

## FAQ's –iSHINE –Career Guidance and Counseling Program

1. Why would one need a *career counselling program*? One can find his / her way own into his career and future by self-introspection. This is how many of us found our “ways” and in many cases with great success. What is this *career counselling program* going to do differently in “bettering” this understanding of our “own-self” and how is it going to “value-add” in our “personal endeavour” of career search?

→ Career counselling is a critically important aspect of the school-centric learning process, which is the grooming ground for a child; where children grow, develop and mature into an individual, as a learner, as a team member, as a classmate, as a social being etc. Their growing-up periods are inundated with numerous, mundane behavioural influences wherein they imbibe, pick, choose and learn a lot of habits, traits, values and other attributes of personality, both at the unconscious level or by deliberate, conscious efforts. These characteristics in due course shape up their personality, just about the way, other tangible attributes like physical appearance, height, weight, strength etc add to a particular dimension of the personality.

While the physical and observable traits like height, weight, and strength are reasonably simple to measure and can be assessed objectively, traits such as personality-type, intelligence, attitude, beliefs, values, manner of performing tasks etc need far more intricate an instrument, in the domain of psychometrics, to measure them. Psychometrics is the study of educational and psychological measurements by use of tests designed in educational and career settings. These are standardized, reliable and valid, capable of providing measures of areas like personality, ability, aptitude, and interest. The battery of these tests result into an unbiased, objective data for otherwise subjective measurements.

This data is analysed impartially and in the light of the data (views) taken from the parents and student separately, by the counsellors (during one-to-one session) to counsel students. He / she brings an open, accurate, reliable, impartial and student-specific perspective on the subject-choices that can be made by the student and the career-possibilities (opportunities) it would throw open (for students) in the immediate future and later in life, based on emerged student-strength and weaknesses.

This exercise presents an insightfully larger picture of career-spectrum and the range of options available at the disposal of the student-parent duo, allowing them to make the best choices suited to them. This process is so scientific in temperament and its ability to enlighten the minds (of students / parents) is so appealing that the student-parent duo gets naturally guided into taking a meaningful career decision.

An honest introspection too can help us see our line of interest and accordingly facilitate choosing a career suited to us, but the use of psychometric instrument,

together with career counselling session magnifies, widens and sharpens the area of this vision, and brings clarity of thought and actions to the task of choosing a career.

**2. What is the (scientific) basis of the *career counselling* program? I think, if one is honest to himself, one can know what he is capable of doing and achieving in life? Will he still need a program of this kind and for what good reason?**

→ Each child has his own strengths and weaknesses. He has a unique set of personality traits. He is driven by his own passion / aspirations / desires. There is a way to dig them out and measure in tangible, quantitative terms. The battery of psychometric tests designed to measure them has been tested on different but representative sample-populations, showing statistically comparable results maintaining consistency, accuracy of intended measurables and devoid of any bias, leading to reliability and validation of results. The entire (psychometric) testing process has been a result of years of research. The career counselling follows the testing. It is a way of interpreting and sharing the test-report to the students-parents duo on one-to-one basis, going deeper into the students' strength and weaknesses in a non threatening way. In this backdrop, the counsellor also presents the world of career prospects ahead, student suitability levels for different careers and the subject choices that would need to be made to make that connection possible.

An honest introspection would certainly impart the intended "vision" but for that to happen one needs to possess the yogic powers (extraordinary powers) and prowess to fathom deeper into the subconscious / super-conscious realms of the mind. Infact, the psychometric test too takes the test-takers through a high level of introspection exercise to mark certain "answers" pertaining to their interest / personality-traits. The more honest the answers during the tests, the more would be the accuracy level of the test result.

Given the fact of what this test is empowered to do, it would always be in vogue and at all levels professional life. All professional development programs that are being held across industries, across the globe are a result of the pressing needs latently indicated in the psychometric test reports. These batteries of tests are of universal significance and shall continue to be a source of guidance both in the career domain as well as in the world of work.

**3. How is your counselling going to be qualitatively different and more beneficial than what parents are suggesting their wards to do? Would counsellors have better understanding of students' psyche / mind set, behaviours, interests etc, better than their own parents? Would counsellors be as "accountable" as the "parents" for the suggestions / counselling given in respect of the subject choices and its repercussions later in life.**

- The **iSHINE Career Counselling and Guidance Program** aims to make a qualitative difference to the way students choose careers. Parents have a significant role to play in the career making process. “**iSHINE...**” recognises it and involves them at two stages of the counseling process: first, during the one-to-one counseling session; second, during the subject specific career seminar.

During the interactive one-to-one session, where the parents are jointly invited with the student, the counsellor takes parents’ views and concerns, together with the student’s perspective and blends them with the psychometric Assessment report data. Based on the assimilated data, the counsellor tables his / her point of view impartially and in a non-threatening way, in light of facts available and throws open the best options that get built up in the run up to the career decision making. He / she keeps the student-parent duo actively involved in the decision-making process. He / She facilitates informed decision making. He / she addresses their concerns, defuses negativity, builds confidence and prepares them to rise to challenges.

On the contrary, if parents choose not to use the power of **iSHINE Guidance and counseling program**, they can still guide their wards into making an apt career decision, with all likelihood of making a successful career out of it. The programs like **iSHINE Guidance and counseling program**, facilitate a value check of the decision being made, based on scientific reason. It gives a clear picture of student strengths in totality, including the personality-type and thought-process, bringing a self-awareness of his own capabilities, skills and competencies. That brings a lot of clarity, foresight and wisdom into his the career-decision making and planning. It is a way of endorsing, re-assuring and ratifying one’s own decision about the career path opted by him. It is a way of reflecting on one’s own strengths and career-decision making ability.

4. Isn’t this career counselling program using the informations collected from our children for “counselling” them? We, the parents, do the same and also take cue from our observations to impress upon them to make certain pertinent choices? Where is the “difference” in the two approaches to counselling?

