

Telepractice and Safety for Assessment Administration

The unprecedented situation with the Covid-19 virus is evolving day-by-day and for most of us, our workplaces and work methods are adapting just as rapidly.

To help you continue your important work across the clinical, educational and occupational assessment worlds, we have provided the information below to help limit the business impact of this pandemic. Psychological services are critical in this current climate and to help, we have put together a selection of [complimentary readings](#) from the Journal of Personnel Psychology to help you navigate work-life balance during this time.

For customers needing access to online testing, access through the Hogrefe Testsystem platform is quick and easy, and we have a full catalogue of assessments available for your needs.

We understand that there could be the need for telepractice with respect to assessments – that is, continuing the assessment process even though in-person sessions are not possible – and we offer suggestions as to how this can best be handled in this current landscape.

Finally, we offer safety advice for when face-to-face testing begins again, as our countries and cities begin the slow process of reopening our schools, businesses and communities.

Online assessment

The [Hogrefe Testsystem](#) is available 24/7 and provides access to hundreds of scientifically validated assessments that can be used to measure characteristics of behaviour, personality, and ability in children and adults. For those new to the online testing, we have tutorials that can help with set-up and administration. Many of our test manuals are available via the platform, so your team will be able to access technical information while working remotely.

Several of Hogrefe's assessments can be particularly helpful during this time, as you work with clients or customers on how they are processing their feelings ([Emotional Processing Scale](#)), or wondering how to make the right decisions for their employees ([Leadership Judgement Indicator-2](#)).

Telepractice advice

Since remote (non-face-to-face) research and evaluation now needs to be practiced in most locations, psychologists need to understand their local laws, regulations, ordinances and guidelines related to copyright, data protection and data security. The British Psychological Society (BPS) has published the following guidance: <https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Effective%20therapy%20via%20video%20-%20top%20tips.pdf>. It is the psychologist's responsibility when administering assessments remotely to ensure that test confidentiality is maintained, including ensuring that no recordings or copies of the testing situation or test material are

made. All assessments published by Hogrefe (or other test publishers) are covered under copyright laws, and may not be copied or scanned, or given to the person being assessed electronically.

When using Hogrefe tests via the Hogrefe Testsystem, remember that when interpreting results, normative data were collected in a controlled situation, which may not be the case when administering assessments during these times. Care should be taken with respect to consistent network connections, and only the individual being tested should respond to the questionnaire. Interviews typically held face-to-face for individual research, linguistic tasks with specific restrictions and/or questionnaires could be conducted remotely if the individual agrees. It could even be that a researcher could present test material (such as images) remotely with a separate camera, but again, copyright protection must be preserved. Tasks that require other test material, such as blocks or a pen, are unfortunately, not suitable to be displayed remotely.

When planning “remote” research, the ability of the individuals to use remote technology needs to be considered, and the same conditions when testing in a face-to-face situation apply (e.g. building a good rapport, putting the individuals at ease, securing confidentiality, etc.). In a remote testing situation, it is also important to ensure that no one else is present, unless it is necessary that an assistant or an interpreter is used (as would be in a face-to-face research situation).

The researcher should also use their professional judgement on a case-by-case basis in assessing the preconditions for the research, with respect to the clarity and uninterrupted nature of the interaction. This can be influenced by many factors, such as technical characteristics of the devices being used as well as adjustments needed (e.g. screen resolution, headset and microphone sound quality, volume level) and adequate internet connection quality.

Finally, care should be taken with respect to interpretation when administering assessments remotely. The situation for testing now is not typical, and results may be different to the standard interpretation. Remote assessment can be useful and is possible in these exceptional circumstances, if it can be completed reliably and conducted with quality, as outlined in the professional ethical principles and distance communication guidelines.

Sanitising and safety

When face-to-face testing resumes, please follow your local hygiene regulations. Below are some sanitising steps that could be taken, if in compliance with your local guidelines, in order to ensure the safest environment possible for both the psychologist and the child/adult undergoing the evaluation.

The easiest way to sanitise is to disinfect as many materials as possible before the assessment begins, and to keep the individual from touching the materials if possible. As the examiner the psychologist could:

- Encourage the individual to point to answers or provide a verbal response rather than actually touching the stimulus books.
- Retain responsibility for turning pages, and disinfect manipulatives and stimulus books where possible. Response booklets are difficult to clean, so handle them carefully both before and after testing (e.g. use gloves).

- Wash your hands before and after the testing session, and also ask the individual undergoing the evaluation to wash hands before and after; remember not to touch the materials yourself after they are disinfected and prepared.
- Consider wearing gloves and masks (particularly if your community mandates their use), but if motor tasks are required, be sure to consider this when interpreting results.