

Core Abilities Assessment (Core)

Norm Group		Mean	SD
UK BSc Course Applicants	Male 57.7% Female 41.3% Prefer not to say 1%	11.58	4.52
N.104			
This group consists of applicants to a BSc (Hons) Business and Enterprise course in central London, full and part-time. Applicant occupations included Customer Service, Retail Sales, Marketing professionals and Administrative or Clerical roles. Just under half of applicants were Students.	55% White 19% Black 13% Asian 7% Mixed 2% Other 4% Prefer not to say		
	Age 16-19; 41.3% 20-24; 13.5% 25-29; 17.3% 30-34; 18.3% 35-39; 4.8% 40-44; 2.9% 50-54; 1% Prefer not to say; 1%		
UK Customer Services	Male 56.7% Female 43.3%	9.30	3.64
N. 164			
This group consists of 164 Customer Services employees. Forty percent of the group have one to four years experience and half of the group less than one year previous experience in the role. Two thirds were applying for a job outside their current organisation.	45% White 42% Asian 6% Black 6% Mixed 1% Other		
	Age 16-19; 7.3% 20-24; 23.8% 25-29; 29.9% 30-34; 15.9% 35-39; 5.5% 40-44; 4.9% 45-49; 3.7% 50-54; 3% 55-59; 3% 60-64; 1.8% Prefer not to say; 1.2%		

Norm Group		Mean	SD
UK Call Centre Applicants	Male 51.3%	9.33	3.95
N.339	Female 48.4%		
	Prefer not to say 0.3%		
This group consists of applicants to Call Centre operative positions in a home emergency insurance cover and domestic repairs organisation. The majority of the group have one year or more previous experience in the role and three-quarters were applying for a job outside of their current organisation.	46% White 45% Asian 4% Black 4% Mixed 1% Other		
	Age		
	16-19; 10.3%		
	20-24; 35.1%		
	25-29; 20.4%		
	30-34; 12.1%		
	35-39; 6.5%		
	40-44; 4.7%		
	45-49; 3.2%		
	50-54; 2.9%		
	55-59; 2.7%		
	60-64; 1.2%		
	Prefer not to say; 0.9%		
Working Adults in Manufacturing & Production (US)		10.89	4.890
N. 314	83% male 12% female		
Data collected via online administration within the United States during 2007.	83% White 17% Other		
Just over 60% of the group were employed as Maintenance Technician's. Approximately 4% were Supervisors and just under 5% were employed in Sales.	Just under half of the group reported age range 21-72 years		



Norm Group		Mean	SD
Working Adults (US)	34% male 68% female	10.74	4.815
N. 104			
Data collected via online administrations within the United States and Canada during 2008. Among the industries represented are: Financial/Banking, Retail, Manufacturing and Production, Healthcare, Education and IT. Roles include: Administrative/Clerical, Customer Service/Retail Sales, Professional/Individual Contributor, Supervisory and Managerial.	73.5% White 5% Black 3% Asian 18.5% Other		
	Age		
	16-20 7%		
	21-24 14%		
	25-29 17%		
	30-34 12%		
	35-39 13%		
	40-49 21%		
	50-59 15%		
	60-69 1%		