- Yes, the **iSHINE Guidance and counseling program** captures informations through its testing process. It is a mind mapping process equipped to provide a quantitative measurement- value to the skills and abilities these informations are indicative of. It is based on scientific research which lies in the domain of psychology as well as and statistical methodology. It is equipped to measures these values and assign them to the variables called skills. Further, these tests have been standardised to enable intended measurements with proven reliability and validity.

The accuracy level achieved in the measurements carried out by **iSHINE Guidance and counseling program** is likely to be better than any manual evaluation, based on similar set of data. That is where lies the difference.

**5. What does the iSHINE's Career Guidance & Counselling report tell me (parents / students) in specificity and in extremely personal terms?**

➔ The **iSHINE's** comprehensive Report describes a sum total of your personality, range of abilities (aptitude) and areas of high interest. Put together, this data, presents a unique picture of the career options suitable / applicable to you. The "report" is a "tangible representation" of the "findings" of the "self-discovery" process that **iSHINE** stands for. These findings, when stitched together with the data obtained after the Goal Setting Exercise, Career exploration (Career-awareness) exercise and one-to-one counselling, provide an insightful picture of the most suitable career direction for you. It is when you find yourself well-equipped, prepared and committed to make an appropriately informed educational and career decision.

**6. Will the results of the iSHINE's Career Guidance & Counselling Program tell me whether or not I will succeed at a particular job? Can it be really so far sighting and accurate in its reading of one's career prospects?**

The **iSHINE'S CAREER GUIDANCE AND COUNSELLING PROGRAM** measures your interests and abilities (aptitude) that matches your personality. A high score on these scale or similarity of various careers in the suggested career-cluster (based on the Eduignite's Report) indicates that you will probably be more satisfied working in that area. It is also indicative of the fact that you are likely to see better success than other areas. Your success would also depend on your relevant skills, motivation, and opportunities that cross your way.

**7. How accurate would this report be and how safely can one trust on the predictions for the career made by this program?**

The **iSHINE's Career Guidance & Counselling Report** was developed using the best of the tools in the psychometric domains and is rooted into scientific research. The entire structure of the process of measuring the API (Aptitude-Personality-Interest) is standardised and reliable. This report has, also, been very carefully designed to help you figure out:

- who exactly you are at a very personal and individual level"
- What your unique & distinct qualities are if all aspects of your personality, skills, abilities aptitude, interest/inclinations/aspirations, socio-economic-cultural background etc are collated together into one single "structure",
- what your natural strengths and weaknesses are,
- Where you belong to in terms of your educational-trajectory, subject-choices best suited to your mind-set and the most appropriate occupation that it is going to lead to, as a natural outcome.

You may, therefore, have confidence in your “results”. However, no “process” is infallible and none of the “instrument” that can measure these attributes is 100% accurate. This is because your interests and a few other “attributes” of your personality may change somewhat from time to time. You should also consider other things in addition to API in planning your education and career.

The “data” that “iSHINE’s Reports” furnishes as a feedback, helps you to “evaluate” how well and closely it matches the various “attributes” of your own personality. It, accordingly, guides you to take a meaningful decision about your career choices and career-direction.

Our emphasis, however, is to provide as “accurate” a feedback as possible.

**8. Who is going to take the accountability for “predictions” made by the program, since it is a paid service taken by the child?**

- **iSHINE’s Guidance and counseling program** just facilitates the process of career decision making by using psychometric instrument capable of measuring the intrinsic strengths and weaknesses based on the informations captured during the testing process. Based on the reports generated by psychometric assessments, the counsellor interprets and shares the best options available for the student in terms of subject-choices he can make and range of the career options it is likely to throw ahead in life. The testing process just makes the most suitable predictions on the career prospects based on the scientific data and the counsellor communicates them to the stakeholders in an impartial, non-judgemental way.

Therefore the accountability lies completely with the stakeholders as it is they who supplied the data / informations during the testing process.

**9. Why are there so many questions?**

Accuracy is important if people use information from “the battery of tests” that we use to measure the various attributes of personality, thoughts and mind of students, to help them make meaningful career decisions. In order to enhance the accuracy of this battery of “assessments”, the **iSHINE Guidance and counseling program** uses many questions of high psychometric (measurement) quality. This makes the assessment more trustworthy. The battery of tests that we use follows a question-distribution pattern as given under:

Aptitude Test:

Personality Test:

Interest / Inclination Test:

So, you need to answer a total of xxx number of questions. The unique forced-choice format employed by the iSHINES's Career Guidance & Counselling Program means that you get a highly reliable assessment having responded to only half as many questions!

***10. Sometimes I don't like either option but have to choose one, sometimes I like both and can only choose one. Does this pose a problem for my results?***

- This is a common concern, but the **iSHINE Guidance and counseling program** looks at patterns of responses over many pairs of activities. How you respond to one particular question is not of as much interest as your overall pattern of results. However, it is important to choose carefully which activity you like most (or dislike least) from each pair. Although the **iSHINE Guidance and counseling program** is interested in your overall pattern of responses, the overall pattern is only as good as the individual responses. Responding carefully will help you get a more accurate assessment of your own interests.

***11. There are a lot of such tests available in the market and some of them are available online too. In what way does your test outmerit these bunch of tests?***

- The best way, to decide which assessment to take, is to review the assessments on the web pages and then look at the sample reports provided by them. The look, content and presentation of the report should be articulate and simple to understand. It should not only help you to make good sense of it, but also allow you to make a meaningful decision in choosing a career.

Please contact us for any further clarification.

