

SHL NORMS available on line at July 07

The norms that will appear by default for each instrument are shown in **bold**.

2.1 Personality Questionnaire Norms

Personality Questionnaires	Norm Group
OPQ32i (English)	Managerial & Professional (UK, 1999)
	Managerial & Professional (Aus, 2001)
	Managerial & Professional (Asia Pacific, 2001)
	Managerial & Professional (HK, 2001)
	Total Composite (HK, 2001)
	Managerial & Professional (Greater China, 2001)
	Graduate & Professional (Singapore, 2001)
	Standardisation Group (UK, 1999)
	Composite Group (NZ, 2003)
	Managerial & Professional (NZ, 2003)
	Public Sector (NZ, 2003)
	Managerial & Professional (India, 2002)
	Graduates (NZ, 2003)
	Managerial and Professional (HK, 2004)
	Managerial and Professional (Aus, 2005)
	Graduate (Aus, 2005)
	Banking, Finance and Insurance Industry (Aus, 2005)
	Mining, Energy and Manufacturing (Aus, 2005)
	Public Service and Government (Aus, 2005)
	Graduate (Hong Kong, 2005)
	Managerial and Professional (Hong Kong, 2005)
	Managerial and Professional (PRC – English, 2005)
	Composite (India, 2005)
	Managerial and Professional (India, 2005)
	Composite (NZ, 2005)
	Managerial and Professional (NZ, 2005)
	Graduate (New Zealand, 2005)
	Public Sector (New Zealand, 2005)
	Composite (Singapore, 2005)
Composite (Malaysia, 2005)	
OPQ32i (Simplified Chinese)	Total Composite Group (Greater China, 2002)
	Managerial and Professional (PRC, 2004)
	Graduate (PRC, 2005)
	Managerial and Professional (PRC, 2005)
OPQ32i (Traditional Chinese)	Total Composite Group (Greater China, 2002)
	Graduate Composite Group (HK, 2003)
	Managerial & Professional (HK, 2003)
	Managerial and Professional (TW, 2004)
	Managerial and Professional (Taiwan, 2005)
OPQ32i (Indonesian)	Graduate & Professional (Indonesia, 2005)

Personality Questionnaires	Norm Group
OPQ32i (Japanese)	Graduate and Managerial (Japan, 2000)
OPQ32n (English)	Composite Group (NZ, 2003)
	Managerial & Professional (NZ, 2003)
	General Population (UK, 1999)
CCSQ7.2 (English)	Managerial & Professional (UK, 1998)
	General Customer Service and Sales (UK, 1996)
	Composite Group (NZ, 2002)
	Total Composite Group, Banking (HK, 2001)
CCSQ7.2 (Traditional Chinese)	Customer Service Applicants (Aus, 2004)
	Total Composite Group (HK, 2000)
CCSQ7.2 (Simplified Chinese)	Banking Customer Service Group (HK, 2003)
	Total Composite Group (HK, 2000)
Motivation Questionnaire (English)	Managerial & Professional (UK 2000)
	Managerial & Professional (Aus 2003)
Korean CM4.2	Composite Group (NZ, 2001)
	Graduate Composite Group (Korea 2003)
WSQn (English)	Managerial & Professional (Korea 2003)
	Composite Manufacturing and Production Group (UK, 1999)
	Composite Group (Aus, 2004)
	Composite Group (NZ, 2003)

2.2 Ability Test Norms

Verify Ability Tests	Norm Group
Verify Ability Test (Numerical/Verbal): Graduate	Science, Engineering, and Technology 2006
	Banking, Finance, and Professional Services 2006
	Public Sector/Government 2006
	Retail, Hospitality, and Leisure 2006
	General Population 2006
Verify Ability Test (Numerical/Verbal): Manager	Science, Engineering, and Technology 2006
	Banking, Finance, and Professional Services 2006
	Public Sector/Government 2006
	Retail, Hospitality, and Leisure 2006
	General Population 2006
Verify Ability Test (Supervisor levels)	Banking, Finance & Professional Services (2006)
	Retail, Hospitality & Leisure (2006)
	Science, Engineering & Technology (2006)
	Public Sector (2006)
	General Population (2006)
	Senior Customer Contact (2007)
	Junior Manager Group (2007)
Verify Ability Test (Operational levels)	Banking, Finance & Professional Services (2006)
	Retail, Hospitality & Leisure (2006)
	Science, Engineering & Technology (2006)
	Public Sector (2006)
	General Population (2006)
	Junior Customer Contact Group (2007)
	Administrative Group (2007)

