Bright Ideas for finding
the best candidates

isv.online
by **Ikiru People**

Resource Kit

Welcome to ISV.Online

brought to you by Ikiru People Ltd

About ISV.Online

'Assess, compare & select the right people with ISV'

ISV was founded in 1992 and is now represented globally with the head office based at Basingstoke in Hampshire. In 2014 ISV was acquired by Dillistone Group Plc, the publicly traded parent company of best known brands in the recruitment industry such as FileFinder Executive Search Software, Voyager Infinity CRM and GatedTalent – a platform connecting senior-level executives with executive recruiters globally. In 2020 all Dillistone Group Plc brands became part of Ikiru People Ltd.

At ISV we believe in continuous development - getting the right people in the right jobs and retaining talent. Every one of us has the potential to find our perfect job role and excel in it. In order to achieve this, we provide what we believe is the best testing and training software available.

Using our 25+ years experience and working with partners in the recruitment and HR space, we've built ISV.Online from the ground up. It has more functionality than ever before, including a dynamic reporting system. It is an innovation in testing and screening individuals, allowing you to find the best and brightest people for your clients and your own team.

Contents

A POWERFUL TOOL
TO UNDERSTAND SKILL LEVELS

Key Markets

ISV.Online is a perfect fit for the following job roles & sectors:

• Recruitment agencies

• Human resources

• Talent acquisition

• Learning & development roles

• Training teams

Essentially, any company or individual involved in the recruitment and development of people will see the value of using ISV.Online. It is a flexible and adaptable tool which suits a myriad of market sectors.

ISV.Online is in the cloud (often known as Software as a Service or SaaS). Assessments can be launched either in branch or office, or they can be taken at a remote location. This allows the individual freedom of when and where exercises are taken.

What is ISV.Online?

ISV.Online was created to support recruitment organisations, human resources departments, talent teams and, essentially, any organisation in the assessment, selection, retention and development of people.

These are ISV.Online's core functions:

• Pre-employment screening to measure competency

• On-going assessment of skills for existing employees (to identify training requirements)

• Confirmation of learning (testing what you teach to ensure retention of knowledge)

• Benchmarking skill levels in your business or team

Furthermore, with ISV.Online you can create specific groups of tests to target individual roles. Here, you can incorporate our standard skills assessments into your groups and even combine these with your own custom-built, targeted exercises.

This makes ISV.Online an incredibly powerful tool for job roles including:

• General secretarial & office support

• Administrative roles

• Contact centre staff

• Driving & warehouse teams

• Junior to mid-level managers

• Accountancy

FEATURES & BENEFITS

Features

Our Skills Testing System

• Online access 24/7, remotely or on site

• Comprehensive library of ready to use tests

• Brand with your company logo

• Create your own customised content

Candidate Management & Results

• Real time, instant results in a central, user-friendly database

• Dynamic results showing percentile ranks

• Create groups of individuals or exercises

• Extract results for sharing & analysis

• Full breakdown of skills analysis

Technical

• Anti-cheat mechanism & top level data security

• Purpose-built HTML5 Player meaning no plug-ins or downloads required

'The most comprehensive reporting'

Benefits

✓ Increase placement rates when recruiting

✓ Compare individuals globally or across your company

✓ Save time with faster candidate screening

✓ Remove risk by basing decisions on facts

✓ Recruitment consultants - boost client retention by only putting forward the best people

