



# User Manual

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# TABLE OF CONTENTS

1	Introduction	1
2	When To Use <i>Who Cares?</i>	2
2.1.	Selection	2
2.2.	Development	2
2.3.	Caution: Using <i>Who Cares?</i> Wisely	2
2.4.	Legal and Professional Considerations	3
3	Scale Definitions	
3.1.	Professionalism	
3.2.	Service User Orientation	
3.3.	Team Working	
3.4.	Overall Performance	
4	Using <i>Who Cares?</i>	
4.1.	Fairness	
4.2.	Administration	
4.3.	Results and Reports (including norms)	
4.4.	Feedback	
4.5.	Cross Cultural Considerations	
5	Technical Matters	
5.1.	Test Design	
5.2.	Reliability	
5.3.	Validity	
6	What Do You Think?	
7	Current Norms (Comparison Groups)	
	Experienced Care Support Workers	
	General Population	

Appendix: Current Norms (Comparison groups)

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## INTRODUCTION

*Who Cares?* is designed to assess Support Workers and applicants to similar care-related roles.

The test measures the key knowledge, skills and attitudes required by Support Workers to be effective in their job. It assesses the participant's understanding of how best to deal with a number of work-related care scenarios. The test items (questions) are designed to reflect the day-to-day experiences of a Support Worker. In this way, the test content and outputs appear relevant (i.e. face-valid) and also provide a realistic preview of the Support Worker role.

The *Care and Support Bill* in the UK has highlighted the importance that values play in underpinning the provision of person-centred services. Personality tests are one way to tap into these, but personality traits can have a weak causal link with target behaviours, and can therefore be less predictive of subsequent job performance. Rather, the need is for a specialist, function-based test that offers a tighter causal link with job performance. *Who Cares?* has been developed specifically for this purpose. Important values (compassion, diligence, concern for standards) are measured by relevant, situational questions set within a realistic care context.

In choosing to use *Who Cares?* you are closely aligning the assessment of Support Workers (and other associated care roles) with the realities of their work, an approach that yields more accurate, fair and valuable results.

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## WHEN TO USE *WHO CARES?*

### 2.1. Selection

The decision to hire someone has great significance for both the organization and the individual. Recruitment errors can resonate for years, whilst bringing in the right person can transform an entire operation. *Who Cares?* provides valuable insights into an applicant's likely suitability for working in a care environment, and has been designed to be used in selection. As with any selection tool, it is imperative to ensure that the test is relevant for the role being selected into. This manual provides detailed information on the development, relevance and applicability of *Who Cares?*

### 2.2. Development

When used appropriately, a *Who Cares?* report can form an excellent basis for a discussion about an individual's strengths and development needs. The test can play a useful role in training courses, coaching, mentoring and other learning interventions. It can also be used in career counselling sessions, for example, to give participants insight into the likely challenges and rewards of a care role.

### 2.3. Caution: Using *Who Cares?* Wisely

Tests should only form part of an overall selection decision. It is important to take into consideration other factors such as previous work history, academic or vocational qualifications, and information from other sources such as interviews and references.

When a tough decision has to be made, especially one that impacts negatively on others in the workplace, it can be tempting to look for a tool or a process to make this decision for you. In these circumstances, psychometrics are a poor substitute for an open, honest conversation as part of a broader performance management dialogue. To be clear, psychometrics such as *Who Cares?* can play an important part in helping to identify who, for example, is most equipped to make the transformation to a new role or a new way of working. Wherever possible, however, it should be used alongside other relevant sources of data about the person to help reach a balanced, fair conclusion.

## 2.4. Legal and Professional Considerations

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