Verify Verification Tests	Norm Group
Verification Test (Numerical): Graduate	Verification Graduate/University 2006
Verification Test (Numerical): Manager	Verification Managerial/Professional 2006
Verification Test (Numerical): Supervisor	Verification Supervisory 2006
Verification Test (Numerical): Operator	Verification Operational 2006
Verification Test (Verbal): Graduate	Verification Graduate/University 2006
Verification Test (Verbal): Manager	Verification Managerial/Professional 2006
Verification Test (Verbal): Supervisor	Verification Supervisory 2006
Verification Test (Verbal): Operator	Verification Operational 2006

ASO Tests	Norm Group
Numerical Screening Online	International Management and Graduate Applicants Numerical (2003)
Verbal Screening Online	International Management and Graduate Applicants

Verbal (2003)

Ability Tests	Norm Group
Verbal Analysis (VMT3) & Numerical Analysis (NMT4)	Management Applicants (Aus, 2000)
	Total Managerial Composite Group (HK, 2002)
	Composite Managers (NZ, 1997)
	Composite Managers (UK, 1996)
	Management Composite Group (NZ, 2003)
Verbal Critical Reasoning (VMG4) & Numerical Critical Reasoning (NMG4)	Total Management Applicant Group (Aus, 1996)
	Graduate Composite (Asia Pacific, 2002)
	Total Graduate Applicant Group (Aus, 1996)
	Grad Applicants for Man Dev Prog, Banking (HK, 2002)
	Managerial & Professional (HK, 2000)
	Graduate Composite (HK, 2002)
	Senior Managers (Malaysia, 2000)
	Graduate Composite (Malaysia, 2000)
	Managerial & Professional (Malaysia, 2000)
	Composite Group (NZ, 1998)
	Managerial & Professional (NZ, 2003)
	Managerial & Professional (NZ, 1998)
	Managerial & Professional (Singapore, 2002)
	Total Graduate Composite (HK, 2004)
	Graduate (NZ, 2003)
Total Graduate Composite (PRC, 2004)	
Verbal Critical Reasoning (VMG2004/VMG5) & Numerical Critical Reasoning (NMG2004/NMG5)	Total Graduate Applicant Group (UK, 2004)
	Graduate (NZ, 2005)
	Banking Graduate Applicant Group (UK, 2004)
	Total Managerial Group (UK, 2004)
	Graduate Applicants to Retail Banking (Aus, 2005) Graduate Applicants to the Professional Services Industry (Aus, 2005) NMG2004 ONLY