✓ Work with your own dedicated account manager

✓ Be guided by our industry experience

✓ Deliver a professional testing & training system, branded as your own

DYNAMIC REPORTING
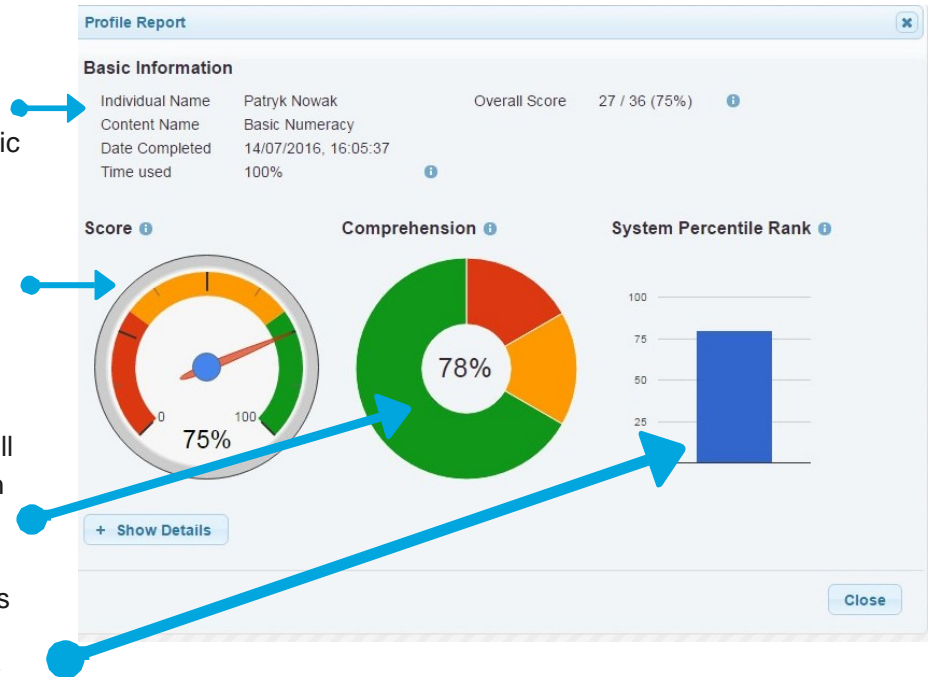# GIVES YOU THE FULL PICTURE

The scoring system in ISV.Online gives you a comprehensive picture of individual and group results. There are static and dynamic results.

Overview scoring and basic details including time taken are shown in text. These are the static results and will never change.

The dials and graphs are dynamic results and may change over time as more people use the system. The score is relative to the system wide maximum and minimum for each discipline.

Each assessment is broken into disciplines or skill set areas. An individual's understanding of each area is measured to gauge comprehension.

The system percentile rank shows the individual's performance compared with others across the whole system. Percentile ranks are available for the system, your company or a subset like location or team.

Profile Report

Basic Information

Individual Name	Patryk Nowak	Overall Score	27 / 36 (75%)
Content Name	Basic Numeracy		
Date Completed	14/07/2016, 16:05:37		
Time used	100%		

Score | **Comprehension** | **System Percentile Rank**

75%   78%

+ Show Details

Close

'Compare individuals easily'

Exercise Overview

Basic Numeracy	Amanda Davies
	Bhav Dhaliwal
	Patryk Nowak

Create groups of people, perhaps teams or candidates who have applied for a specific job role. Then compare individuals' skills or knowledge to determine the best fit.

Your input on the reporting and scoring mechanism in ISV.Online is the driving force behind our innovative system. Now that you can compare and analyse individual skill sets, and get a feel for performance using the percentile ranks, you can make informed choices.

CREATE YOUR
OWN TAILORED CONTENT

ISV.Online Template Builder

Template Builder is the assessment creator tool which allows you to build and manage your own customised exercises. These can be tailored to your company, product or service, industry sector or to the job role. Exercises created in Template Builder can be combined with any of the standard assessments to construct customised assessment groups.

Choose from these question templates:

• Multiple choice

• True or false

• Complete the sentence

• 'Hot-spot' questions

• Question & answer

• Scenario based

• Consecutive ordering

• Drag & drop images

• Free format (key words)

You can add supporting media like image, audio and video files to your assessments. They can be built quickly and self-managed. There are no limits for either the number of questions per assessment or the number of assessments you can create. You also have the option to manage exercise time settings and to randomise questions.