***12. Can you provide us with the Programme List with Price?***

- The program structure for the **iSHINE Guidance and counseling program** is given as under:

**iSHINE Deliverables for Schools:**

<b><u>Activities</u></b>	<b><u>Targeted Audience</u></b>	<b><u>Estimated Time</u></b>	<b><u>Delivery Location</u></b>
Test Introduction	Students	15 Min	Audi/CR
Psychometric Test Administration	Students	45 Min	Audi/CR
Goal Setting Workshop (Mandatory)	Students	45 Min	Audi
Individual Assessment Reports	Students		
One-on-one Counselling	Parents & stds	30-45 min/std	Classrooms/ Resource Centre
Stream specific Career Seminars	Stds / Teachers		
Sciences		60 Min	Audi
Commerce		60 Min	Audi
Humanities / Arts		60 Min	Audi

**WORKSHOP OPTIONS (Choose any one):**

1. Communication Skills
  2. Time Management and Study Skills
- Social Skills

*13. What is the product-support and service-support available for school?*

- **iSHINE Guidance and counseling program** is a year-long engagement with the school. While the **iSHINE** deliverables are appropriately spaced and spread across the year for best results and outcomes, they are often scheduled in consultation with the school. They are conducted and delivered as per schedule. But our experts would be open to telephonic / email based queries that student-parent duo may have in mind. Our experts in counselling and psychometric testing shall be glad to resolve any queries / conflict that some of the students might be caught-up with and which could be a major impediment in career making decision. Experts generally respond in 24 hours.

#### **14. Who are all the people behind Product Development?**

- **iSHINE Guidance and counseling program** has a team of psychologists, career counsellors and test development experts who have conceptualized, created, moderated and finally standardized the psychometric testing. Our experts are respectable names in the Career Guidance and Counseling space and cater to the needs of best of the schools.

#### **15. Names of the counselors who will deliver?**

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#### **16. Periodicity of Deliverables?**

- Deliverables are calenderised according to school schedule, but for best results, the sequence of deliverables should be:
  - Introductory career talk – 10 Minutes
  - (Immediately followed by) Psychometric Assessments - 45 Min
  - (Next Day) Goal setting workshop – 45 minutes
  - (After 7-10 Days) Career Reports are despatched to respective schools: class wise, student-wise.
  - (After 10 days) One-to-one career Counseling (with each student + parent) : Minimum 30 Minute session behind each student.
  - Subject specific workshop
  - Skill development workshop

#### **17. Names of Resources who will do life skills programme?**

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## 18. What is included in Life Skills? Details?

- ‘iSHINE’s..’. Life Skills Program covers the following:
  - **Communication and study Skills**
  - **Time Management and Study Skills**
  - **Social Skills**

As far as the delivery and presentation of the career seminar is concerned, it is completely subjective in nature and is left to the facilitator as to what he would like to present based on the specific needs of the group / audience identified by him; many times this gets identified only after he confronts the crowd.

However, the content creation and the presentational style that “iSHINE...” resource-team adopts, brings best results with almost all age-groups. The details are as under:

**COMMUNICATION SKILLS:** The Communication skills workshop is designed to enhance the students’ ability to write and speak better, largely from a college/work perspective. It is highly beneficial for this age group of students as they prepare to step into the Adult world. Among other takeaways, the most useful is learning the art of introducing oneself objectively, both through the written and spoken word. Divided into several independent modules, the module focuses on Group Discussions, Debating, Non-Verbal Communication skills, Essay writing and Professional Communication norms. It also touches upon in a fairly elaborate way, on the subject of developing one’s own style of communicating suited to his thought process, personality, attitude and in line with his way of looking at things. A 45 minute workshop is recommended to cover the chosen modules, along with an introduction to basic skills.

**TIME MANAGEMENT & STUDY SKILLS :** This module aims to help children prioritize their varied activities, such that there is less pressure on time lines. The students are taught simple ways to differentiate between important and not so important tasks so that they can gauge their own time constraints and plan their work schedules. It is important for the students to develop a keen sense of responsibility towards preparing and managing their own schedule, without any requirement of external monitoring.

Some simple observation and learning techniques are also taught to the students, which they can incorporate into their everyday lives. An auditorium setting with

space for about 150 students is recommended for this workshop. A time availability of approximately 45 minutes would be ideal for optimum impact.

**SOCIAL SKILLS:** Given the social pressures that urban children, particularly teenagers, are subjected to, this workshop is most opportune. The modules cover Stress handling, Anger Management, Conflict Resolution and Team Building. The tone of the workshop is neither patronizing nor preachy, rather an extremely understanding one.

A 45 minute time slot is recommended to ensure effective delivery. The content of the workshop will be example and case-study driven and not around personal, specific or individual issues and problems. The idea is to engage the children through relatable and easy instances, such that they are able to gauge their own social pressures, realistically.

### **19. What are the motivational exercises in Goal Setting Workshops?**

- **Goal setting** is a powerful way of motivating students, especially if the goal set is Specific, Measurable, Time-bound, having relevance for setting it and is attainable too. Apart from providing clarity, it also challenges them. The goal setting exercise in students is carried out in form of two basic activities:

**Activity /Exercise 1:** Triggers thinking in students and elevates it to a level, whereby, they begin to look at themselves in a role (realistic yet challenging career goal) that they should be taking when they grow up

**Activity /Exercise 2:** It is about planning the (career) journey (with clarity and commitment) that they would be undertaking, to see themselves in the “role” they aspire to be.

By virtue of this activity, students gain a perspective of life, which is just beginning to take shape for them and for which they have a lot more time to brainstorm about, before they actually begin to embark on this journey. It is for this reason that it comes as a precursor to the report-interpretation, one-to-one counselling and subject-specific workshop, whereafter, students actually go through the process of career planning. They actually feel (amply) motivated to do this exercise, in their own interest.

### **20. Experience of the Resources?**

- All resources have a relevant experience of 10+ years in guiding and counselling in schools.

### **21. Locus standi of the Resources?**

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## 22. How long are we in this business?

- We are relatively new player but qualitatively stronger, with indigenously developed psychometric tests / product, suited to Indian conditions and meeting standardization requirements, reliability parameters and validity conditions in all respects, having its roots grounded in research.

