

Quest Partnership Ltd

PA Exercise

Candidate Name : Chris Sample
Date : 10th April 2019
Organisation: BigCo Ltd

The PA Exercise assesses the candidate's skills in dealing with relevant assignments and challenges within Personal Assistant and Personal Executive roles. They are presented with 16 situations and four key competencies are assessed.

Competence scores : 0 - 8
3 or below = Poor
4 & 5 = Acceptable
6 or above = Highly Effective

<u>Confidentiality</u>	Score: 2	Poor
The competence of the candidate to handle confidentially. Assesses the extent to which the candidate showed an awareness of, and the ability to deal with information and situations in a highly confidential manner when needed.		
Overall: Misses the need to focus on confidential issues.		
Question Specific Comments:		
OK	Has some awareness of confidentiality but needs to do more.	
Poor	Not really aware or concerned that the report will contain confidential information.	
Poor	Did not respond with sufficient awareness of the confidentiality of the situation.	
OK	Aware that the figures being requested are confidential and required clarity of authority to receive the information.	

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Professional/ Assertive Communication Style	Score: 4	Acceptable
<p>The competence to communicate professionally and assertively in order to address issues. Assesses how the candidate communicated with others in order to achieve their objectives. Explored their level of assertive and professional communication skills when faced with issues to address.</p> <p>Overall: Has some focus on being assertive and engaging in clear communication but may not always handle situations effectively.</p> <p>Question Specific Comments:</p> <p>OK Complains about the service but could be more assertive.</p> <p>OK Makes some progress to work towards arranging a meeting with the Production Director.</p> <p>OK Professionally communicated that unfortunately Chris is on annual leave so can not attend the meeting request. Communicated with the Chief Director's PA to see how this could be overcome.</p> <p>OK Showed some assertiveness in dealing with the Production Manager to ensure that Chris' meeting was not disturbed</p>		

Organisation/ Task Prioritisation	Score: 8	Highly Effective
<p>The competency of the candidate to organise, prioritise, and forward plan to ensure goals are met. Assesses their awareness of the urgency of task and ability to effectively prioritise and organise their work load accordingly.</p> <p>Overall: Highly effective at prioritising and organising.</p> <p>Question Specific Comments:</p> <p>Sound Actively organised suitable alternative travel after a cancellation, forward planned so that a solution was identified.</p> <p>Sound Highly aware of the need to prioritise the urgent email received, and organised an actionable plan to ensure the email was reviewed under the tight time constraints.</p> <p>Sound Highly aware of the urgency of organising a safety meeting due to the recent safety incident. Proactively made arrangements to ensure the meeting takes place and will be attended by all managers or their representatives.</p> <p>Sound Highly aware of the need to prioritise workload due to competing demands and deadlines. Ensured workload was sufficiently prioritised and sought support where appropriate to ensure deadlines were achieved.</p>		

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Proactive/ Engaging in Quality Thinking	Score: 4	Acceptable
<p>The competence to take proactive action and to provide quality thinking to progress issues. Assesses the candidate's ability to quickly respond decisively to situations and the quality of these decisions in dealing with the task at hand.</p> <p>Overall: Has the ability to provide some quality thinking but there is scope to improve.</p> <p>Question Specific Comments:</p> <p>OK Engaged in some quality thinking, gathering information.</p> <p>OK Showed some awareness of the expense claim anomalies and the need to meet the deadline.</p> <p>OK Reminded those involved that the deadline is today.</p> <p>OK Showed awareness that Chris was now delayed due to a fire evacuation. Ensured those attending the next meeting were made aware Chris would be late</p>		

PA Exercise Overall	Acceptable
Total score : 18	
<p>Overall, an acceptable level of performance. Handled many situations reasonably effectively to provide confidence of capability within the role.</p>	
<p>General Assessor Comments:</p> <p>Overall acceptable, but needs to work on confidentiality.</p>	