

LLOYDS TSB USES ONLINE TESTING FROM PSL TO SIFT GRADUATE APPLICANTS

Lloyds TSB is using the UK's most sophisticated online psychometric test to help sift the high volume of applicants for its two-year Graduate Programme. Last year, the bank received over 3,800 applications for 102 places.

Provided by assessment specialist PSL, the 20-minute test, called the *Infinity Series Numerical Reasoning Test*, gives each candidate a randomised sample of questions, which minimises the risk that they will be able to prepare in advance or cheat.

From the candidate's perspective, the test is a seamless part of the online application process. The bank's recruitment management system electronically contacts PSL's system, which automatically sends the right test to the candidate. The candidate's score is then automatically fed back to the recruitment management system.

"We changed to PSL after becoming dissatisfied with our incumbent test provider," said Sally Cox, HR Manager for Lloyds TSB Graduate Management. "It was a straightforward swap and PSL's tests are now an integral part of our recruitment process. PSL are easy to deal with and they worked hard to ensure we had a smooth transition from the previous provider."

After undertaking telephone interviews, the bank runs one-day assessment centres for the surviving candidates, who complete PSL's 35-minute, paper-based numerical reasoning test, to verify their online test score.

"PSL's paper-based test is very easy to analyse because it is scored on a computer," said Sally Cox. "With our previous provider, we had to manually convert the test scores into candidate ratings."

After the assessment centre stage, the bank makes job offers to the successful candidates.

In the future, Sally Cox says that Lloyds TSB is considering using online personality questionnaires to further enhance its graduate recruitment process.

"We've learned not to automatically go with the biggest test provider," she said. "It's nice to have a more personal service from a smaller company."

For more information about PSL, please call 020-8585 2345 e-mail info@psl.com

Weblink: <http://www.psl.com>

Background notes: Founded in 1989, PSL publishes personality questionnaires, ability tests and screening, selection and development tools. It also provides consultancy, training and bespoke product development.

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