## 23. Product Standing vis-a-vis other players

- **iSHINE** has four distinct advantages over its competitions:
  - **Focus** on student (personality) development. Acts as a bridge between what the student aspires for and what he is.
  - **One -to-one counselling** involves parents apart from students and is held thoroughly, with threadbare analysis of strengths and weaknesses, connecting them to the world of possibilities, in a non-threatening way.
  - **Top class resources / counselor** having an extraordinary ability to connect with each child, involving him into the process of decision-making, closing-on best of the options by dispelling his fears, instilling confidence and advising on developmental measures to be taken to reap unparalleled success.
  - Subject Specific workshop (including Industry expert exposure).

## 24. Test Authenticity

- **A Standardised Instrument:** being devoid of any test-bias and based on results from a sample population truly representative of the student sample who would be taking the test.
- **Reliable:** being able to produce consistence results, staying unaffected from the external factors
- **Valid:** Designed to measures the attributes with accuracy and with consistency.

## 25. Need for testing students in the subsequent years.

- **Yes.** The need is definitely there to measure the development of thought process in each passing year and the resultant reflection in the traits of personality, interest and aptitude.

## 26. Duration of the Programme (People want short and crisp)

- The entire program gets covered in \_\_\_\_\_ hours spread across \_\_\_\_\_ months, depending on number of students participating in the program.

## 27. How will you ensure Programme continuity after delivery?

- Based on the data obtained from psychometric assessment report, as well as student data, we (iSHINE) has an opportunity to provide specialised, value added services (online), to stay in a continuous student and school relationship

for the remaining part of the year (even after the program delivery). This can be done in following way:

- Sharing tips for developing certain skill sets.
- Sharing information about Skill development Programs, career events, exhibitions and workshops that are held from time to time and which can be helpful for the students from the development point of view.
- Sharing motivational stories.
- Sharing related industry informations and developments from time to time.
- Publishing monthly newsletter and mailing to all students / school, supplying diverse range of informations.

### **28. Do we address learning disabilities?**

- **No. iSHINE Guidance and counseling program** does not directly address learning disability concerns or problems.

However, when administered regularly for 3-5 years, it is possible to get a comparative analysis of the development of skills, traits and interest-level. The analytical data helps make the one-to-one counseling session personalised and improvised for better results.

### **29. How will you handle Clinical Issues?**

- **Clinical issues** relate to the assessment and treatment of mental illness, abnormal behaviour and psychiatric problems which might include anxiety and depression, serious and enduring mental illness, adjustment to physical illness, neurological disorders, addictive behaviours, childhood behaviour disorders, personal and family relationships. It may include problems of learning disabilities too. It needs a clinical psychologist to take a clinical assessment of person or situation using a variety of methods including psychometric tests, interviews and direct observation of behaviour.

An effective Career counseling can go a long way in helping one to connect to the career one is best suited to. A right career choice, in turn, causes to bring success and satisfaction of work at workplace. This has a long term bearing on a considerably reduced workplace-stress, anxiety, depression, frustration etc. In this sense, a truly empowering career-counseling is capable of combating problems like stress, anxiety, depression, behavioural problems etc as long as it is a fall-out of the skill-career mismatch or problematic upbringing.

But mental abnormalities and behavioural issues that are congenital / from birth / childhood have to be treated clinically with the help of practicing psychologists and psychotherapists.

### 30. Developmental Interventions-Details?

- **Students** can be groomed for lot of skills between class 9-12, depending on need, priority and what data is indicative of. They are listed as under:
  - Time Management skills
  - Learning and study skills: Using improved reading, rapid reading, mindful reading and other techniques of reading.
  - Leadership and Team Management Skills
  - Communication and soft Skills including art of lively writing.

### 31. How and who will address parental stigmas?

- **Our in-house experts**, counsellors, psychologists need to develop a strong module on Parenting and parental challenges that covers on a wide variety of issues like:
  - Parent-child relationship,
  - Disciplinary and behavioral issues with parents
  - Challenges and remedies / solutions of providing physical, emotional, social, and intellectual upliftment to a child from infancy to adulthood etc, in the ever-changing social value system.
- **Understanding parents, parenting** and its challenges will help us (our internal team of experts) understand parents' perspective and their stand-point objectively, especially when they are deciding about the career directions / career-options, for their children. With this knowledge, our experts will be in a position to help parents to take a wiser, non-judgemental and informed decision (based on scientific data). In this kind of environment, there would be no place for narrowed thinking and social stigmas to interfere into one's rational mindset.

### 32. How will you negate the parental and peer impact on career decisions?

- The peer and parental influence stays with the child in form of (prolonged or momentary) infatuation and misleads the child for some time, till he reaches a point of self-realization, where he comes to term with his actual skill sets as against the borrowed ones. The loss of time and energy in pursuing the "borrowed aspiration" results into a big opportunity loss for the student.

A timely educational and career interventional support service in the form of **iSHINE Guidance and counseling program**, could avert the situation by taking the student through its scientific process of self –discovery, using the psychometric assessments, aimed at uncovering hidden skills, natural abilities, and other qualities unique to him and which differentiates him from others. It also connects these abilities to the most appropriate career options for the student.

The counsellor, during the one-to-one meeting, gets to know the student's mindset (mental picture or thought process) together with the psychometric assessment report and helps the child draw out his career chart.

The process also nullifies the "influential" elements / attributes of the personality (that gets reflected as "conflictions" at the various stages of the testing and counselling process.) and brings objectivity to the career-decision-making process.

### **33. How will you bring objectivity into career suggestions?**

- The **iSHINE Guidance and counseling program** subjects students to the process of self-discovery, which consists of a series of assessments aimed at digging and identifying various innate and natural qualities like skills, aptitude, intelligence, attitude, and beliefs, which are unique to the student and differentiates him from the rest of the lot. It is a third party interventional program developed through years of scientific research which has been standardised and has shown proven reliability and validity in its results. It therefore, presents with an objective data for otherwise subjective measurements and is free of any personal bias or partiality.