Use Content Templates

It is so easy to use, you will have professional content without the need to be a developer or programmer.
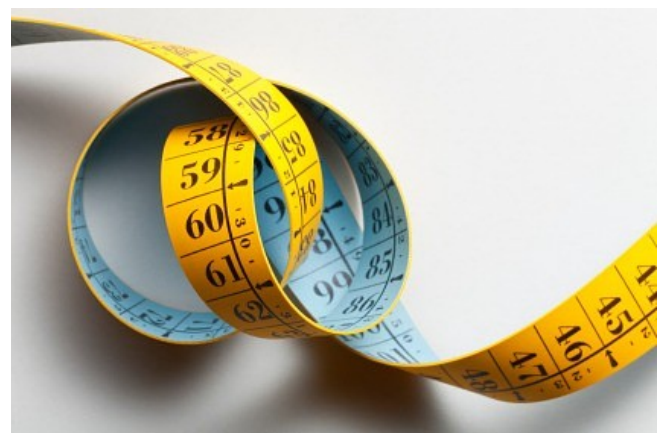
ISV.ONLINE

SKILLS TESTING & TRAINING LIBRARY

Assessments

ACCOUNTANCY

Sage 50 09 - Sales & Purchase (Multiple Choice)
This assessment measures knowledge of the Sales and Purchasing side of
Sage 50 2009. All the questions are multiple choice.

20 minutes

Sage 50 09 - Nominals (Multiple Choice) - This assessment measures
knowledge of the Nominal and Financial side of Sage 50 2009. All the
questions are multiple choice.

20 minutes

Basic Bookkeeping – This assessment measures knowledge of basic
bookkeeping.

5 minutes

Intermediate Bookkeeping – This assessment measures knowledge of
intermediate bookkeeping.

30 minutes

Payroll – This assessment measures knowledge of payroll.

5 minutes

AUDIO DATA ENTRY

All of these assessments require audio. Individuals hear the audio and
must enter data in the relevant fields.

Financial Data Entry – Individuals hear audio with a financial theme and
enter the data as quickly and accurately as possible.

5 minutes

Generic Data Entry – General information is played through the audio.
The individual enters this as quickly and accurately as possible.

5 minutes

Insurance Data Entry – This assessment measures the ability to type
information as it is spoken through the headset. The audio has an
insurance theme.

5 minutes

Retail Data Entry - Retail themed data is heard through the audio and
must be keyed in as quickly and accurately as possible.

5 minutes

Travel Data Entry - Travel themed data is heard via the audio and must
be keyed in as quickly and accurately as possible.

5 minutes

Assessments

AUDIO TYPING

These assessments have a single script, presented as audio, that must be typed.

Legal Audio 80wpm - 100wpm - This assessment measures the ability to key information as it is spoken through the headset. The audio is spoken at maximum of 100wpm and concentrates on legal terminology.

5 minutes

Medical Audio 80wpm - 100wpm - This assessment measures the ability to key information as it is spoken through the headset. The audio is spoken at max 100wpm and concentrates on medical terminology.

5 minutes

Standard Audio - This assessment measures the ability to key information as it is spoken through the headset. The audio is a standard secretarial audio.

5 minutes

CONTACT CENTRE

Each assessment is a simulation of a phone call that a contact centre agent may receive. The individual can choose from multiple possible responses, each weighted with a different number of marks.

Call Handling - This assessment gives you different scenarios all related to call handling.

8 minutes

Complaining Customers - This assessment gives you different scenarios relating to complaining customers and their issues.

8 minutes

Teamwork - This assessment gives you different scenarios relating to teamwork issues.

8 minutes

Customer Service Simulation - The Contact Centre Service Simulation Testing Module has been purposefully designed to assess a candidate's ability to work proficiently when inputting data yet still focusing on exceptional customer service during a phone call to a customer within a Contact Centre environment.

13 minutes

Assessments

COPY TYPING

These tests measure speed and accuracy. A script is displayed and must be typed up.

Basic Copy Typing 01 & 02 - This assessment measures the ability to copy information from one screen and then key it into a different screen. The text has a general theme and 2 versions of the test are available.
5 minutes

Advanced Copy Typing - This assessment measures the ability to read and copy information from one screen to another. The text covers more advanced information than the basic copy typing test.
5 minutes

Legal Copy Typing - This assessment measures the ability to copy information from one screen and then key it into a different screen. The text has a legal theme.
5 minutes

Medical Copy Typing - This assessment measures the ability to copy information from one screen and then key it into a different screen. The text has a medical theme.
5 minutes

DATA ENTRY

These tests measure both speed and accuracy of entering industry specific data. All data is fictional but accurately represents people, places, values etc dependant on the industry. Individuals must key in the information in the relevant areas on screen.

