

1 June 2010

Attention: Chair, Psychology Board of Australia

Consultation Paper on Psychological Testing – 18 May 2010

With respect, I ask the Board to consider that:

1. Trends and developments in use of information and communication technology (ICT) in the international community will impact the role of psychologists and their service delivery models.
2. In recent years major changes have taken place in the “Career Development” field.
 - “... Multiple means of online provision of career planning or career counseling services currently exist, the most common of which are e-mail, newsgroups, bulletin boards, chat rooms, and websites offering a wide variety of services. Telephone or audiovisual linkages supported by the Internet exist in their infancy, and will likely grow in potential as the technology improves and the costs decline....” (from: http://associationdatabase.com/aws/NCDA/pt/sp/guidelines_internet)
 - There is an OECD report on *Career Guidance- A Handbook for Policy Makers*, 2004. (see <http://www.oecd.org/dataoecd/53/53/34060761.pdf>) This report provides international examples of good practice in career guidance, for example, “harnessing ICT to develop self-service approaches” (p. 26).
 - There is an *Australian Blueprint for Career Development* (see www.blueprint.edu.au) The *Blueprint* Tool Kit includes worksheets, activities and special purpose tools that can be adapted for use with students/clients, as well as promotional tools.
 - There is a Career Industry Council of Australia, which supports national frameworks. (see www.cica.org.au) The Council paper on *Guiding Principles for Career Development Services and Career Information Products* includes quality criteria such as: “ ... A capacity for delivering services in multiple modes, formats and settings (outside of the conventional “office consultation” model)...” (p.30).
3. Career development and job seeking often go together. Job candidates can be asked by employer to complete various types of assessments during the selection process. Examples: the NSW assessment of firefighter applicants includes online assessment (see http://www.fire.nsw.gov.au/gallery/files/pdf/recruitment/recruitment_assessment.pdf) or the Department of Defence graduate development program includes assessment centres (see <http://www.defence.gov.au/graduates/docs/assess%20cent.pdf>)
4. Career development services on the Internet typically include use of career assessment and self-assessment tools. Websites offer trial tests or mini tests of personality to encourage the consumer to seek further advice. In the US the National Career Development Association (US) has developed guidelines to ensure quality standards and protect consumers, refer Attachment.

The changing strategic/business context poses challenges not only for career psychologists but for all psychologists in small private practice settings.

Thank you.

Sincerely,

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Psychologist.

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National Career Development Association
A Division of the American Counseling Association (ACA).

Guideline: *Use of the Internet for Career Planning and Career Counseling Services*

Extract ...

8. Use of Assessment

If the career planning or career counseling service is to include online inventories or tests and their interpretation, the following conditions should apply:

- a. The assessments must have been tested in computer delivery mode to assure that their psychometric properties are the same in this mode of delivery as in print form; or the client must be informed that they have not yet been tested in this same mode of delivery.*
- b. The counselor must abide by the same ethical guidelines as if he or she were administering and interpreting these same inventories or tests in face-to-face mode and/or in print form.*
- c. Every effort must be exerted to protect the confidentiality of the user's results.*
- d. If there is any evidence that the client does not understand the results, as evidenced by e-mail or telephone interchanges, the counselor must refer the client to a qualified career counselor in his or her geographic area.*
- e. The assessments must have been validated for self-help use if no counseling support is provided, or that appropriate counseling intervention is provided before and after completion of the assessment resource if the resource has not been validated for self-help use.*

Source: http://associationdatabase.com/aws/NCDA/pt/sp/guidelines_internet