The counsellor looks at the data and presents it to the student in a non-threatening, non-judgemental way, during one-to-one counseling, after meeting the student (and understanding the student's version and point of view of what he thinks about himself and his aspirations). Since it is devoid of any personal bias or attachment for the student, from the counsellor, it brings objectivity to the process and that helps the student to take a call on his career choice / decision.

The counsellor just facilitates an objective career decision making process.

### **34. Why do we need Psychometric Assessments? / Why do we need career counselling?**

→ Same as question-1

### **35. Why do we need an external vendor to administer Psychometric Assessments?**

- Career counselling needs a professional counselling-expertise and thorough domain-competency to conduct career counselling in schools, universities and at work places. Psychometric assessment is a critical component of this process and also forms a basis for it. They are developed by trained psychologists using rigorous methods to ensure that the tests are unbiased and do not contain material which could favour certain candidates.

External vendors like us have the needed expertise and exclusive core competency in this domain. They bring to the door the best of the psychometric assessment and counselling services from the industry, at an affordable price point and therefore, complement the efforts of the school to use the best of the “instruments” to measure students’ overall natural abilities and skill sets with pin-pointed accuracy and also suitably connect them to careers.

### **36.How does it address the Career concerns of the Students?**

- It facilitates self-discovery, self knowledge and self-awareness of one’s natural and intrinsic strengths and weaknesses (intelligence, abilities and skill sets) with very high accuracy levels. This instills confidence and fosters domain-specific competencies.

It helps students shed all external influences, eliminates any tendency of false glorification of self-image and sets them aligned to their learning goals as well as career goals.

It provides them a career direction based scientific reason (data) to pursue the career most suited to them.

It motivates them into career planning with a clear vision.

### **37.Can a school develop these tests? Can you transfer the knowhow (of how to develop the instrument)?**

- Yes. Schools can certainly develop it. But that would take time and would need investment in people, technology and capital resources. In the mean time, schools can make best use of the existing domain-expertise from the industry and use them as an effective scientific tool in guidance and counselling.

Once the school’s internally designed battery of tests is ready, school would not need to depend on the external vendors.

It needs to be underscored, however, that the product (battery of tests developed in house which lie in the psychometric domain) would need to be changed and contextualized with time and exposure. “Development” of such a product is going to be a continuous process (it cannot remain static).

Schools need to check the teacher-resource outflux, given the size of “investment” behind them. It is going to be a major challenge for schools. In this context, it is also important to note that it would be a foolhardy idea to create such an investment-intensive “product” just for internal use. It would

turn out to be an economically unviable proposition, in the final outcome, for, it doesn't guarantee any tangible ROI.

iSHINE would be professionally open to such project-based assignment. But given the complexities involved in the whole process, using (hiring) iSHINE's services for all "assessment" as well as "career guidance and counselling" needs would be effective and profitably productive.

### **38.What kind of expertise do you have in Psychometric Assessments?**

- **iSHINE Guidance and counseling program** has a team of highly qualified, trained, experienced domain-competent professionals from the educational psychology, industrial psychology and counselling background. They form a right blend of academia and industry experience.

Some of the notable names are as under:

1. ABCD
2. EFGH
3. IJKL
4. MNOP
5. QRST

### **39.There are so many aptitude tests, How is your Psychometric Test different from others?**

The differential factors are:

- It has been specially designed to suit Indian environment and has been standardised, is reliable and valid.
- It places ample thrust and focus on parent level intervention (during one-to-one-counseling – which lasts minimum 30 minutes per child). Enough care and attention is paid to the fact that the career decision is not taken under influence. The session brings objectivity, openness and freedom of thought to the psychometric report interpretation interspersed with discussions and thought-sharing, together with the student and his / her parents. It leads to a prudent career decision making which is free from any external influence or threat.
- It brings age-appropriate developmental support programs which is also in sync with psychometric report, to achieve the following:
- Motivation and concentration of mind to focus on right areas

- Boost and nurture individual skills like leadership skills, communication skills, stress management skills etc.
- Building self belief and confidence to take on life with success.

**40. We have been using other Psychometric Tests for the past four to five years. We find it quite useful. What are the additional features / advantages that make you superior and for which I should replace it with your product?**

- Suited to Indian context. Standardised. Reliable. Valid.
  - Report (Career Mapping) warrants 80% accuracy.
  - Has parental intervention
  - Age and group-appropriate and Developmental interventions.

**41. We (Schools) are already struggling to finish our syllabus on time. How can we accommodate your test and Counseling program in this situation?**

- **iSHINE Guidance and counseling program** aligns well with the school curriculum and hence with the academic goals pursued by the students and school. It adds an immediately connected dimension and direction to the academic goal, which is the career goal. The career goal cannot be seen in isolation with the academic goal. **iSHINE Guidance and counseling program** assesses and measures the academic achievements (translating into various skills with time (aptitude) and other unique aspects of student personality, interest and inclinations. The data is very useful to gauge the developmental pattern of various skills, unique to the learner and hence useful in building domain-competencies. For example, at an early stage of life (middle school), the areas of development are related to: academic and social skill development, identity formation, development of a future orientation, and understanding of their roles and responsibilities etc

**iSHINE Guidance and counseling program** brings interventional support which are mostly developmental in nature. It guides them (emotionally, academically-cognitively, psychologically, physiologically, etc) at various stages of their development.

**iSHINE Guidance and counseling program** has been developed keeping in mind the developmental needs at various stages of student growth that goes beyond the classroom learning. Ideally, **iSHINE Guidance and counseling program** should be infused into the curriculum. Most effective career development programs are systemic–developmental, accessible to all learners, and embedded in the curriculum as part of the whole process of educating a Child for the larger thing called “life”.

#### **42. Is your psychometric test standardized? and how?**

- Yes, the psychometric test that **iSHINE Guidance and counseling program** offers, is standardised.

The test is based on results from a sample population that's truly representative of the targeted segment (students) who'll be taking the test. This is so because it can't realistically test every "student" in the country. However, we have used it to test a representative sample of that group, and then have been applying the results to the specific people whom we test.