Financial – The data has a financial theme including monetary values.
5 minutes

General - The data is general and non-specific to an industry.
5 minutes

Insurance - The data has an insurance theme including fictional personal information and insurance policy details.
5 minutes

Numeric - The data is numerical.
5 minutes

Retail - The data has a retail theme including contact details, store and product information.
5 minutes

Travel - The data has a travel theme including global locations and fictional hotel, flight and passenger details.
5 minutes

Assessments

DRIVING

All of these tests are multiple choice.

ADR - This assesses knowledge of ADR driving and the transport of dangerous goods across Europe. This is a multiple-choice assessment.

10 minutes

Category B - A multiple choice assessment looking at knowledge of Category B driving regulations.

35 minutes

Category C - Category C allows the individual to drive rigid vehicles over 3,500kg. This assessment measures knowledge of Cat C driving regulations.

35 minutes

Category C1 - For driving vehicles between 3,500kg and 7,500kg, potentially with a trailer, requires specialist knowledge. This assessment is ideal for Cat C1 driving.

35 minutes

Category CE - This assesses knowledge of Category CE driving regulations which relate to driving vehicles over 3,500kg with a trailer of over 750kg.

35 minutes

Category D - Relating to regulations around driving a bus with more than 8 passenger seats. This test covers knowledge of Category D driving.

35 minutes

Digital Tachograph - This assesses knowledge of the digital tachograph, what it is used for, what it records and why it is important.

5 minutes

Driver's Mate - A test covering working as a Driver's Mate and the role and responsibilities surrounding it.

5 minutes

Fork Lift Truck - This assesses knowledge of operating a Fork Lift truck and the associated regulations.

5 minutes

Lorry Loader - There are different types of lorry loader including crane and hook, buckets and forks. This test assesses knowledge of using the equipment.

5 minutes

Our driving assessments are checked and approved by the Freight Transport Association on an annual basis.

Assessments

GENERAL ASSESSMENTS

Attention to Detail – This assessment is ideal for measuring error checking ability and attention to detail. Individuals must spot the 'odd one out' to find errors.

5 minutes

Aptitude - This assessment measures a variety of skills including literacy, numeracy and visual comparisons.

15 minutes

Basic Literacy – This assessment covers basic literacy skills including spelling, punctuation, grammar, and comprehension.

5 minutes

Basic Numeracy - This assessment measures basic mathematical skills including arithmetic, fractions, money and data handling.

8 minutes

Inspection - A number of images are shown and the individual must spot any differences or anomalies. This is ideal for more industrial work.

7 minutes

Reading Measurements – Individuals are shown a range of different measuring tools like dials, rulers and gauges and asked to interpret measurements on them.

5 minutes

Understanding Instructions – A range of written instructions are shown on screen. Individuals will need to be able to read and understand the instructions to answer the questions.

10 minutes

GDPR - DATA PROTECTION AND SECURITY

GDPR - Testing knowledge of The General Data Protection Regulation. Choose from two tests, ideal for colleagues and candidates if the individual is working with personal data. Both tests cover knowledge of the regulation including obligations, penalties and data storage. Choose from the quick or full test covering 20 or 40 questions respectively.

10 / 20 minutes

Office Based Cyber Security - A quick multiple-choice test designed to verify understanding of Office Based Cyber Security. This mirrors the content in the Office Based Information Security training materials looking at roles and responsibilities when it comes to cyber security.

10 minutes

Assessments

HEALTH&SAFETY

Food Hygiene – Measuring knowledge and understanding of best practice when handling food or working in a food business. Featuring a number of mandatory questions that must be answered correctly for the candidate to pass the test. This complies with the EU Food Hygiene standard (EC 852/2004).

20 minutes

Health & Safety – This assessment measures general knowledge and understanding of best practice health and safety techniques in the workplace. It incorporates a number of mandatory questions that must be answered correctly, as a minimum legal requirement, for the candidate to pass the test.

