Part 4 Trainability Tests

In Chapter 14, (under the heading **Identifying Learning Needs**) the trainability test is discussed. The test is a way of screening applicants, and assessing their capacity to learn new skills. It can be used when reorganising and changing the roles of current employees, or for applicants new to the organisation.

It has many of the same characteristics as an assessment centre. The employer would need to establish the minimum standards required for the role, and then devise exercises which would allow the applicant to demonstrate a capacity to be trained for the new role, that is their potential to be able to learn the skills needed in the new role. The candidates are given a set training session on the role, before being asked to demonstrate what they are supposed to have learned.

In this example, drawn from the airline industry, the test is for someone to work at the check-in desk of an airline, dealing with passengers, in sometimes stressful situations, and to ensure the proper procedures are conducted. Two scenarios are used for role play exercises, where the candidate has to play the role of the check-in assistant, and there are actors (or training staff) who play the roles of the passengers. The two situations are of a business passenger, with much experience of flying, in a hurry and expecting swift, professional service, and a first time flyer, anxious and concerned. The candidate is assessed on their trainability for following the procedures and for social skills.

**Example of a role play exercise marking schema in a Trainability Test**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Male/Female</th>
<th>Procedures</th>
<th>Social Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td></td>
<td>A B C D E</td>
<td></td>
</tr>
<tr>
<td>Previous Job:</td>
<td></td>
<td>A B C D E</td>
<td></td>
</tr>
<tr>
<td>Signed (Assessor):</td>
<td></td>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>

**Error Checklist:**
1. Business Person
2. First Time Flyer

**Opening transaction:**
- Fails to greet passenger
- Fails to ask for ticket or reference/passport
- Doesn’t ask for bags immediately
- Doesn’t confirm destination
- Doesn’t ask security questions

**Using the computer:**
- Doesn’t check number of bags
- Doesn’t check booking on system

No mention of window/aisle seat.........................................................................................................................

**Concluding transaction:**
Fails to return ticket/passport.................................................................................................................................
Doesn’t explain baggage receipt..................................................................................................................................
Doesn’t confirm destination of baggage.....................................................................................................................
Doesn’t print and return boarding card.......................................................................................................................

Doesn’t give correct boarding time...............................................................................................................................
Fails to give full directions to lounges/ flights ...............................................................................................................
Fails to conclude transaction...........................................................................................................................................

**Post-test checks (Both passengers)**

<table>
<thead>
<tr>
<th>No. of mistakes on security</th>
<th>Business person</th>
<th>First time flyer</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of mistakes in format</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of mistakes in baggage labelling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old labels not removed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of mistakes on boarding card</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall rating – Procedures**

Please ring ONE category

A. Candidate demonstrated an excellent grasp of procedures, and could be expected to have no difficulty in picking up the procedural elements of the job.

B. Candidate was able to pick up and carry out most of the procedures, and could be expected to do well in the procedural parts of the job.

C. Candidate showed an adequate grasp of procedures, and could be expected to become competent at this part of the job in a reasonable time.

D. Candidate had some difficulties with the procedures, and could be expected to require extra help in learning this part of the job.

E. Candidates showed a poor grasp of the procedures required, and could be expected to have major problems in learning this aspect of the job.

**Social skills**

**Continuous:**
Looks at passenger....................................................................................................................................................
Smiles ........................................................................................................................................................................
Uses name ................................................................................................................................................................
Thanks....................................................................................................................................................................
Flags intentions.........................................................................................................................................................

Response to conversation:
Active response to - passport ........................................................................................................
hand baggage issues ......................................................................................................................
first flight ....................................................................................................................................
relative ........................................................................................................................................
didn’t catch that............................................................................................................................

Directions:
Pauses between pieces of information ........................................................................................
Checks understanding..................................................................................................................
Initiative shown ............................................................................................................................

Trainability:
Based on the response to the training you have given, if it was necessary to change the way in which this person dealt with people, would you expect him/her to be adaptable or resistant to change?

Very acceptable....... Quite acceptable........ Some resistance....... Resistant........

Overall rating – Social Skills
A. Candidates showed a friendly natural approach and achieved a good rapport with the passengers. The assessor would expect him/her to be easily trained, and to achieve a high standard of performance in handing passengers in a short time.

B. Candidate showed a friendly approach to the passengers. The assessor would expect him/her to learn the social parts of the job quite quickly, and to reach a good standard.

C. Candidate had a pleasant manner with passengers. The assessor would expect him/her to be trainable, and to attain a competent level of performance in handling passengers in a reasonable time.

D. Candidate showed a cool manner to passengers. Assessor would expect some difficulty in training him/her to an acceptable level of performance in the social parts of the job.

E. Candidate showed an off-putting manner to passengers. The assessor would not expect him/her to be able to acquire the social skills needed to handle passengers at the standard required.