The (sample) testing (over the years) has produced consistent results, without being significantly influenced by outside factors. For instance, when tested on "students" who are feeling stressed during the "conduct" of the test, the test "results" weren't overly different from times when they were "excited or relaxed". This makes the test reliable and a verification of the "standardization level achieved".

Repeated testing over the diverse student sample has revealed that the "test" measures what it's intended to measure. That means, the questionnaires which were designed to test or measure the "sample-students' interests", clearly demonstrated that "they" (questionnaires) actually "measured" interests, and not something else that was just "related" to interests. That makes the "standardisation" not only "reliable" and "valid", but also pin-pointedly "accurate" in generating results / reports.

#### **43. How do you standardize the "language" of the "test" for a diverse group of 200 students in a class (distributed in different sections)?**

- Specific Guidelines have been followed while preparing the "questionnaires" for the battery of tests in order to meet the standard-requirements with regard to the language of the test. The "questionnaires" have been developed keeping in mind age and class-level appropriateness, readability, and the students' cognitive level of understanding for whom the tests have been developed. Further, the test questions have undergone rigorous statistical analysis so as to establish the validity of the questions (Content validity) post the Pilot testing, the sample student population of which shared similar characteristics as that of students.

#### **44. What is the validity of the Assessment?**

- This is perhaps the most important quality of a test. A valid test has to measure what it's intended to measure. In other words, if the test is supposed to measure a person's interests, then it must clearly demonstrate that it does actually measure interests, and not something else that's just related to interests.

**45. What are the various criteria your test uses to measure and report career suitabilities?**

- Various criteria that the measuring instrument (psychometric assessment) to measure and report career suitabilities are:
  - Standardised Battery of tests suited to Indian environment
  - Reliable
  - Valid
  - Predictive
  - Accurate

The measuring instrument (psychometric assessment) assesses on the following aspects of the students:

- Aptitude
- Personality
- Interest /inclinations
- Values and beliefs
- Motivational levels

Based on the answers marked, qualified psychometricians and psychologists compile the results in form of predefined variables / parameters, which are indicative of students' mental make-up, thought process, intelligence, ability, attitude, aptitude.

According to the above compilation of reports and values attached to the variables to each of the parameters, Career Direction Coaching is facilitated in a one-to-one format as face-to-face sessions are essential for success. Career Direction Coaching sessions are tailored for each individual as we appreciate that each individual is unique with different needs. **iSHINE Guidance and counseling program** involve 1-1 coaching and incorporate a variety of career tools, techniques, helping student-parent duo identify, plan and achieve your career goals.

**46. What are the norms set by your test to evaluate the “career suitabilities” of the child?**

- **iSHINE Guidance and Counseling Program** offers a range of career assessments and psychometric tests to support career direction. Career Assessments help provide an in-depth understanding of your interests, abilities, intelligence, motivation and personality to support student career choices. The tests and feedback are designed to enhance self discovery and an insightful understanding of one's own strengths and weaknesses, based on which various developmental programs are initiated that go about enhancing skills as well as raising the motivational levels.

**47. Are you going to give “marks” or “score for the test? And, how will you interpret the test results?**

Psychometric assessment is:

- A standardised method of assessing a candidate's aptitudes, personality, work style, motivation, attitudes and values.
- A means of measuring a candidate's potential as well as their likely actual performance.
- Administered under standard conditions with consistent timing, instructions, content, scoring and interpretation.

What gets measured is:

Domain competencies determined by Knowledge, skills, intelligence, personality-traits, Attitude, beliefs, value-system etc under the following heads:

- Aptitudes – capabilities such as ability to solve problems and understand new information.
- Personality traits / style – how outgoing a person is, their thinking style and how they react under pressure.
- Motivation – energy, drive and what makes a person feel satisfied day to day.

For measuring tangible qualities and characteristics of individual students, like aptitude and intelligence, absolute marks / scores are assigned to the predefined variables. For intangible characteristics, relative values are assigned for effective evaluation.

**48. What is the process of implementing it in schools and the time it is going to take?**

- Interested Schools apply for the services of **iSHINE Guidance and Counseling Program** in the prescribed format, with duly signed memorandum understanding in terms of deliverables as well as commercial terms associated with it.

**iSHINE Guidance and Counseling Program** is a year-long engagement with schools, that can easily get aligned with the school curriculum and with teachers' classroom planning.

Schedule of events and deliverables get discussed and finalized based on mutual understanding, keeping in mind the best results it is going to produce in terms of:

- Measurement and determination of career suitability
- Effectiveness that the developmental seminars and other interventional programs are going to bring about.

**49. What are the various “stages of Interventions” that would be done and how is it going to help the students/teachers / school at each stage?**

- An Introductory (Career talk) prior to psychometric assessment is the first level of career intervention program that **iSHINE Guidance and Counseling Program** brings to the table.

Goal setting workshop is the second important intervention that takes students on a meaningful career development excursion, resulting into a higher motivational energy orientation.

Report generation and interpretation is the third level of intervention and is of very high significance from the student perspective, because it is associated with one –to-one counselling with the counsellor. The process, in essence, is brainstorming in nature, both at the conscious as well as sub-conscious level. “Student-parent-counselor-teacher-school” combination work in tandem, at this stage, to evaluate the best career path for each student, based on the individual strengths, of which the “career-assessment-data” is indicative / representative of. Subject choices are made at this stage of the **iSHINE Guidance and Counseling Program**.

Subject specific workshop is the immediate next level of intervention that **iSHINE Guidance and Counseling Program** brings to the table. It helps students to look at career direction and options, from their individual perspective, going beyond the subject-choices. It gives them a fair idea of the career journey that it is going to be, given the subject choices made.

Essential and relevant Skill enhancement and developmental program is the last stage of intervention, to cap the entire bunch of offerings that **iSHINE Guidance and Counseling Program** brings to the table.