20 minutes

LITERACY

Basic Literacy – This assessment covers basic literacy skills including spelling, punctuation and grammar, and comprehension.

5 minutes

Basic Spelling 01 & 02 - These spelling tests use basic words spoken via the audio and requires the individual to enter them on screen.

5 minutes

Intermediate Spelling - Consisting of ten intermediate words spoken through the audio that require entering on screen.

5 minutes

Advanced Spelling - This assessment measures spelling ability of ten advanced words spoken via the audio that must be entered on screen.

5 minutes

Legal Spelling - Using ten legal themed words spoken via the audio, this test measures spelling ability once the words are entered on screen.

5 minutes

Medical Spelling 01, 02, 03 & 04 - A variety of different tests using medical themed words spoken via the audio and entered on screen, to measure spelling ability.

5 minutes

Geographical Spelling - This assessment measures spelling ability in terms of places and uses fifty geographical locations in the UK, spoken via the audio.

15 minutes

General On-Screen Spelling - No audio is required for this test. Individuals must choose the correct spelling of a word from a number of on-screen options.

5 minutes

Synonyms - This assessment asks the individual to select the word which has the same meaning as the given word displayed.

5 minutes

Verbal Reasoning - This assessment is more comprehensive and advanced than basic literacy. It provides information and asks the user to interpret, comprehend and apply appropriate logic to select an answer.

30 minutes

Assessments

MICROSOFT OFFICE 2013

Word (Basic, Intermediate & Advanced) - These assessments measure the ability to understand and use a range of functions in Word. Choose from basic, intermediate or advanced levels. Questions include formatting, printing, sharing documents, using help, spell checker and mail merge functions.

10 minutes

Word (Mixed Level) – This assessment measures the ability to understand and use a mixture of basic, intermediate and advanced functions in Word, pulling questions from each level.

20 minutes

Excel (Basic, Intermediate & Advanced) - These assessments measure the ability to understand and use a range of functions in Excel. Choose from basic, intermediate or advanced levels. Questions cover formatting, using formulas, managing data, functions and working with charts and pivot tables.

10 minutes

Excel (Mixed Level) - This assessment measures the ability to understand and use a mixture of basic, intermediate and advanced functions in Excel. The test presents answers in a mixture of styles including drag and drop, hot-spot, multiple choice and true or false.

20 minutes

PowerPoint (Basic, Intermediate & Advanced) - These assessments measure the ability to understand and use a mixture of functions in PowerPoint. Questions cover slide design and layout, formatting, working with shapes, images and charts, running the slide show and animations.

10 minutes

PowerPoint (Mixed Level) – This assessment measures the ability to understand and use a mixture of basic, intermediate and advanced functions in PowerPoint. The test presents answers in a mixture of styles including drag and drop, hot-spot, multiple choice and true or false.

20 minutes

Outlook (Basic, Intermediate & Advanced) - These assessments measure the ability to understand and use a variety of functions in Outlook. Questions cover email management, contacts and the address book, commands and formatting, tasks and calendar and diary management.

10 minutes

Outlook (Mixed Level) - This assessment measures the ability to understand and use a mixture of basic, intermediate and advanced functions in Outlook. This test presents answers in a mixture of styles including drag and drop, hot-spot, multiple choice and true or false.

20 minutes

Assessments

MICROSOFT OFFICE 2016: WORD & EXCEL

Word: General Understanding & Common Tasks - measuring knowledge and ability with Word, with disciplines such as file management, selecting, editing and inserting text, the clipboard, printing, the user interface, document navigation and shortcuts.

15 minutes

Word: Formatting - questions cover formatting text, paragraphs, pages, document styles and structures including alignment, styles and spacing.

15 minutes

Word: Tables & Illustrations - this test covers table structures and formatting, working with table data and illustrations including images, shapes and charts.

15 minutes

Word: Document Review & Referencing - specific areas covered include headers and footers, references and footnotes, document helper and proof reading, managing document changes, links and embedding.

15 minutes

Word: Advanced & Specialist Tasks - The disciplines here cover advanced and specialist tasks in Word such as document security, mail merge, macros, advanced file types, advanced formatting and advanced tables.

