for the assigned Certified Professional. Any credits that expire will not earn a commission.

**EARNINGS FROM
ACQUIRING AND
MANAGING ACCOUNTS**

Certified Professionals can pursue and manage customer accounts. This earns a commission of 20% of the income from credits and certifications sold to the customers.

If a discount, resulting from the customer having a certified employee, is applied to the transaction, it is not taken into account when calculating the Account Manager's commission. The Account Manager's commission is calculated from the price before this discount is applied.

Pursuing and managing an account leads to several obligations, including but not limited to all communication with the customer regarding billing, contracts, orders, and thereupon seeing to the implementation of said contracts and orders. Also includes all other communication including answering questions, resolving issues, and presenting new services/features/opportunities. Includes some high-level organization configuration and organization of user management.

New customers

When receiving income from new customers, 80% of the earned commission is transferred to the Certified Professional's account immediately.

The rest of the earned commission is transferred, as the credits are used to ensure the continued fulfillment of the Account Manager's customer support obligations.

If customer support obligations are not met, the payout can be withheld and a warning is given. If the warning is not heeded in the probationary period, the payout can be denied permanently.

If all obligations were fulfilled but the customer did not use all of their credits, the rest of the earnings are transferred when the credits expire.

Existing customers

All customers have Account Managers who are Certified Professionals. Any credits, certifications, or other services ordered by the customer are subject to the same 20% commission awarded to the Account Manager.

If the customer maintains their relationship with *hr potentials* at the same or at a reduced level, the commission is paid out as follows: 20% of the earned commission is transferred to the Certified Professional's account upon payment. The rest is paid as the credits are used and can be withdrawn monthly. When the credits expire, the rest of the earned commission is paid out.

This is done to ensure that customer support obligations are met.

If the customer increases the extent of their business with *hr potentials*, then they are treated, for the purposes of determining commissions payout, as a new customer - i.e. 80% of the commission is transferred out upon payment, with the rest paid as the credits are used.

**EARNING FROM
REFERRING AND
MENTORING
OTHER CERTIFIED
PROFESSIONALS**

Any Certified Professional who refers an individual to certifications (either directly or acting as an Account Manager) gains a role of *Mentor* to the Certified Professional. Certified Administrators can only mentor other Administrators.

This role brings obligations to support and mentor, but also earns a reward.

The reward is 2% of any money earned in the Certified Professional's *hr potentials* account. This money is not deducted from the working Certified Professional but is instead given as an additional reward by *hr potentials*.

In cases where the mentored professional is acting as an agency, the Mentor's reward comprises 5% of the credits bought by the agency. If the agency employs or has as owners multiple Certified Professionals with different Mentors, the reward is split among all or according to an agreement mediated by the Country Manager.

**APPROACHING NEW
CUSTOMERS**

No existing customer may be approached without the Country Manager's permission.

Before approaching a new potential customer, the Country Manager must be notified.

If no other Certified Professional has announced interest beforehand, the "right to approach" is given, the duration of which is up to the discretion of the Country Manager but should initially last 3 months and can be extended if progress is made.

If another Certified Professional has announced interest and the Country Manager has already awarded the "right to approach" to someone else, and if such right to approach is still in effect, no communication is permitted without the approaching Certified Professional's permission.

ACTING AS AN AGENCY

Agencies offering HR services are perfectly placed to provide our services to their clients. Certified Agencies are specialized versions of Certified Professionals and must follow the same rules.

Agencies interested in attaining the status of a Certified Agency must employ at least one Certified Professional, meet the stated requirements, and apply for status with the Country Manager.

REQUIREMENTS

- Have at least one Certified Psychologist as an employee or owner
 - Perform selection, recruiting, or other human resource management services for clients
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MODE OF OPERATIONS

Agencies can pursue clients in the same manner as Certified Professionals. The contractual relationship is between *hr potentials* and the customer, negotiated by the agency.

Agencies can also resell services or package them into their services. In this case, clients have a contractual relationship with the agency directly. Credits are bought in the same manner as all other clients (packages subject to volume discounts) buy them, with a flat 30% discount on top of the discount already included in the credit package.

The rules of approach still apply, but prior business relationships are respected if they were disclosed during certification.