**50. In what ways is the Teacher- bandwidth of our school going to be affected?**

- Teacher-time bandwidth gets value-reinforcement as the students and teacher get a break from the “curriculum- orientated regime” to the “revisiting of the learning-goals and its alignment with the career goals” based on “assessment and feedback” session initiated by **iSHINE Guidance and Counseling Program**.

**51. How do you ensure fair and square conduct of test and accuracy of reports?**

- The more the sincerity and honesty students show in attempting the Psychometric assessment questionnaire, the better is the accuracy, objectivity and bias-independence in the “report”. This brings a better understanding of the career vision and direction. This moment holds a very high significance from the student point of view, for, (s)he can focus his /her endeavours in the right areas and in right direction.

**52. What are the logistics involved? What would be the Process of implementation?**

- Registration for the **iSHINE Guidance and Counseling Program**, by signing School order form(SOF) and MOU and faxing the SOF for question paper dispatch.

Calenderizing the schedules for the various deliverables, based on mutual convenience and also from the “program-effectiveness” point of view.

Trained psychologists / psychometricians / counsellors are sent to school for introductory talk followed by psychometric Assessment. (Questionnaire’s are carried by the test-experts or is despatched in advance to the school premises, for smooth conduct of the test). Similarly the “answer scripts” are brought back to the iSHINE office in person by the test-administrators / shipping.

Carry out Goal setting exercise.

Shipping the “Psychometric reports” to the School.

Inform school about the shipping date and the courier company (shipper) details

Co-ordinating with school and courier company to ensure timely delivery and receipt of the “report-consignment”

Individual performance report is meant for students and has to be distributed to the students by the class teacher – ownership of co-ordinating with school by the iSHINE support team

Set date for Report interpretation with school. Further, individual guidance interventions will be scheduled for students. iSHINE- appointed CIC will co-ordinate for all guidance and counseling related activities.

Document Feedback.

Schedule Subject specific Career seminars.

Document Feedback.

Conduct developmental workshops as per schedule.

Document Feedback.

### **53.What after psychometric assessment? What do you do after assessment is over?**

- Psychometric assessment is the first stage of **iSHINE Guidance and Counseling Program** intervention. It is followed by other structured interventional support programs to bring re-inforced impact and effectiveness into each other. The other support programs are:
  - Goal setting workshop.
  - Psychometric Report interpretation and one-to-one counselling.
  - Subject specific workshops for Career planning and development.
  - Skill enhancement and development workshops for skill boosting and building unique and domain specific competencies.

### **54.Which is your most natural *energy* orientation for ?**

- *Every person has two faces. One is directed towards the OUTER world of activities, excitements, people, and things. The other is directed inward to the INNER world of thoughts, interests, ideas, and imagination.*

*While these are two different but complementary sides of our nature, most people have an innate preference towards energy from either the OUTER or the INNER world. Thus one of their faces, either the Extraverted (E) or*

Introverted (*I*), *takes the lead in their personality development and plays a more dominant role in their behaviour.*

**Extraverted Characteristics**

- Act first, think / reflect later.
- Feel deprived when cut-off from the interaction with outside world.
- Usually open to and motivated by outside world of people and things.
- Enjoy wide variety and change in people relationships.

**Introverted Characteristics**

- Think / reflect first, act later.
- Regularly require an amount of “private-time” to recharge batteries / one’s energy levels.
- Motivated internally, mind is sometimes so active that it is “closed” to the outside world.
- Prefer one-to-one communication and Relationships.

**55. Which way of Perceiving or understanding is most "automatic" or natural?**

- The **Sensing (S)** side of our brain notices the sights, sounds, smells and all the sensory details of the **PRESENT**. It categorizes, organizes, records and stores the specifics from the here and now. It is **REALITY** based, dealing with "what it is." It also provides the specific details of memory & recollections from **PAST** events.

The **Intuitive (N)** side of our brain seeks to understand, interpret and form **OVERALL** patterns of all the information that is collected and records these patterns and relationships. It speculates on **POSSIBILITIES**, including looking into and forecasting the **FUTURE**. It is imaginative and conceptual.

While both kinds of perceiving are necessary and used by all people, each of us instinctively tends to favour one over the other.

Sensing Characteristics (S)

- Mentally live in the “Now”, attending to present opportunities. attending to future
- Using common sense and creating practical solutions creating/inventing new is automatic-instinctual.
- Memory recall is rich in detail of “facts” and “past events”.
- Best improvise from past experience.
- Like clear and concrete information; dislike guessing when facts are "fuzzy".

Intuitive Characteristics (N)

- Mentally live in the Future, possibilities.
- Using imagination and possibilities is automatic-instinctual.
- Memory recall emphasizes patterns, contexts, and connections.
- Best improvise from theoretical understanding.
- Comfortable with ambiguous, fuzzy data and with guessing its meaning.

## 56. Which way of forming Judgments and making choices is most natural?

- The **Thinking** (T) side of our brain analyzes information in a **DETACHED**, objective fashion. It operates from factual principles, deduces and forms conclusions systematically. It is our logical nature.

The **Feeling** (F) side of our brain forms conclusions in an **ATTACHED** and somewhat global manner, based on likes/dislikes, impact on others, and human and aesthetic values. It is our subjective nature.

While everyone uses both means of forming conclusions, each person has a natural bias towards one over the other so that when they give us conflicting directions - one side is the natural trump card or tiebreaker.

### Thinking Characteristics (T)

- Instinctively search for facts and logic in a decision situation.
- Naturally "notices" tasks and work to be accomplished.
- Easily able to provide an objective and critical analysis.
- Accept conflict as a natural, normal part of relationships.