15 minutes

Excel: General Understanding & Common Tasks - This test covers the basics of working with Excel 2016 including file management, working with cells, rows and columns, shortcuts, the Excel user interface and printing.

15 minutes

Excel: Formatting & Reviewing - covering all the common formatting tasks like data and cell formatting, using hyperlinks, formatting worksheets, headers and footers and reviewing the worksheet.

15 minutes

Excel: Formulae & Functions - writing formulae, using absolute references, reviewing formulae including tracing precedents and dependants, look-up functions and logical functions like 'and' or 'if'.

15 minutes

Excel: Working with Data - covering how to sort and filter data, common data tools like auto-filling and paste special, creating and editing charts, working with sparklines, conditional formatting and pivot tables.

15 minutes

Assessments

MICROSOFT OFFICE 2016: POWERPOINT & OUTLOOK

PowerPoint: General Understanding & Common Tasks - covering basic tasks like opening and saving files, adding and editing slides, slide design, using shortcuts and navigating the PowerPoint user interface.

15 minutes

PowerPoint: Inserting and Formatting Content - questions cover formatting text, tables and charts, using SmartArt and shapes, and managing media.

15 minutes

PowerPoint: Slide Management - formatting slides with backgrounds and themes, working with the Slide Master, merging content from different presentations, using slide transitions and animations.

15 minutes

PowerPoint: Review and Present - reviewing and preparing your presentation, including spell check and printing handouts and notes pages, best practice presenting, using timings for slide transitions and finalising your presentation including protecting and exporting it.

15 minutes

Outlook: Working with Outlook - questions around the user interface, the different folders in Outlook, using the search and archiving functions, and looking at categories.

15 minutes

Outlook: Emails - composing and addressing messages, receiving messages and questions around how to reply and forward messages. Plus working with attachments and knowledge of junk mail.

15 minutes

Outlook: Advanced Email - covering working with rules, using the address book, and setting up automatic replies. Plus questions around adding signatures and using clean-up and recovery.

15 minutes

Outlook: Calendar - viewing calendar items, adding and editing events, managing meeting requests, making use of scheduling and recurring events, plus how to share and view multiple calendars.

15 minutes

Assessments

MICROSOFT OFFICE 2019: WORD & EXCEL

Word: General Understanding & Common Tasks - file management, selecting, editing and inserting text, clipboard, printing, best practises and shortcuts, word user interface, document navigation.

17.5 minutes

Word: Formatting - formatting text, formatting paragraphs, document styling, page formatting, document structure and lists.

15 minutes

Word: Tables & Illustrations - table structure, table formatting, working with table data, working with illustrations, dynamic illustrations, formatting illustrations.

15 minutes

Word: Document Review & Referencing - document helpers, headers and footers, document proofing, references / footnotes, collaboration \ managing document changes, linking and embedding.

15 minutes

Word: Advanced & Specialist Tasks - document security, mail merge, macros, advanced file types, advanced formatting, advanced tables, accessibility.

17.5 minutes

Excel: General Understanding & Common Tasks - file management, working with cells, rows and columns, clipboard, printing, best practises and shortcuts, excel user interface, managing worksheets, working with illustrations.

20 minutes

Excel: Formatting & Reviewing - text and hyperlinks, data formatting, formatting cells, formatting a worksheet, review a worksheet, headers and footers.

18 minutes

Excel: Formulae & Functions - writing formula, reviewing formula, logical functions, aggerate functions, lookup functions, text and dates.

18 minutes

Excel: Working with Data - sort and filtering, common data tools, creating charts, editing charts, sparklines, conditional formatting, pivot tables.