Ability Tests	Norm Group
Verbal Evaluation (VCC3) & Numerical Evaluation (NCC4)	Customer Service Group (UK, 1996)
	Composite Group of Applicants to the Telecommunications Industry (Aus, 2003) – VCC3 ONLY
	Total Graduate Comparison Group (HK, 2000)
	Total Graduate Composite (HK, 2004) – VCC3 ONLY
	Composite Group (NZ, 2003)
Verbal Interpretation (VCC1) & Numerical Interpretation (NCC2)	Customer Service Group (UK, 1996)
	Composite Group of Applicants to the Banking & Finance Industry (Aus, 2003)
	Customer Service Applicants to the Banking & Finance Industry (Aus, 2004)
	Customer Service Composite Group (Aus, 2004)
	Customer Service Applicants to the Public Sector (Aus, 2002)
	Sales Reps in the Pharmaceutical Industry (Aus, 2003) – VCC1 ONLY
	Total Graduate Composite Group (HK, 2000)
	Composite Group (NZ, 2003)
	Applicants for Field Sales Positions (UK, 1996) Composite Group of Applicants to the Telecommunications Industry (Aus, 2003) – NCC2 ONLY
Verbal Evaluation (VC1.2) & Interpreting Data (NC2.2)	Incumbent Middle Managers, Public Utilities (Aus, 1995)
	Production Supvsr Applcnrs, Mfctng (Aus, 1989)
	Composite Group (NZ, 2003)
	Composite Management Group (UK, 1995)
	Composite Non-Management Group (UK, 1995)
	Composite Graduate & Professional Applicants (SEA, 1995)
	Applicants to Case Management Positions in the Insurance Industry (Aus, 2003)
	Applicants to Customer Service Positions in the Insurance Industry (Aus, 2003)
	Applicants to Metal Manufacturing & Mining Industry (Aus, 2004) – VC1.2 ONLY
	Applicants to Brewing Industry (Aus, 2001)
	Managers in the Financial Services Industry (Aus, 2004)
Verbal Comprehension (VP5.2) & Numerical Reasoning (NP6.2)	General Occupational Group (Aus, 2004)
	Total Composite Group (UK, 1996)
	Sales and Telemarketing, Manufacturing (Aus, 1998)
	Composite Group (NZ, 1998)
	Applicants for Clerical Positions (UK, 1996)
	Applicants to Financial Services (UK, 1996)
	Total Composite Group (HK, 2000) Composite Group (NZ, 2003)

Ability Tests	Norm Group
Technical Understanding (VT5.1) & Mechanical Comprehension (MT4.1) & Fault Diagnosis (FT7.1)	Composite Group Of Apprentice Applicants (Aus, 1992)
	Apps To Production Team Member Roles, Manf (Aus, 1994)
	Apps To Production Team Operative Positions, Heavy Industry/Manf (Aus, 1996)
	Applicants to Production Team Member roles in an FMCG organisation (Aus, 2004)
	Composite Group (NZ, 2003)
	Apps To Apprenticeships, Craft And Engineering (UK, 1996)
	Composite Group (UK, 1996)
	Process Operatives (UK, 1996)
	Apps For Apprenticeships, Manufacturing (Aus, 1996) MT4.1 ONLY
Understanding Instructions (VWP1) & Working with Numbers (NWP2)	Applicants to operative positions (Aus, 1993)
	Applicants for production worker positions in Mining (Aus, 1996)
Numerical Computation (NP2.2)	Clerical Trainee Applicants, Transport Industry (Aus, 1996)
	Clerical Position Applicants, Customer Service (UK, 1996)
	Composite Group (NZ, 2003)
Numerical Computation (NT2.1)	Apps For Apprenticeships, Manufacturing (Aus, 1996)
	Composite Group (NZ, 1998)
	Apps To Apprenticeships, Craft And Engineering (UK, 1996)
	Composite Group (UK, 1996)
	Process Operatives (UK, 1996)
	Composite Group (NZ, 2003)
Abstract Reasoning (DC3.1)	Incumbent Middle Managers, Public Utilities (Aus, 1995)
	Composite Group (NZ, 1998)
	Management Group (UK, 1996)
	Composite Graduate & Professional Applicants (SEA, 1995)
	Applicants to Metal Manufacturing & Mining Industry (Aus, 2004)
	Professionals & Managers in the Financial Services Industry (Aus, 2005)
	General Occupational Group (Aus, 2004)
	Graduate Applicants to Financial Services Industry (Aus, 2005)
	Graduate Applicants to Financial Services Industry Pre-screened (Aus, 2003)
Diagramming (DIT5)	IT Graduate Applicants to Aviation Industry (AUS, 1994)
	Total Composite Group (India, 2005)
	Composite Group (NZ, 2002)
	Graduate Applicants to IT Positions (UK, 2001)
	Total Composite Group (UK, 2002)
Spatial Reasoning (SIT7)	Total Composite Group (UK, 2002)
	Composite Group (NZ, 2002)