### Feeling Characteristics (F)

- Instinctively employ personal feelings and impact on people in decision situations.
- Naturally "sensitive" to people needs and reactions.
- Naturally seek consensus and popular opinions.
- Accept conflict as a natural, normal part of relationships with people

## 57. What is your "action orientation" towards the outside world?

- All people use both *judging* (thinking and feeling) and *perceiving* (sensing and intuition) processes to store information, organize our thoughts, make decisions, take actions and manage our lives. Yet **one** of these processes (Judging or Perceiving) tends to **take the lead** in our relationship with the **outside world** . . . while the other governs our inner world.

A **Judging** (J) style approaches the outside world **WITH A PLAN** and is oriented towards organizing one's surroundings, being prepared, making decisions and reaching closure and completion.

A **Perceiving** (P) style takes the outside world **AS IT COMES** and is adopting and adapting, flexible, open-ended and receptive to new opportunities and changing game plans.

### Judging Characteristics (J)

- Plan many of the details in advance before moving into action.

### Perceiving Characteristics (P)

- Comfortable moving into action without a plan; plan on-the-go.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Focus on task-related action; complete meaningful segments before moving on.</li> </ul> | <p>Like to multitask, have variety, mix work and play.</p>                                    |
| <ul style="list-style-type: none"> <li>• Work best and avoid stress when able to keep ahead of deadlines.</li> </ul>             | <p>Naturally tolerant of time pressure; work best close to the deadlines.</p>                 |
| <ul style="list-style-type: none"> <li>• Naturally use targets, dates and standard routines to manage life.</li> </ul>           | <p>Instinctively avoid commitments which interfere with flexibility, freedom and variety.</p> |

***58. Does iSHINE have an online version of career assessments?***

- Yes. **iSHINE Guidance and counseling program** is available online as well and can be taken by students by making the necessary payments.

***59. Are there any specific Do's and Don'ts that need to be followed while taking iSHINE's online career assessments?***

- Yes. There are a few tips to successful career assessment. These can be termed as a Thumb rule. Following these simple rules should see students achieve success in making an appropriate career decision. They are stated in point forms and are as under:
- **Do** be aware that **iSHINE's Career assessments** have been designed to help guide you towards the right career for you. A qualified career counselor from iSHINE administers, scores, and interprets these assessments. It is in light of the data obtained from this test administration that you (as a student / parent) base your career decisions on and own it too. The counselor is just a facilitator. Also, a number of free career assessments are available on the Internet for students like you to use and benefit from it, though many experts question their reliability.
- **Do** compare online career assessments to see which ones might meet your needs.
- **Do** keep your expectations in check when you take free online assessments. You may attain some direction and guidance from these tests, but don't be overly reliant on them for magic answers.
- **Don't** discount the possibility that these free online assessments might suggest to you some career ideas and directions you had never thought of and that are worth further exploration.
- **Do** take several different assessments to help you learn more about yourself and to help you determine which tests provide the most reliable results for you.
- **Do** print out and retain the results of the assessments you take online. Compare results, and see if you can see patterns -- a "career snapshot" -- beginning to emerge.

- **Do** trust your gut. If a free online assessment tells you something about yourself that doesn't ring true, disregard that information.
- **Don't** rely on free online assessments alone for self-discovery and career guidance. Meet with a career counselor; college students and alumni usually have free or inexpensive access to counselors. Supplement the results you've obtained from free online assessments with other assessments the counselor might administer. Ask the counselor to help you interpret and integrate the results of various assessments.
- **Do** use career assessments with a variety of other self-discovery activities, such as examining your strengths and weaknesses and the activities you most enjoy and least enjoy.
- **Do** have fun taking career assessments. Self-discovery is almost always an enlightening and often entertaining process.

## Glossary:

**Psychometric assessment:** Psychometric assessments are age and group appropriate tests, exercises or questionnaires, **designed by psychologists, aimed at measuring cognitive, behavioural and personality constructs of an individual.** Psychometric tests provide the assessor with data / information **capable of facilitating their decisions regarding stream-selection, career-choice, development or promotion of employees.** The broad reference to 'constructs' means that an assessment is being made of someone's abilities, intelligence, personality, attitudes, values, beliefs, motivations and their interests or preferences. Psychometric assessments, **in most cases, is a collection of tests, called, a battery of tests.**

**Aptitude Test:** Aptitude tests are also known as ability tests. These tests provide information about a person's intrinsic ability to perform tasks and will also indicate the person's ability to learn and understand new tasks and information.

The most commonly used **aptitude test** is that of reasoning. Mental reasoning involves a number of facets and the assessment is likely to measure:

- numerical reasoning - which is the logical interpretation of numerical and statistical information,
- verbal reasoning - which is a critical evaluation of written information,
- comprehension and grammar,
- abstract or spatial reasoning skills - which determines the ability to recognize patterns
- Information checking skills - which measures attention to detail and ability to pick up errors
- Intelligence Quotient (IQ) - which measures overall capability to learn and master new tasks

### Personality attributes / trait Test:

These assessments are concerned with your personality traits: style or manner of doing things, and in the way they interact with their environment and other people.: how you typically behave, the way you relate to others or the way you approach to a problem. This test is a search for **personality characteristics which are relevant to the group.**

The format of the test inventory is usually a series of questions where you need to select your preference from the statements presented. **There are no right or wrong answers in personality inventories** and they only provide an indication of the individual's preference.

Personality inventories also typically entail measuring slightly broader work style matters such as your motivation, values, emotional intelligence (EQ), communication style, conflict management style etc.

The major

- Interpersonal style, skills
- Ways of thinking and behaving in different situations
- Interest and how the individual likes to carry out their tasks and duties
- Motivations, including energy levels and drivers
- Work values to which the individual places his faith on / attaches importance to
- Management style or communication.

**Interest / Inclination Test:** It is a measure of your interest areas / inclinations and the way an individual differs in his /her motivation, values, and opinions in relation to their interests.

Interest questionnaires are mostly used for career counselling purposes. The questions usually relate to different types of job activities or tasks. You are asked to give your preferences, and from your answers the types of jobs you would prefer, and the direction your career might best take, can be deduced. The Strong Interest Inventory is one you may see.