17.5 minutes

Assessments

MICROSOFT OFFICE 2019: POWERPOINT & OUTLOOK

PowerPoint: General Understanding & Common Tasks - file management, inserting & editing slides, best practices and shortcuts, ppt user interface, managing slides. **15 minutes**

PowerPoint: Inserting and Formatting Content - text and hyperlinks, insert and format tables, insert and format charts, insert and format SmartArt graphics, insert and manage media, insert and format shapes. **15 minutes**

PowerPoint: Slide Management - formatting slides, slide master, merge content & comments, apply slide transitions, animate slide content. **15 minutes**

PowerPoint: Review and Present - set timing for transitions and animations, review, prepare, present, finalise presentations, zoom. **15 minutes**

Outlook: Working with Outlook - categories, folders, search, archiving, user interface. **15 minutes**

Outlook: Emails - composing messages, addressing messages, receiving messages, replying & forwarding, attachments, junk mail. **15 minutes**

Outlook: Advanced Email - rules, cleanup and recovery, signatures, automatic replies, address book. **15 minutes**

Outlook: Calendar - viewing calendar items, adding and editing events, managing meeting requests, scheduling, recurrence, sharing & using multiple calendars. **15 minutes**

Assessments

NUMERACY

Basic Numeracy - This assessment measures basic mathematical skills including arithmetic, fractions, money and data handling.

8 minutes

Numeric Reasoning (Quick or Full) - These tests measure numerical reasoning by providing information that requires you to interpret it and then apply appropriate logic to obtain an answer. Choose from the quick or full versions. Both tests are more comprehensive and advanced than the Basic Numeracy assessment.

20 / 60 minutes

Numeric Fill in the Blanks - This assessment measures speed and ability to answer basic mathematical questions by filling in the appropriate answer.

5 minutes

Numeric Multiple Choice - This assessment measures speed and ability to answer basic mathematical questions.

5 minutes

Reading Measurements - This assessment measures the ability to read measurements from a variety of visual displays like dials, gauges and rulers.

5 minutes

PSYCHOMETRIC ASSESSMENTS

10 minutes

Personality Questionnaire - A self-reflective questionnaire asking individuals to rate how strongly they agree or disagree with a statement. Results show whether the respondent is above, below or about average in 10 personality trait areas compared to a norm group of UK working adults. Trait areas include goal focus, trust, leadership, connecting and change.

REASONING

20 / 60 minutes

Numerical Reasoning (Quick or Full) - These tests measure numerical reasoning by providing information that requires you to interpret it and then apply appropriate logic to obtain an answer. Choose from the quick or full versions. Both tests are more comprehensive and advanced than the Basic Numeracy assessment.

30 minutes

Verbal Reasoning - This assessment is more comprehensive and advanced than basic literacy. It provides information and asks the user to interpret, comprehend and apply appropriate logic to select an answer.

40 minutes

Prioritisation - This assessment measures the ability of an individual to prioritise their workload. It uses different work-related scenarios and using logic, reasoning and problem sensitivity, the individual must put the displayed actions in their chosen order of priority.

Training

TRAINING

All ISV.Online training material is video based and broken into topics or modules. The learner can pace themselves, dipping in and out of the training material as required. Topics can also be revisited as needed.

Compliance and Governance Training - Office Based Cyber Security. This comprehensive training is available under the Open Government Licence v3.0 Crown Copyright and has been included for the benefit of ISV.Online users. It covers a range of topics looking at Cyber Security including protecting and sharing information, information in the workplace, working on the move, staying safe online and fraud.

1 hour

Microsoft Office 2013 - Covering all 4 of the popular Microsoft Office programs, choose from Word, PowerPoint, Excel and Outlook.

45 minutes - 1 hour

Each training program is split into basic, intermediate and advanced topics covering areas like opening, formatting and saving material through to advanced areas like goal seeking and pivot tables in Excel and mail merge and protecting documents in Word.

Sage 2014 - Covering Sage Line 50 – 2014 version, this comprehensive training starts with the basics like setting up a company and works through using Sage for customers, suppliers, looking at nominal ledgers, financials, banking, invoicing as well as using the settings and tools.

9 hours 30 minutes

Full training program takes over 9 hours but is broken into modules.

Telephone Training - covering three areas for colleagues working predominantly on the telephone, choose from Inbound Sales, Outbound Sales, or Customer Service. Each course is just over 1 hour long and focuses on getting the best results from phone interactions including first impressions, the power of words, psychology of persuasion and dealing with difficult customers.

3 hours 30 minutes

Business Training - Business Correspondence including letter and email writing. Topics covered include general etiquette, structuring correspondence, greeting and close, grammar rules and using the correct tone.

45 minutes

Management Training - Business Strategy - This training program has been designed to enhance an individual's knowledge of business strategy. Strategy will shape the future; take business to the next level by learning to think strategically.

2 hours

Management Training - Motivation and Teamwork - This particular element of the management training program focuses on Motivation and Teamwork. Motivating people at work is probably the single most important thing that any manager can do. The way in which people are dealt with effects the daily output of the organisation and the overall effectiveness of the company.

2 hours 30 minutes

Management Training – Performance Management - In this management training program there will be a focus on performance management in particular. Managing performance is critical to long-term business success. This tool is used to measure and increase the performance of the organisation.

2 hours

Management Training – Planning and Organising –This management training package focuses on developing skills when planning and organising. Being able to plan and organise are two key attributes all employers look for. By mastering these skills for individual benefit, and then implementing them into a team, will achieve a well-structured, focused and happy team.

3 hours

Technical Specification & Support

Technical Specification

ISV.Online is compatible with multiple browsers including Chrome, Microsoft Edge, Microsoft Internet Explorer 10+, Firefox and Safari. We recommend using the latest version of your browser.

Security & Anti-Cheat Mechanism

The system has been designed with security as a major factor, both application and data security is robust, built using state of the art encryption and hashing algorithms. Anti-cheat mechanisms are in place to detect and prevent manipulation of assessment data. ISV.Online as a product is compliant with the General Data Protection Regulation.

Technical Support

The ISV.Online support team is available to answer any questions. All of our customers have a dedicated account manager, plus we have an in-house Technical Support Team.

All of our products are supplied with support and free of charge software upgrades as standard. Our client support team can be contacted 24/5.

The best ways to reach us:
Phone: 0800 051 9410 or +44 (0)1256 845 000 (during normal business hours Mon-Fri, excl. Public holidays) Email: enquiries@isv.online
Web contact: www.isv.online

Development & Upgrade Policy

Feedback from our clients is one of the most valuable sources of development ideas. ISV.Online was developed in conjunction with our partners, people just like you.

Our development team manage a growing list of enhancements and ideas so we can continue to grow our products. If you have any comments or queries, just get in touch.

Payment Terms & Chargeable Support

The ISV system is easy to use and most training can be carried out by telephone. However, our team of support consultants are available to attend site if required. We charge at a standard daily rate of £750 per day for most services. Certain specialist services (e.g. technical software development) may be chargeable at different rates and will be quoted for upon request. There is a minimum charge of half a day for ad hoc jobs.

Expenses are chargeable for all on-site services.

Payment will be invoiced at the time of order. All ISV software is sold under Ikiru People Ltd Licence; Terms and conditions apply. Copies of these agreements are available upon request.

ISV.Online is a brand of Dillistone Group Plc.

WHAT OUR CLIENTS SAY

Why did you introduce candidate testing?

"If other recruitment agencies are not using testing, it really sets us apart."

"Using testing proves that we have fully qualified our candidates."

"Testing allows us to see what level our potential new recruits are at, to ensure they are put into a job that suits their skills. It is also evidence they can do what their CV says!"

What do you particularly like about ISV?

More than 80% of customers said, "*a good choice of tests."*

More than 70% of customers picked out that the system is "*easy to use."*

Other comments included: *"our candidates and clients value the system"*, *"it's good value"*, *"we like being able to build our own content."*

What specific benefits have you found using ISV?

"It has literally saved hours in interview time."

"In comparison to other suppliers, ISV are friendly, more approachable and offered a better product to our previous provider."

"The option to complete assessments remotely via email link is really useful - it saves our time and the candidates feel less under pressure."

"It provides a more professional service to our clients and ability to fine tune candidate skills."

SOME OF OUR PARTNERS & KEY CLIENTS

SAMSUNG

GREATER MANCHESTER POLICE

NHS

Pertemps
the face of recruitment

moneypenny

Allianz

Grant Thornton

Great Ormond Street Hospital

Remploy
Putting ability first

Thameslink

Devon
County Council

appello

HITACHI
Inspire the Next

TEAM

DHL

Manpower

randstad

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